



## Civil Service Commission

### **REGULAR MEETING NOTICE/AGENDA THE CIVIL SERVICE COMMISSION 9:30 A.M. – November 21, 2023**

NOTICE IS HEREBY GIVEN by the City of Spokane Civil Service Commission, that a regularly scheduled meeting of the Civil Service Commission will be held on November 21, 2023, commencing at 9:30 A.M. in the City Council Chambers – Lower Level of City Hall (808 W. Spokane Falls Blvd., Spokane WA, 99201). The purpose of the meeting is to conduct the monthly commission meeting and to discuss other matters as reflected on the attached agenda.

The meeting will be conducted in-person and open to the public with commission members, staff and presenters attending in-person. All meetings will be streamed live on Channel 5.

Oral public comment will be accepted at the meeting for agenda items to be decided by the Commission, excluding hearing items. Individuals who want to provide oral comment at this time but are unable to physically attend the meeting shall contact the Commission at [civilservice@spokanecity.org](mailto:civilservice@spokanecity.org) to request by 5:00 P.M. the day before the meeting, (Monday, November 20, 2023) so the Commission can make arrangements for you to participate telephonically at the meeting.

DATED THIS 11<sup>th</sup> day of November 2023.

**AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION:** The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Spokane City Council Chamber in the lower level of Spokane City Hall, 808 W. Spokane Falls Blvd., is wheelchair accessible and is equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of picture I.D.) at the City Cable 5 Production Booth located on the First Floor of the Municipal Building, directly above the Chase Gallery or through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write, or email Risk Management at 509.625.6221, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or [mLOWmaster@spokanecity.org](mailto:mLOWmaster@spokanecity.org). Persons who are deaf or hard of hearing may contact Risk Management through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.



# Civil Service Commission

## **AGENDA**

### **REGULAR MEETING OF THE CIVIL SERVICE COMMISSION**

9:30 A.M November 21, 2023

CITY HALL – CITY COUNCIL CHAMBERS

LOWER LEVEL CITY HALL

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

- 1. CALL TO ORDER/ROLL CALL**
- 2. APPROVAL OF MINUTES**
  - a. October 17, 2023 Minutes (pg. 3)
- 3. CHIEF EXAMINER UPDATE**
- 4. NEW BUSINESS**
  - a. Resolution 2023-04: Classification Action (pg. 4)
  - b. Resolution 2023-05: 2024 Budget Adoption (pg. 18)
- 5. OTHER BUSINESS**
- 6. ADJOURN**

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



# Civil Service Commission

## REGULAR MEETING OF THE CIVIL SERVICE COMMISSION

Minutes - October 17, 2023

### 1. CALL TO ORDER/ROLL CALL

Meeting called to order at 9:30am

All commissioners were present except Chair Lindsey who has an excused absence.

### 2. APPROVAL OF MINUTES

- a. August 15, 2023 Minutes

*MOTION:* Motion to approve minutes.

Stephens/Palmerton: Motion passed unanimously.

### 3. CHIEF EXAMINER UPDATE

Chief Examiner Pearson gave updates on Civil Service.

- a. We held a successful Supported Employment Program event at the Hive last month.
- b. Rule Review – Resumed last week, one more meeting scheduled in November and will be ready to present to Commission in the next couple of months.
- c. Communicate any conflicts or plans to not attend next two meetings as they fall near holidays.

### 4. NEW BUSINESS

- a. Test Genius Presentation
- b. Flexible Staffing Presentation
- c. 2024 Draft Budget Presentation

### 5. OTHER BUSINESS

### 6. ADJOURN

Meeting adjourned at 10:11am.

*MOTION:* I will move to adjourn.

Palmerton/Stephens: Motion passed unanimously.

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

## BACKGROUND

We present four job classifications for adoption this month.

**Merit System Analyst I-II (SPN 045A-B)**

**Merit System Analyst III (SPN 047)**

**Senior Merit System Analyst (SPN 052)**

**Human Resources Management System Specialist (SPN 056)**

Civil Service has conducted a careful review of the human resources management career field. We have heavily updated the line of progression for the Civil Service analysts, which had not been studied for many years.

- The class series is changed to Merit System Analyst for better clarity of purpose.
- We consolidate the entry- and journey-level classes into one flexibly staffed job class (Merit System Analyst I-II) because the entry-level is intended as a transition to the permanent level.
- The revised class of Examination & Classification Analyst III is retitled to Merit System Analyst III.
- The new job class of Senior Merit System Analyst will provide expert professional support to the Chief Examiner including research, analysis, and development of the merit system classification and examination plans.

The final job class for consideration is the Human Resources Management System Specialist. After reviewing the work of an incumbent Senior Benefits Specialist, Civil Service determined that the work no longer matches the job classification. The new job class more closely captures the scope of work.

The Chief Examiner has approved the Merit System Analyst line, and the M&P bargaining unit concurs with the class specifications. Human Resources Director David Moss has approved the HRMS Specialist specification, and Human Resources has determined that the class is exempt from collective bargaining.

The current Civil Service job classes will be brought to the Commission for deletion after salaries are determined for the new classes and employees can be moved to the new line of progression.

## RECOMMENDATION

Staff recommends adoption of classification Resolution 2023-04.

## ATTACHMENTS

- 1) Class specification – Merit System Analyst I-II (SPN 045A-B)
- 2) Class specification – Merit System Analyst III (SPN 047)
- 3) Class specification – Senior Merit System Analyst (SPN 052)
- 4) Class specification – Human Resources Management System Specialist (SPN 056)



# Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

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## MERIT SYSTEM ANALYST I-II

SPN: 045 (A, B)

Bargaining Unit: M&P-B

Pay Range: <#> (I), <#> (II)

Effective Date: <m/y>

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### CLASS SUMMARY

Performs professional job classification, recruitment, and employee selection procedures in support of the City's personnel merit system. Creates and prepares employee examination content, evaluates applicant qualifications, conducts job surveys of existing positions, and revises job class specifications. Work requires understanding of the Merit System Rules and their application to job classification, employee selection, and personnel situations. Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and primarily performed in an office environment, but travel to other locations and some work outside is required.

### CLASS CHARACTERISTICS

The classification of Merit System Analyst comprises the entry-level (Merit System Analyst I) to full-skill level (Merit System Analyst II) work in the Merit System Analyst class series. The Merit System Analyst I/II performs professional classification and employee talent assessment work that is more limited in scope and complexity, and is subject to closer supervision and review, than work performed by a Merit System Analyst III.

Positions in the Merit System Analyst classification are flexibly staffed. Positions at the Merit System Analyst II level are normally filled by service advancement from the Merit System Analyst I level upon (a) completion of one year of service in the classification and (b) documentation typically by a performance evaluation that the incumbent is performing the higher level of work at a satisfactory level.

### SUPERVISION RECEIVED AND EXERCISED

Receives close supervision (at hire) to general supervision (with experience) from assigned supervisory or management personnel. Employee does not supervise others.

### 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.*

- Designs and develops defensible and valid employee selection devices and crediting plans based on job analyses, research, and input from subject matter experts and analysts.
- Coordinates recruitment campaigns and prepares job bulletins to locate and identify highly qualified candidates. Evaluates employment applications, communicates with applicants, and advises on the requirements for initial examination, appointment, or promotion.
- Administers examinations according to established policies and procedures. Trains staff and external evaluators on examination and evaluation needs.
- Using various methods and software programs, manages, analyzes, and reports on data to include test scores, validity, reliability, and adverse impact measures, user experience survey results, and overall value and quality of examination content.

- Implements and maintains examination item bank according to established principles. Reviews submitted items for addition to the bank or referral to analysts for revisions. Tracks and monitors the usage of items for testing.
- Conducts job surveys and desk audits of classified positions other than in public safety career fields. Applies position classification standards to determine the correct occupational series, level, and title. Discusses findings with management, employees, and bargaining units. Communicates job level distinctions to management with justifications.
- Makes minor revisions to existing job classification specifications. Coordinates revision approval process with management and labor.
- Advises and trains on local, state, and federal regulations; Merit System Rules; City policies; and procedures related to job classification, talent assessment, and recruitment.
- Addresses issues raised by employees requiring consideration of the Merit System Rules.
- Researches classifications and occupational trends.
- Conducts recruiting outreach efforts by representing the agency at job fairs, college recruitment activities, and other events. Administers special recruitment programs such as supported employment and advises hiring officials on placement opportunities.
- Designs, retrieves, and provides HR information system reports including temporary-seasonal, project, and exempt employee hiring. Analyzes requests, creates new reports, and modifies current reports.
- Performs related work as required.

## COMPETENCIES

*Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) important to successful job performance.*

- **Attention to Detail:** Ensures information is complete and accurate.
- **Classification:** Applies the classification system concepts to existing City occupations.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **HR Information Systems:** Understands established HR data standards, data contained in HR information systems, and basic information technology principles such as database design and information storage and retrieval.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts.
- **Knowledge Management:** Gathers, organizes, and maintains information; determines its importance and accuracy; and communicates it by a variety of methods.
- **Mathematical Reasoning:** Understands and uses mathematical and statistical techniques to solve practical problems.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Understands the City organizational structure and applies the Merit System Rules, City personnel policies, and human resources management concepts to various personnel situations. Understands relevant laws, regulations, and rules including Title VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.

- **Reading:** Reads, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Identifies rules, principles, or relationships to explain facts or other information; analyzes information to make correct inferences or draws accurate conclusions.
- **Recruitment:** Applies the principles and practices of identifying, attracting, and placing individuals into positions to address changing organizational needs.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares documents to transfer information to audiences with varying levels of technical knowledge.

**TYPICAL EQUIPMENT USED**

General office equipment, personal computer, and associated software.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and in some controlled outdoor locations; ability to use standard office equipment, including a computer; ability to operate a motor vehicle and visit various locations; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. 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 to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

**WORK ENVIRONMENT**

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in interpreting and enforcing departmental policies and procedures. Some work duties require travel offsite including outdoor locations to conduct job surveys, employee examinations, and other merit system functions.

**MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

**Open-Entry Requirements:**

- Education: Bachelor's degree from an accredited college or university in business or public administration, human resources, psychology, or sociology.
- Experience (Merit System Analyst I): No work experience is required to apply.
- Experience (Merit System Analyst II): One year of experience in job classification, employment test development, or job analysis.

**Licenses and Certifications:**

- Applicants must possess a valid driver's license, to be maintained throughout employment.



# Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

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## MERIT SYSTEM ANALYST III

SPN: 047

Bargaining Unit: M&P-B

Pay Range: <#>

Effective Date: <m/y>

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### CLASS SUMMARY

Performs advanced professional job classification, recruitment, and employee selection procedures in support of the City's personnel merit system. Creates employee examination content, evaluates applicant qualifications, conducts job analyses of new and existing positions, and writes job class specifications. Work requires advanced understanding of the concepts of job classification and employee selection as they apply to the Merit System Rules and personnel situations. Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and primarily performed in an office environment, but travel to other locations and some work outside is required.

### CLASS CHARACTERISTICS

The Merit System Analyst III classification is the advanced-level professional class in the Merit System Analyst series. Incumbents in this class analyze, design, develop, implement, and administer classification and talent assessment processes within established plans and policies. Incumbents provide a professional-level resource for organizational, managerial, and related analyses and studies.

### SUPERVISION RECEIVED AND EXERCISED

Employee receives general direction. Employee does not supervise others.

### 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.*

- Designs and develops defensible and valid employee selection devices and crediting plans based on job analyses, research, and input from subject matter experts and analysts.
- Sets procedures for exam administration and administers exams; monitors assessment center processes to ensure that candidates are graded on job-related criteria.
- Identifies, contacts, and recruits qualified external evaluators to participate in exam processes. Trains staff and external evaluators on examination and evaluation needs.
- Coordinates, designs, and implements creative recruitment campaigns to locate and identify highly qualified candidates.
- Using various methods and software programs, manages, analyzes, and reports on data to include test scores, validity, reliability, and adverse impact measures, user experience survey results, and overall value and quality of examination content.
- Conducts job analyses using research, interview, observational, and analytical techniques to define job classifications and develop content valid employee selection procedures.
- Writes, revises, and updates job classification specifications for new and existing classes. Coordinates revision approval process with management and labor.
- Conducts job surveys and desk audits of classified positions. Applies position classification standards to positions to determine the correct occupational series, level, and title.



Discusses findings with management, employees, and bargaining units. Communicates job level distinctions to management with supporting criteria and justification.

- Advises and trains on local, state, and federal regulations; Merit System Rules; City policies; and procedures and best practices. Trains and mentors new and established analysts.
- Investigates and addresses matters raised by employees requiring consideration of the Merit System Rules.
- Oversees the application and use of online examination systems, including the item bank.
- Researches new methods and best practices in job classification and analysis, employee talent assessment, and recruitment.
- Gathers information and prepares reports and analysis for merit system topics including Commission investigations. Assists in the preparation and presentation of merit system matters before the Civil Service Commission.
- Performs related work as required.

## COMPETENCIES

*Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAsOs) important to successful job performance.*

- **Attention to Detail:** Ensures information is complete and accurate.
- **Classification:** Applies position classification concepts, principles, and practices to gather and determine job information for existing and proposed occupations used by the City.
- **Creative Thinking:** Develops new insights into situations and applies innovative solutions and new methods to problems.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Mathematical Reasoning:** Understands and uses mathematical and statistical techniques to solve practical problems.
- **Mentoring:** Helps others learn and provides ongoing feedback.
- **Negotiation:** Influences, motivates, and persuades others to accept agreements that may involve exchanging resources or resolving differences.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Understands the City organizational structure, and analyzes and applies the Merit System Rules, City personnel policies, and human resources management principles and concepts for various personnel situations.
- **Organizing Work:** Organizes work, sets priorities, determines resource requirements, and coordinates with others to accomplish goals.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Reading:** Reads, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.

- **Reasoning:** Identifies principles or relationships that explain facts or other information; analyzes information and makes correct inferences or draws accurate conclusions.
- **Recruitment:** Applies the principles and practices of identifying, attracting, and placing individuals into positions to address changing organizational needs.
- **Research:** Applies principles, methods, and processes to conduct a systematic and objective inquiries, including study design, collection, analysis, and interpretation of data.
- **Talent Assessment:** Evaluates, develops, and uses methods and practices of industrial-organizational psychology related to employee selection. Understands relevant laws, regulations, rules, and references including the Uniform Guidelines on Employee Selection Procedures and important court cases.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares documents to transfer information to audiences with varying levels of technical knowledge.

**TYPICAL EQUIPMENT USED**

General office equipment, personal computer, and associated software.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and in some controlled outdoor locations; ability to use standard office equipment, including a computer; ability to operate a motor vehicle and visit various locations; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. 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 to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

**WORK ENVIRONMENT**

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in interpreting and enforcing departmental policies and procedures. Some work duties require travel offsite including outdoor locations to conduct job surveys, employee examinations, and other merit system functions.

**MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

**Promotional Requirements:**

- Experience: Two years as a Merit System Analyst II (SPN ###B).

**Licenses and Certifications:**

- Applicants must possess a valid driver’s license, to be maintained throughout employment.



# Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

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## SENIOR MERIT SYSTEM ANALYST

SPN: 052

Bargaining Unit: M&P-B

Pay Range: <#>

Effective Date: <m/y>

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### CLASS SUMMARY

Performs regularly assigned lead and professional work in the administration of the City's personnel merit system. Mentors merit system analysts, researches and develops new methods and best practices, advises the Chief Examiner, and develops the classification and examination plans for the Civil Service Commission. Reviews requests and advises management on the impact of proposed new job classifications, structural reorganizations, and other complex classification issues. Work requires thorough understanding of the concepts of job classification and employee selection as they apply to the Merit System Rules and personnel situations. Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and primarily performed in an office environment, but travel to other locations and some work outside is required.

### CLASS CHARACTERISTICS

The Senior Merit System Analyst is the lead professional classification in the Merit System Analyst series. Positions at this level perform the most complex duties assigned to the series, work independently, and exercise judgment and initiative in developing new policies, procedures, and best practices in job classification and merit-based employee selection. Incumbents in this classification are responsible for providing technical and functional guidance to others in the series. Assignments are given with general guidelines, and incumbents are responsible for establishing objectives, timelines, and methods. Work is typically reviewed upon completion and as unusual or difficult situations arise.

### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Chief Examiner. Exercises no direct supervision of employees, but employee may direct the technical and functional work of subordinate 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.*

- Leads the employee classification, recruitment, and talent assessment processes for the Merit System Analysts. Trains and mentors new and established Merit System Analysts. Monitors the status of work conducted by the merit system analysts and recommends appropriate solutions to problems encountered during daily operations. Consults with the Chief Examiner, legal counsel, or outside subject matter experts for areas of uncertainty.
- Designs and develops the comprehensive job classification and employee talent assessment plans to include research into new methods and best practices, policies, procedures, and technical guidance for positions covered by the merit system.
- Reviews and investigates requests for new classifications or job families. Advises management in establishing organizational structures, the impact of proposed

- reorganizations, and complex classification issues such as hybrid or mixed positions, or interdisciplinary job classes.
- Reviews, approves, and develops job analyses, new and revised classification specifications, job survey processes, and examination plans and content that adhere to merit system policies and procedures. Monitors item bank status and recommends competency areas for item development.
  - Consults with and advises the Chief Examiner on performance goals, work priorities, scope of work, and strategic planning; and resolves problems or disputes regarding classification actions and examination processes. Identifies needs related to training, resources, and supplies, and relays needs and requests to supervisor.
  - Writes, revises, and amends Merit System Rules for review by the rule review committee and adoption by the Civil Service Commission.
  - Assumes assigned duties of the Chief Examiner during absences.
  - Designs and develops defensible and valid employee selection devices and crediting plans based on job analyses, research, and input from subject matter experts and analysts.
  - Identifies, contacts, and recruits qualified external evaluators to participate in exam processes. Trains staff and external evaluators on examination and evaluation needs.
  - Using various methods and software programs, manages, analyzes, and reports on data to include test scores, validity, reliability, and adverse impact measures, user experience survey results, and overall value and quality of examination content.
  - Coordinates classification studies and the development and preparation of the most complex talent assessment processes, including public safety promotional examinations. Conducts job analyses using research, interview, observational, and analytical techniques to define job classifications and develop content valid employee selection procedures.
  - Advises and trains on local, state, and federal regulations; Merit System Rules; City policies; and procedures and best practices related to job classification, talent assessment, and recruitment.
  - Gathers information, prepares reports and analysis, and maintains agency records on merit system topics including employee investigations, laws, pending legislation, court decisions, and policies that affect classification and assessment practices. Assists in the preparation and presentation of merit system matters before the Civil Service Commission.
  - Performs related work as required.

## COMPETENCIES

*Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) important to successful job performance.*

- **Attention to Detail:** Ensures information is complete and accurate.
- **Change Management:** Collaborate with and leads management by assessing organizational readiness for change, marketing organizational awareness, and leading change initiatives.
- **Classification:** Applies position classification concepts, principles, and practices to gather and determine job information for existing and proposed occupations used by the City.
- **Compliance:** Assesses, evaluates, and monitors procedures for compliance with laws, regulations, guidance, and standards.
- **Creative Thinking:** Develops new insights into situations and applies innovative solutions and new methods to problems.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.

- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Leadership:** Influences, motivates, and challenges others, and adapts leadership styles to a variety of situations.
- **Mathematical Reasoning:** Understands and uses mathematical and statistical techniques to solve practical problems.
- **Mentoring:** Helps others learn and provides ongoing feedback.
- **Negotiation:** Influences, motivates, and persuades others to accept agreements that may involve exchanging resources or resolving differences.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Understands the City organizational structure, and analyzes and applies the Merit System Rules, City personnel policies, and human resources management principles and concepts for various personnel situations.
- **Organizing Work:** Organizes work, sets priorities, determines resource requirements, and coordinates with others to accomplish goals.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Reading:** Reads, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Identifies principles or relationships that explain facts or other information; analyzes information and makes correct inferences or draws accurate conclusions.
- **Recruitment:** Applies the principles and practices of identifying, attracting, and placing individuals into positions to address changing organizational needs.
- **Research:** Applies principles, methods, and processes to conduct a systematic and objective inquiries, including study design, collection, analysis, and interpretation of data.
- **Strategic Awareness:** Formulate objectives and priorities, and implement plans consistent with the long-term interests of the department and the City.
- **Talent Assessment:** Evaluates, develops, and uses methods and practices of industrial-organizational psychology related to employee selection. Understands relevant laws, regulations, rules, and references including Title VII of the Civil Rights Act of 1964, the Uniform Guidelines on Employee Selection Procedures, the American Psychological Association Guidelines, the Society for Industrial-Organizational Psychology Principles, and important court cases.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares documents to transfer information to audiences with varying levels of technical knowledge.

#### TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and in some controlled outdoor locations; ability to use standard office equipment, including a computer; ability to operate a motor vehicle and visit various locations; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. 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 to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

**WORK ENVIRONMENT**

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in interpreting and enforcing departmental policies and procedures. Some work duties require travel offsite including outdoor locations to conduct job surveys, employee examinations, and other merit system functions.

**MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

**Open-Entry Requirements:**

- Education: Bachelor's degree from an accredited college or university in business or public administration, human resources, psychology, or sociology.
- Experience: Five years of experience in job classification or employee talent assessment procedures to include pre-employment examinations.

**Licenses and Certifications:**

- Applicants must possess a valid driver's license, to be maintained throughout employment.



# Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

ESTABLISHED 1910

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## HUMAN RESOURCES MANAGEMENT SYSTEM SPECIALIST

SPN: 056

Bargaining Unit: **TBD**

Pay Range: **TBD**

Effective Date: **TBD**

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### CLASS SUMMARY

Implements and supports the human resources management system (HRMS) software used by the City for employee programs including payroll and benefits. Advises and guides HR staff and management officials on HR problems related to the HR system. Position requires knowledge of HR benefits concepts for a self-insured program, the ability to work independently, and the ability to monitor and evaluate the HRMS for compliance with expectations, rules, and contractual obligations. Employee exchanges information regularly with internal and external contacts. Duties are sedentary in nature and performed in an office environment.

### CLASS CHARACTERISTICS

This is a journey-level job class responsible for independent administrative work in maintaining and updating the human resources management system. It is distinguished from the Benefits Specialist class series because of its preponderance of work in updating and maintaining the HRMS software. It is distinguished from classes in the information technology job family because of the paramount knowledge requirement of human resources management and employee benefits programs.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. 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.*

- Gathers and translates HR business practices into information system requirements; reviews, tests, and implements HRMS system upgrades and patches in coordination with internal and external staff. Develops, implements, and modifies software and hardware requirements based on changing business needs.
- Configures, maintains, and updates database tables within the HRMS benefits module. Ensures all negotiated plans, including rules, event triggers, rates, and formulas, and Spokane Employees' Retirement System deductions and contributions are correctly executed by system.
- Processes the benefits portion of the biweekly payroll process. Creates, modifies, and executes database queries for information or to prepare mailings. Audits and validates HRMS software to ensure compliance with laws and regulations; and collaborates with vendors and City staff to design, retrieve, and provide reports, employee forms, and IRS files.
- Calculates taxable and non-taxable value of employee benefits.
- Provides technical assistance on the HR information system's procedures and applications. Trains end users on necessary HR information system functions and operations.

- Documents processes and develops training materials for use by employees and department payroll clerks of various HRMS skill levels. Uploads City news bulletins into HRMS for employee access.
- Recommends process improvements to vendors and clients to streamline the input, retrieval, processing, and reporting of HRIS data.
- Researches federal and state laws, policies, and directives.
- Answers benefits-related questions from employees, retirees, and other program beneficiaries. Interprets benefit policies and procedures to resolve employee questions and problems.
- Ensures the availability and issuance of benefits enrollment links and information during annual or special open enrollment periods.
- Performs related work as required.

**COMPETENCIES**Knowledge of:

- Human resources concepts, principles, and practices related to insurance, injury compensation, and other employee benefits programs.
- City's insurance plans and benefit providers.
- Applicable insurance laws, regulations, internal policies, and collective bargaining agreements regarding benefits distribution.
- Established HR data standards, data contained in HR information systems, and information technology principles.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.

Ability to:

- Pay attention to detail and be thorough when performing work.
- Assess, evaluate, and monitor systems and procedures for compliance with laws, regulations, guidance, and standards.
- Use computers, software applications, and databases to accomplish work.
- Establish and maintain effective working relationships with internal and external contacts including staff, department managers, and outside contractors and vendors.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax. Communicate complex concepts using non-technical terms for diverse audiences.

**TYPICAL EQUIPMENT USED**

Personal computer and associated software, telephone, calculator, and other general office equipment.

**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 walking 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 to retrieve and file information. Employees must possess the ability to transport a computer laptop from one work location to another.

**WORK ENVIRONMENT**

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and public and private representatives in interpreting and enforcing departmental policies and procedures.

**MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

**Open-Entry Requirements:**

- Education: Associate degree from an accredited college or university in human resources or business administration.
- Experience: Four years of experience in the administration of a human resources management system to include configuring and maintaining data tables, testing system upgrades, and designing reports and queries.

**Licenses and Certifications:**

- None

New: TBD

## ITEM 4B – FINAL 2024 BUDGET PRESENTATION

### BACKGROUND

The final 2024 budget is attached for adoption.

The 2024 final budget total is \$1,806,204. A few minor changes to the budget since last month's presentation.

- \$1800 change to deferred compensation.
- \$13,026 Medical premium holiday reduction.
- Lowering of internal fund billing from IT, PMO, Accounting, Risk Management and Purchasing.

The Civil Service Commission budget for each fiscal year is a sum of not less than one-half of one percent, nor more than one percent, of the last completed fiscal year's total payroll of the classified city employees. The funds so provided shall be used for the support of the commission and be under the control of the commission. Any unexpended funds at the end of the fiscal year shall revert to the general fund of the City.

- Total payroll for 2022: \$240,616,930
  - 0.5%: \$1,203,169
  - 1.0%: \$2,406,169
- **2024 Proposed Budget: 0.75% of total payroll.**

Attachments:

- 2024 Budget Summary

Commission action required.



# City of Spokane - 2024 Program History Report

2023 Actuals and Encumbrances and 2024 Budget up-to-date as at 11/14/2023

Report data returned based on the user's security permissions.

	2020 Actual	2021 Actual	2022 Actual	2023 Adopted Budget	2023 Amended Budget	2023 YTD Actual	2023 YTD Encumbrance	% 2023 Actual/ Amended Budget	2024 Current Budget	2024 Expected Council Change	2024 Anticipated Budget	COMMENT
<b>0230-30600 - Civil Service</b>												
Revenues												
36999-Other General Misc Revenue	-	-	-	-	-	-	-	0.00%	-	-	-	
39150-Proceeds of Capital Leases	-	-	-	-	-	-	-	0.00%	-	-	-	
<b>Revenues</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.00%</b>	<b>-</b>	<b>-</b>	<b>-</b>	
Expenses												
51001-Base Wages	773,163	805,894	926,346	1,072,762	1,072,762	815,623	-	76.03%	1,119,719	-	1,119,719	
51002-Temp/Seasonal Wages	9,686	4,616	904	6,000	6,000	17,078	-	284.64%	6,000	-	6,000	
51003-Project Employee Wages	1,495	-	-	-	-	-	-	0.00%	-	-	-	
51210-Overtime	2,715	1,155	501	-	-	-	-	0.00%	-	-	-	
51220-Out Of Grade	10,515	13,109	10,935	2,500	2,500	2,984	-	119.35%	2,500	-	2,500	
51250-Terminated Sick Leave Pay	-	-	4,051	3,107	3,107	-	-	-100.00%	3,107	-	3,107	
51260-Terminated Vacation Leave Pay	-	419	10,856	10,000	10,000	12,239	-	122.39%	10,000	-	10,000	
51275-Annual Leave Payout	3,300	7,397	10,854	-	-	-	-	0.00%	-	-	-	
51290-Longevity Pay	1,867	1,964	1,850	1,566	1,566	1,306	-	83.37%	2,323	-	2,323	
51640-Deferred Compensation-Matching	17,304	17,912	17,678	19,080	19,080	15,393	-	80.68%	19,080	-	19,080	
51660-Medicare Part B	-	-	-	15,578	1	-	-	-100.00%	-	-	-	
51991-Contra Salaries	-	-	-	(27,278)	(27,278)	-	-	-100.00%	-	-	-	
52110-Social Security	61,780	63,329	73,961	66,608	82,185	63,819	-	77.65%	85,836	-	85,836	
52210-Retirement	77,477	82,182	96,472	110,119	110,119	84,041	-	76.32%	123,425	-	123,425	
52310-Medical Insurance	115,782	117,304	117,739	137,165	137,165	116,051	-	84.61%	124,336	-	124,336	
52320-Dental Insurance	15,515	15,634	16,533	18,456	18,456	15,121	-	81.93%	17,280	-	17,280	
52330-Life Insurance	3,606	3,799	4,026	4,033	4,033	3,913	-	97.02%	4,108	-	4,108	
52340-Disability Insurance	1,850	1,750	1,840	2,170	2,170	1,815	-	83.63%	2,207	-	2,207	
52400-Industrial Insurance	1,213	1,370	1,638	1,731	1,731	1,565	-	90.36%	1,731	-	1,731	
52600-Wa Paid Family & Medical Leave	1,117	1,231	1,562	1,726	2,341	1,897	-	81.00%	2,446	-	2,446	
53101-Office Supplies	1,709	2,583	3,564	3,500	3,500	1,817	-	51.91%	3,500	-	3,500	
53102-Publications	-	15	-	-	-	-	-	0.00%	-	-	-	
53103-Postage	226	247	110	250	250	69	-	27.63%	250	-	250	
53104-Software (Noncapitalized)	874	909	1,403	1,000	1,000	2,025	-	202.52%	1,000	-	1,000	
53105-Non-Travel Meals/Lght Rfrshmt	84	251	778	1,500	1,500	780	-	52.02%	1,500	-	1,500	
53201-Operating Supplies	5,229	4,261	673	2,300	2,300	4,903	-	213.18%	2,300	-	2,300	
53502-Minor Equipment	1,244	1,217	511	2,500	2,500	26	-	1.03%	2,500	-	2,500	
53505-Office Furniture (Non Capital)	10,025	1,061	1,288	5,000	5,000	-	-	-100.00%	5,000	-	5,000	
53521-Computers	-	7,731	5,670	7,000	15,800	16,877	-	106.82%	7,000	-	7,000	
54101-Professional Services	13,214	13,669	21,928	65,000	62,030	13,328	5,830	21.49%	40,500	-	40,500	
54124-IF Office Performance Mgmt Svc	1,168	3,118	2,223	3,769	3,769	3,769	-	100.00%	1,689	-	1,689	
54125-IF Financial Services	3,855	3,103	3,478	3,047	3,047	2,732	-	89.65%	3,451	-	3,451	

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54127-IF Centralized Purchasing	86	93	56	-	-	-	-	0.00%	448		448	
54128-IF Centralized Accounting	2,577	3,568	4,928	3,371	3,371	3,371	-	100.00%	2,757		2,757	
54131-IF Risk Managment	742	1,802	1,821	1,671	1,671	1,671	-	100.00%	3,595		3,595	
54133-IF Workers' Comp	1,127	953	744	711	711	711	-	100.00%	455		455	
54142-IF Reprographics	3,120	1,842	967	1,708	1,708	469	-	27.44%	672		672	
54201-Contractual Services	50,665	12,507	12,630	-	-	79	-	100.00%	-		-	
54302-Cell Phone	2,053	1,253	947	1,300	1,300	1,060	-	81.51%	1,300		1,300	
54321-IF IT Expenses	53,143	55,176	59,273	111,173	111,173	83,429	-	75.04%	90,697		90,697	
54322-IF Phones	-	-	-	-	-	-	-	0.00%	-		-	
54324-IF IT Replacement	8,422	13,711	15,847	21,510	21,510	16,133	-	75.00%	11,592		11,592	
54401-Airfare	831	1,225	9,377	8,000	8,000	6,176	-	77.19%	4,037	5,463	9,500	
54402-Local Mileage	-	-	-	500	500	-	-	-100.00%	500		500	
54407-Lodging	210	-	16,404	8,000	8,000	6,551	-	81.89%	4,249	5,751	10,000	
54408-Per Diem	-	-	1,581	4,000	4,000	599	-	14.97%	1,700	2,300	4,000	
54409-Other Transportation Expenses	-	-	1,378	2,000	2,000	436	-	21.79%	850	1,150	2,000	
54451-Advertising	379	973	16,329	75,000	75,000	34,035	-	45.38%	60,000		60,000	
54501-Operating Rentals/Leases	687	174	2,801	2,400	2,400	2,076	-	86.50%	2,400		2,400	
54602-Retirees' Insurance Benefit	-	-	-	200	200	-	-	-100.00%	-		-	
54802-Building Repairs/Maintenance	-	-	2,175	500	500	-	-	-100.00%	500		500	
54803-Equipment Repairs/Maintenance	411	997	-	500	500	-	-	-100.00%	500		500	
54842-IF Facility Repairs	-	385	-	-	-	-	-	0.00%	-		-	
54847-IF Motor Pool	216	50	-	500	500	30	-	6.00%	500		500	
54860-IF Facilities Direct Billed	-	-	165	-	-	-	-	0.00%	-		-	
54901-Misc Services/Charges	101	585	120	-	-	90	-	100.00%	-		-	
54902-Registration/Schooling	2,290	1,568	3,827	6,000	6,000	2,615	-	43.58%	6,000		6,000	
54904-Oth Dues/Subscriptns/Membershp	10,753	10,875	2,281	2,000	2,000	229	-	11.45%	2,000		2,000	
54909-Printing/Binding/Repro	-	-	-	1,500	1,500	-	-	-100.00%	1,500		1,500	
54999-Other Misc Charges	2,675	2,239	2,120	2,500	2,500	1,575	-	63.00%	2,500		2,500	
56412-Tv'S/Audio Visual Equipment	-	-	11,320	-	-	-	-	0.00%	-		-	
56603-Leased Equipment	-	-	-	-	-	-	-	0.00%	-		-	
57500-Capital Lease	-	-	-	-	-	-	-	0.00%	-		-	
58600-Lease Interest	-	-	-	-	-	-	-	0.00%	-		-	
59951-Reserve For Budget Adjustment	-	-	-	-	-	-	-	0.00%	-		-	
59953-Reserve For Payroll Savings	-	-	-	-	-	-	-	0.00%	-		-	
59957-Reserve For Covid Cost Contain	-	-	-	-	-	-	-	0.00%	-		-	
<b>Expenses</b>	<b>1,276,500</b>	<b>1,287,208</b>	<b>1,506,462</b>	<b>1,795,234</b>	<b>1,801,679</b>	<b>1,360,502</b>	<b>5,830</b>	<b>75.51%</b>	<b>1,791,540</b>	<b>14,664</b>	<b>1,806,204</b>	
<b>Net 0230-30600 - Civil Service</b>	<b>(1,276,500)</b>	<b>(1,287,208)</b>	<b>(1,506,462)</b>	<b>(1,795,234)</b>	<b>(1,801,679)</b>	<b>(1,360,502)</b>	<b>(5,830)</b>	<b>75.51%</b>	<b>(1,791,540)</b>	<b>(14,664)</b>	<b>(1,806,204)</b>	
Net 0230-100 - Civil Service	(1,276,500)	(1,287,208)	(1,506,462)	(1,795,234)	(1,801,679)	(1,360,502)	(5,830)	75.51%	(1,791,540)			