

CIVIL SERVICE COMMISSION
April 28, 2021
8:00 AM
Human Resource Conference Room, Third Floor
City Hall, 209 Pearl Street

MINUTES

CALL TO ORDER

Commission Chair, Carol Wood called the meeting to Order at 8:02 am.
Commissioners Present: Carol Wood and Kate Cutler.
Staff Present: Jodi Quakenbush, Mallory Davis and Graham Jura.
Meeting attendees: Tim Carmody, Scott Milner, Jim Wheat and Justin James.

To participate in the meeting please join via zoom:

<https://us02web.zoom.us/j/6588922517>

Meeting ID: 658 892 2517

888 475 4499 US Toll-free
877 853 5257 US Toll-free

APPROVE AGENDA

Kate Cutler and Carol Wood moved and seconded approval of agenda for Monday April 28, 2021. Unanimous, 2-0 vote.
(Absent: Nelson)

APPROVE MINUTES FROM PRIOR MEETING(S)

March 31, 2021

Kate Cutler and Carol Wood moved and seconded approval of Minutes from March 31, 2021. Unanimous, 2-0 vote.
(Absent: Nelson)

April 19, 2021

Kate Cutler and Carol Wood moved and seconded approval of Minutes from April 19, 2021. Unanimous, 2-0 vote.
(Absent: Nelson)

APPROVE TESTING PROCEDURES

Commissioner Jeff Nelson joined the meeting.

Fleet Supervisor

Jeff Nelson and Kate Cutler moved and seconded approval of testing procedures for Fleet Supervisor. Unanimous, 3-0 vote.

Street & Sewer Supervisor

Carol Wood and Jeff Nelson moved and seconded approval of testing procedures for Street & Sewer Supervisor. Unanimous, 3-0 vote.

Police Sergeant

Heard from Tim Carmody

Kate Cutler and Jeff Nelson moved and seconded approval of testing procedures for Police Sergeant. Unanimous, 3-0 vote.

CERTIFY ELIGIBILITY LIST

Fire Engineer

Jeff Nelson and Kate Cutler moved and seconded approval of certifying the eligibility list for Fire Engineer. Unanimous, 3-0 vote.

OTHER BUSINESS

Discuss if meetings will continue via Zoom or be in person moving forward

ADJOURNMENT

Jeff Nelson and Kate Cutler moved and seconded approval of Motion to adjourn at 8:36 am. Unanimous, 3-0 vote.

Disclaimer:

If you require special assistance, please contact the City Clerk's Office at 712-890-5261 at least 24 hours prior to the meeting.

Civil Service Commission Communication

Department: Human Resources
Case/Project No.:
Submitted by:

To participate in the meeting please join via
zoom:

Commission Action: 4/28/2021

Description

<https://us02web.zoom.us/j/6588922517>

Meeting ID: 658 892 2517

888 475 4499 US Toll-free

877 853 5257 US Toll-free

Background/Discussion

Recommendation

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

March 31, 2021

Commission Action: 4/28/2021

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description

Type

Upload Date

[March 31, 2021 - Minutes](#)

Minutes

4/22/2021

CIVIL SERVICE COMMISSION
March 31, 2021
8:00 AM
Human Resource Conference Room, Third Floor
City Hall, 209 Pearl Street

MINUTES

Commissioners present: Carol Wood, Jeffrey Nelson and Kate Cutler.
Staff present: Scott Milner, Justin James, Graham Jura, Mallory Davis, Jodi Quakenbush

March 31, 2021 Agenda

Jeff Nelson and Kate Cutler moved and seconded approval of Motion.
Unanimous, 3-0 vote.

February 24, 2021, March 4, 2021 and March 15, 2021 Minutes

Jeff Nelson and Kate Cutler moved and seconded approval of Motion.
Unanimous, 3-0 vote.

Police Lieutenant

Heard from Scott Milner.
Kate Cutler and Jeff Nelson moved and seconded approval of testing
procedures for Police Lieutenant. Unanimous, 3-0 vote.

Utility Worker II

Kate Cutler and Jeff Nelson moved and seconded approval of certifying
eligibility list for Utility Worker II. Unanimous, 3-0 vote.

Fire Captain

Jeff Nelson and Kate Cutler moved and seconded approval of certifying
eligibility list for Fire Captain. Unanimous, 3-0 vote.

Other Business

Discuss expiration date for Assistant Fire Chief Eligibility List

Jeff Nelson and Kate Cutler moved and seconded approval of Motion to
extend eligibility list for Assistant Fire Chief retroactively for 3 years..
Unanimous, 3-0 vote.

Adjournment

Jeff Nelson and Carol Wood moved and seconded approval of Motion.
Unanimous, 3-0 vote.

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

April 19, 2021

Commission Action: 4/28/2021

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description

Type

Upload Date

[April 19, 2021 - Minutes](#)

Minutes

4/22/2021

CIVIL SERVICE COMMISSION
April 19, 2021
1:30 PM
Human Resource Conference Room, Third Floor
City Hall, 209 Pearl Street

MINUTES

Commissioners present in person: Carol Wood and Kate Cutler.
Commissioner present via telephone: Jeffrey Nelson.
Staff present: Mallory Davis and Jodi Quakenbush.
Staff present via telephone: Graham Jura.
Police Department Staff: Scott Milner, Jared Poore and Jackey Loghrey.

April 19, 2021 Agenda

Kate Cutler and Jeff Nelson moved and seconded approval of April 19, 2021 Agenda. Unanimous, 3-0 vote.

Police Lieutenant (Updated)

Heard from: Scott Milner, Jared Poore and Jackey Loghrey.
Lengthy discussion of Commissioners.
Kate Cutler and Carol Wood moved and seconded approval of Motion to Amend Testing Procedures for Police Lieutenant to reflect points and not percentages. 56 points for assessments center, 15 points for chiefs interview, 4 points for seniority and 3 points for education. Passed, 2-1 vote. (Nays: Nelson)

Planner

Kate Cutler and Carol Wood moved and seconded approval of Eligibility List for Planner. Unanimous, 3-0 vote.

Records Technician I

Kate Cutler and Jeff Nelson moved and seconded approval of Eligibility List for Records Technician I. Unanimous, 3-0 vote.

OTHER BUSINESS

Discuss if meetings will continue via Zoom or be in person moving forward

Meeting ran late, therefore this discussion item will be added to the April 28, 2021 agenda.

ADJOURNMENT

Kate Cutler and Jeff Nelson moved and seconded approval of Motion to Adjourn. Unanimous, 3-0 vote.

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

Fleet Supervisor

Commission Action: 4/28/2021

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description

Type

Upload Date

[Fleet Supervisor - Procedures](#)

Testing Procedures

4/27/2021

[Fleet Supervisor - Job Description](#)

Job Description

4/27/2021

City of Council Bluffs, Iowa

INTER-OFFICE MEMO

April 28, 2021

TO: Civil Service Commission

FROM: Mallory Davis, Recruiter – Human Resources

SUBJECT: Promotional Procedures for Fleet Supervisor

Background

The Director of Public Works is requesting the promotional process occur for the position of Fleet Supervisor. Vacancies in Civil Service promotional grades shall be filled by lateral transfer, voluntary demotion, or promotion of employees of the City to the extent that the City employees qualify for the positions. If an employee of the City does not pass the promotional examination and otherwise qualify for the vacated positions, or if an employee of the City does not apply for a vacated position, an entrance examination may be used to fill the vacancy.

Recommendation

It is the recommendation of staff that the Commission set procedures as outlined below.

1. Application:

To be eligible for consideration, current qualified City employees must submit a written request for transfer, demotion, or promotion to the City Clerk's Office by the established deadline.

2. Oral Interview:

Qualifying candidates shall participate in the oral interviews conducted by a panel of three appointed by the Human Resources Department (Passing Score of 70%).

If only one qualified candidate expresses interest in the position, the oral interview will not take place. That candidate will then be put on the eligibility list that will be presented to the Civil Service Commission for approval.



City of Council Bluffs

Job Description

Fleet Supervisor

Department: Public Works

Supervisor: Superintendent of Equipment Maintenance

Location: Equipment/Fleet Maintenance

FLSA Status: Non-Exempt

Prepared By: Mallory Davis, Recruiter

Prepared Date: April 2021

Union: Non-Union

Pay Grade: 22

Summary: Under direction of the Superintendent of Equipment Maintenance, supervises and participates in all activities of Fleet Maintenance. Work involves repair work on automobiles; light and heavy trucks; tractors; construction equipment; street sweepers; and firefighting, police, and other related auxiliary equipment.

Essential Duties and Responsibilities:

- Plans, directs, and organizes the daily activities of the Fleet Maintenance Division:
 - Supervises and participates in vehicle maintenance and repair
 - Facilitates fabrication and up-fitting of equipment as necessary
 - Ensures that maintenance practices, policies, and procedures of the division are followed
 - Schedules, prioritizes, and assigns work to be performed
 - Maintains current knowledge on the latest technology regarding maintenance and repair of all equipment
 - Provides technical advice in complex repair situations
- Assures appropriate use and care of equipment utilized by employees under his/her direction
- Oversees comprehensive fleet preventative maintenance and corrective maintenance programs
- Assists with equipment accident reports and repairs
- Supervises the activities related to maintaining the Fleet Division records:
 - Assures City compliance with City reporting procedures
 - Ensures a proper inventory of repair parts and replacement equipment
 - Tracks warranty information and maintains information system database in a standard information management system
 - Creates and checks work orders for accuracy and closes them

- Maintains appropriate records pertaining to equipment and parts inventories, timecards, etc.
- Assists in administering the activities of the Fleet Maintenance Division:
 - Provides recommendations, both orally and in writing, in assigned area of authority and expertise
 - Serve as an active member of departmental and City-wide management staff teams created to deal with specific problem issues
 - Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities
 - Coordinates division activities with other divisions and departments of the City
 - Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices, and new developments in fleet maintenance
- Serves as liaison to internal customers and responds to requests and inquiries concerning programs, policies, procedures, and timelines for maintenance and repair projects
- Makes budget recommendations to the Superintendent
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

Directly supervises the employees within the Equipment Maintenance Division to include Equipment Mechanics. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Associate's Degree or graduation from an accredited technical school with major work in Auto or Diesel Mechanics or a related field
- Five (5) years' mechanical experience
- Two (2) years of supervisory experience
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

- Certification by the National Institute for Automotive Service Excellence as a Master Mechanic, preferred
- Must possess or be able to obtain a Class A Commercial Driver's License with Tanker Endorsement within six months of hire

Physical Demands:

- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The employee must be able to occasionally lift and work with up to seventy (70) pounds.
- The employee must be able to frequently lift and work with up to fifty (50) pounds.
- The employee must be able to continuously lift and work with up to twenty (20) pounds.
- The employee must be able to work both in and out of doors, in all weather conditions, in high places, in confined spaces, in small areas with their arms extended over their head for long periods of time, in dusty environments, and in high noise levels.
- Must be able to work from a ladder at heights greater than four (4) feet and from a lift at heights greater than twenty (20) feet.

Other Skills and Abilities:

- Ability to operate heavy equipment
- Knowledge and understanding of basic safety principles from the division and Occupational Safety and Health Administration (OSHA)
- Thorough knowledge of gas and diesel engine repair
- Basic stick and gas welding skills
- Thorough knowledge of hydraulics as it applies to trucks and construction maintenance equipment
- Working knowledge of electrical and electronic circuitry with the ability to track complex circuitry on a schematic
- Ability to safely operate hand and power tools and equipment
- Computer competency including the ability to enter, retrieve, and compile data utilizing an Asset Management program
- Ability to communicate effectively both orally and in writing
- Ability to maintain effective working relations with supervisors, subordinates, and the general public

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

Street & Sewer Supervisor

Commission Action: 4/28/2021

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description

Type

Upload Date

[Street & Sewer Supervisor - Procedures](#)

Testing Procedures

4/27/2021

[Street & Sewer Supervisor - Job Description](#)

Job Description

4/27/2021

City of Council Bluffs, Iowa

INTER-OFFICE MEMO

April 28, 2021

TO: Civil Service Commission

FROM: Mallory Davis, Recruiter – Human Resources

SUBJECT: Promotional Procedures for Street & Sewer Supervisor

Background

The Director of Public Works is requesting the promotional process occur for the position of Street & Sewer Supervisor. Vacancies in Civil Service promotional grades shall be filled by lateral transfer, voluntary demotion, or promotion of employees of the City to the extent that the City employees qualify for the positions. If an employee of the City does not pass the promotional examination and otherwise qualify for the vacated positions, or if an employee of the City does not apply for a vacated position, an entrance examination may be used to fill the vacancy.

Recommendation

It is the recommendation of staff that the Commission set procedures as outlined below.

1. Application:

To be eligible for consideration, current qualified City employees must submit a written request for transfer, demotion, or promotion to the City Clerk's Office by the established deadline.

2. Oral Interview:

Qualifying candidates shall participate in the oral interviews conducted by a panel of three appointed by the Human Resources Department (Passing Score of 70%).

If only one qualified candidate expresses interest in the position, the oral interview will not take place. That candidate will then be put on the eligibility list that will be presented to the Civil Service Commission for approval.



City of Council Bluffs

Job Description

Street & Sewer Supervisor

Department: Public Works

Supervisor: Manager of Streets & Sewers

Location: Public Works Operations

FLSA Status: Non-Exempt

Prepared By: Mallory Davis, Recruiter

Prepared Date: April 2021

Union: Non-Union

Pay Grade: 22

Summary: Under the direction of the Manager of Streets & Sewers, supervises the daily activities of personnel within the Streets & Sewer Divisions of Public Works Operations.

Essential Duties and Responsibilities:

- Plans, directs, and organizes the daily activities of the Streets & Sewer Divisions of Public Works Operations:
 - Plans and schedules the repair and maintenance of City streets, alley, bridges, sewers, street cleaning, or related areas
 - Inspects public areas and provides input on what projects need to be scheduled
 - Reviews daily progress reports from designated crew leaders to ensure projects are being completed on a timely basis and investigates any delays
 - Sets job priorities and time frames for completion with assigned personnel
 - Determines when additional staff and resources are necessary to complete duties in a timely manner and coordinates needs with others
 - Keeps immediate supervisor and designated others fully and accurately informed concerning work progress including present and potential work problems and suggestions for new or improved ways of addressing such problems
 - Provides input and implements maintenance programs, policies, and procedures to meet goals of the division
 - Coordinates division manpower and equipment to provide a comprehensive program for snow and ice removal
- Maintains appropriate records:
 - Assures division compliance with City reporting procedures
 - Maintains records of work rule infraction, employee counseling, and other personnel actions

- Maintains complete records of the maintenance activities of the division including computer data input of maintenance programs for the City's Pavement Management Program
- Maintains records of complaints received concerning operation of the division
- Prepares reports and/or presentations using computer programs such as Microsoft Office Word and PowerPoint and the EAM Asset Management System
- Assists in administering the activities of the Operations Division:
 - Provides recommendations, both orally and in writing, in assigned area of authority and expertise
 - Serve as an active member of departmental and City-wide management staff teams created to deal with specific problem issues
 - Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities
 - Coordinates division activities with other divisions and departments of the City
 - Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices, and new developments in assigned work areas
- Deals with the public and other agencies:
 - Handles public complaints and inquiries on an individual basis
 - Serves as liaison to internal and external customers and responds to requests and inquiries concerning programs, policies, procedures, and timelines for construction, maintenance, and repair projects
 - Coordinates activities of the division with other agencies
- Makes budget recommendations and monitors applicable budget
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

Directly supervises the employees within Public Works Operations. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High School Diploma or General Education Degree (GED)
- Five (5) years' work experience in an area related to street or sewer maintenance
- Two (2) years of supervisory experience
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

- Valid Class A Commercial Driver's License with Tanker Endorsement

Physical Demands:

- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The employee must be able to occasionally lift and work with up to ninety (90) pounds.
- The employee must be able to frequently lift and work with up to twenty (20) pounds.
- The employee must be able to continuously lift and work with up to ten (10) pounds.
- The employee must be able to work both in and out of doors, in all weather conditions, in high places, in confined spaces, in dusty environments, in high noise levels, and in heavy traffic.

Other Skills and Abilities:

- Considerable knowledge of methods, materials, and techniques used in roadway and/or sewer maintenance
- Demonstrated ability to plan, schedule, assign, and supervise the work of others
- Ability to communicate effectively both orally and in writing
- Ability to maintain effective working relations with supervisors, subordinates, and the general public
- Knowledge and understanding of basic safety principles from the division and Occupational Safety and Health Administration (OSHA)
- Thorough knowledge of traffic hazards and traffic safety principles, practices, and procedures

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

Police Sergeant

Commission Action: 4/28/2021

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description

Type

Upload Date

[Police Sergeant - Procedures](#)

Testing Procedures

4/27/2021

[Police Sergeant - Posting](#)

Other

4/27/2021

[Police Sergeant - Job Description](#)

Job Description

4/27/2021

[Police Sergeant - Reading List](#)

Other

4/27/2021

[Police Sergeant - Email from Employee](#)

Other

4/27/2021

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

April 28, 2021

TO: Civil Service Commission

FROM: Mallory Davis, Recruiter – Human Resources

SUBJECT: Set Promotional Procedures for Police Sergeant

Background

The Police Chief is asking the commission to approve procedures to create an eligibility list for Police Sergeant. The Chief is recommending using Swensen & Associates as the testing administrator as this company has developed several other processes for the Police Department with good results.

There will be a written exam to cover essential job knowledge. Questions are being developed and verified by the Police Department. The consultant will edit, administer, and score the exam. The written exam will determine those who will move onto the Assessment Center. The written exam score will not count towards the candidates' final score.

The Sergeant's promotional process will consist of the following: a written Body of Work Evaluation, a Structured Interview, an Analysis Presentation exercise, and a written In-Basket exercise. Swensen will also be performing a thorough job analysis, compiling study materials, conducting an orientation for candidates, training the assessors, administering the exercises in the Assessment Center, and providing a feedback report to candidates.

Swensen will also develop an interview based on the Body of Work Evaluation to be conducted by the Chief with all candidates following the administration of the other exercises.

Scores on the Assessment Center will be used, in combination with the scores on the Chief's Interview, to develop a ranked list, with the top ten (10) candidates, or fewer if fewer qualify, to be certified on the eligibility list.

Features of the Exam Process

The consultant has provided the following descriptions of the test instruments to explain the details of the process to the Commission.

Written Exam

The written exam is a 100 question multiple choice test. (Passing score of 70%). The top twenty (20) scoring candidates, or fewer if fewer qualify, will move on to the Assessment Center process. In the event of a tie score, we will move to the next highest score and use that as the cutoff score to ensure no more than 20 candidates move forward in the testing process. This means that fewer than 20 candidates may move forward in the process. The written exam will take place on May 17, 2021. The written exam will be used to identify those moving on in the process to the Assessment Center and not count towards the candidates' final score.

In-Basket

The in-basket exercise is a written job simulation, reflecting the real-life daily administrative tasks performed at the target rank. Common issues include but are not limited to requests for information/assistance from peers, subordinates, and supervisors; personnel problems; citizen complaints; indications that the area of command is not functioning efficiently. Each item in the in-basket presents an opportunity for candidates to display behaviors required from a successful performer at the target rank. The items are presented in the form of memos, emails, letters, reports, etc.

The in-basket and the associated report forms are developed by the consultant, working closely with members of the police department and the process will be administered by the consultant.

Structured Interview

The structured interview is an interview consisting of job-related questions designed to elicit information from the candidates on their experience, skills, and ability to handle common managerial problems at the target rank. Each aspect of the interview process is highly structured: assessors are trained by the consultant to provide fair and accurate ratings of candidates' performance; assessors keep strict time limits on the interview and are not allowed to answer questions for additional information, ensuring that each candidate has an equal opportunity.

The assessor panel will include two members at the target rank or above from outside agencies and one internal member. The internal member will serve as a resource for the panel, but will not score the candidates.

Prior to each interview, candidates will be allowed a preparation period in which to review the questions and make notes to aid them in their responses. The interviews will last 30 minutes each. The consultant will administer the process to ensure test security and adherence to protocol.

Analysis Presentation

In the Analysis Presentation exercise, candidates are presented with background information on a selected relevant topic and directed to prepare a presentation. Candidates have a preparation period, and then move to a breakout room to give their presentation to assessors who are identified as members of a neighborhood

association, public safety commission, the media, or other roles as appropriate to the situation. Candidates have a designated period to give their presentation; after which they will answer scripted questions from the assessors designed to challenge their presentation. The candidate has not seen these questions in advance.

Assessors take notes during the presentation, ask the scripted questions, note the responses, and then use their notes to make ratings of the candidates' oral presentation. The Analysis Presentation exercise simulates public presentations and/or presentations to command staff or subordinates.

The assessor panel will include two members at the target rank or above from outside agencies and one internal member. The internal member will serve as a resource for the panel, but will not score the candidates. The consultant will administer the process to ensure test security and adherence to protocol.

Body of Work Evaluation

The Body of Work evaluation includes a short resume (including work experience, training, and awards and commendations) and four sections: Preparation, Experience, Leadership, and Training/Development. As part of the promotional process, the Body of Work evaluation is intended to give each candidate the opportunity to display their job-related experience and what steps they have taken to prepare to be promoted to the next rank.

Candidates are given instructions on how to complete the Body of Work evaluation. Trained assessors rate the candidates in five sections: Preparation, Experience, Leadership, Training/Development, and Written Communication. This exercise will be scored according to pre-established behavioral benchmarks.

Chief's Interview

Following the administration of the Sergeant Assessment Center, the Chief will schedule interviews with candidates. These interviews will be based on the written Body of Work Evaluation, and will allow candidates to verbally present this information. The responses to the questions will be scored on how well the candidates covered the Expected Indicators for each section. These Expected Indicators were established through the job analysis and represent the behavior expected from the most qualified candidates.

Scoring

Candidates are ranked based on their performance in each of the competency areas identified as critical during the job analysis. These competency areas include the following: Oral Communication, Written Communication, Problem Analysis, Judgment, Interpersonal Insight, Planning & Organization, Decisiveness, and Delegation & Control. In each exercise, candidates have multiple opportunities to display behaviors that are grouped by competency. Each of these opportunities are expressed as a behavioral benchmark.

Each benchmark is rated on a scale of 1 to 7. The benchmarks in each competency group are added and averaged arriving at a total score for that competency. These averages are added to arrive at a final score. Perfect score, using eight competency areas, would be 56.

Trained assessors will evaluate candidate performance in all exercises and make ratings. The consultant will compile the ratings from the written Body of Work evaluation, the In-basket, the Analysis Presentation, and the Structured Interview exercises and report these final scores to Human Resources.

A perfect score on the Chief's Interview would be 15 points. The total points scored on the Assessment Center and the Chief's Interview will be combined to determine the score for candidates. Any seniority or education points the candidates receive will be added to this score to determine the candidates' final score and ranking.

Recommendation

It is the staff recommendation that the Commission adopt the test dates and procedures as outlined below:

- A. The City Clerk will post announcement of the exam on or before April 30, 2021. A list of study materials will be provided with the posting.
- B. Interested parties must sign a roster provided in the City Clerk's Office between the following dates and times: 8:00 a.m. April 30, 2021, and 5:00 p.m. May 14, 2021. To be eligible to participate, candidates must have held the position of Police Officer for 5 consecutive years as of May 17, 2021, which is the day of the administration of the written exam.
- C. The administration of the written exam will take place on May 17, 2021, at the Southwest Iowa Law Enforcement Training Facility at 2:00 p.m. (Passing score of 70%). If there are fewer than 40 candidates, the exam will be held in the Community Room at the Council Bluffs Police Station. This will be communicated to candidates prior to the exam. In the event of a tie score, we will move to the next highest score and use that as the cutoff score to ensure no more than 20 candidates move forward in the testing process. This means that fewer than 20 candidates may move forward in the process. The written exam will be used to identify those moving on in the process to the Assessment Center and will not count towards the candidates' final score.
- D. An orientation session for the assessment center will be held for all eligible candidates on May 25, 2021, at 2:00 p.m. in the Community Room at the Council Bluffs Police Station. Study materials for the assessment center will be distributed at that time. Study materials for those candidates not able to attend will be made available immediately following the orientation session.
- E. The written Body of Work Evaluation is due on June 8, 2021.

- F. The Assessment Center will be held in the Community Room at the Police Station the week of June 22, 2021, through June 25, 2021.
- G. A Chief's Interview will take place on a yet to be determined date.
- H. After the scoring is computed each eligible candidate shall be awarded additional points as follows:
- Candidates shall be awarded .20 points for each year of continuous service with the City as of May 17, 2021. The maximum seniority points to be awarded shall be 4 points for 20 years' service.
 - Candidates with formal college education from an accredited college or university shall receive an additional 1 point for an associate level degree and/or 60 credit hours; an additional 2 points for holding a bachelor's level degree and/or 120 credit hours; or an additional 3 points for holding a master's level degree or higher degree.
 - "Accredited college" shall mean that the college has been accredited by the North Central Association of Schools and Colleges or an equivalent regional accrediting agency.
 - It shall be the responsibility of the employee to provide an original transcript to the Human Resources department by May 17, 2021, for any hours for which credit is desired. Original transcripts can be sent electronically directly to the City's Recruiter, Mallory Davis, from the accredited college. Mallory's email is mdavis@councilbluffs-ia.gov.
- I. Consultant will provide a feedback report to all candidates following test administration.
- J. At the completion of this process, the Commission will certify the top ten (10) candidates, or fewer if fewer qualify, on the eligibility list.

**CIVIL SERVICE PUBLIC NOTICE POSTING
PROMOTIONAL EXAMINATION FOR
POLICE SERGEANT
COUNCIL BLUFFS POLICE DEPARTMENT**

The Civil Service Commission for the City of Council Bluffs, Iowa, will conduct a Written Exam for the position of Police Sergeant with the Council Bluffs Police Department on May 17, 2021, at 2:00 p.m. The exam will be held at the Southwest Iowa Law Enforcement Training Facility, 10073 192nd Street, Council Bluffs, Iowa, 51503. If there are fewer than 40 candidates, the exam will be held in the Community Room at the Council Bluffs Police Station. This will be communicated to the candidates prior to the exam.

The Civil Service Commission has adopted the Council Bluffs Police Department Promotional Guidelines for the position of Police Sergeant which became effective April 28, 2021.

- I. To be eligible to participate in the Police Sergeant exam an employee must have:
 - a. At least five (5) years continuous service as a Police Officer with the City of Council Bluffs by May 17, 2021, which is the day of the administration of the written exam.
- II. Police Sergeant test dates and procedures set by the Civil Service Commission to establish an eligibility list:
 - a. The City Clerk will post an announcement of the written exam on or before April 30, 2021.
 - b. Interested parties must sign a roster at the City Clerk's Office, 209 Pearl Street, between the following time frame:

8:00 a.m. on April 30, 2021, through 5:00 p.m. on May 14, 2021
 - c. A list of study/preparation materials for the written exam will be available in the Clerk's Office when candidates sign up for this opportunity.
 - d. The written exam for this position will be administered by a consultant on May 17, 2021, at 2:00 p.m., at the Southwest Iowa Law Enforcement Training Facility, 10073 192nd Street, Council Bluffs, Iowa, 51503 (Passing score of 70%). If there are fewer than 40 candidates, the exam will be held in the Community Room at the Council Bluffs Police Station. In the event of a tie score, we will move to the next highest score and use that as the cutoff score to ensure no more than 20 candidates move forward in the testing process. This means that fewer than 20 candidates may move forward in the process. The written exam will be used to identify those moving on in the process to the Assessment Center and will not count towards the candidates' final score.
 - e. An orientation for the Assessment Center will be held for all eligible candidates on May 25, 2021, at 2:00 p.m. in the Community Room at the Council Bluffs Police Station. Study materials for the Assessment Center will be distributed at that time. Study materials for those candidates not able to attend will be made available immediately following the orientation session.
 - f. The written Body of Work Evaluation is due on June 8, 2021.
 - g. The Assessment Center will be held in the Community Room at the Police Station the week of June 22, 2021, through June 25, 2021.
 - h. Each benchmark is rated on a scale of 1 to 7. The benchmarks in each competency group are added and averaged, arriving at a total score for that competency. These averages are added to arrive at a final score. A perfect score, using eight competency areas would be 56.
 - Competency Areas: Oral Communication, Written Communication, Problem Analysis, Judgment, Interpersonal Insight, Planning & Organization, Decisiveness, and Delegation & Control.
 - i. The consultant will compile the scores from the In-Basket, the Structured Interview, the Body of Work Evaluation, and the Analysis Presentation and report these scores to the Human Resources Department.

- j. A Chief's Interview will take place on a yet to be determined date.
- k. A perfect score for the Assessment Center would be 56 points and a perfect score for the Chief's Interview would be 15 points. The total points scored on the Assessment Center and the Chief's Interview will be combined to determine the score for candidates. Any seniority or education points the candidates receive will be added to this score to determine the candidates' final score and ranking.
- l. After the scoring is computed each eligible candidate shall be awarded additional points as follows:
 - Candidates shall be awarded .20 points for each year of continuous service with the City as of May 17, 2021. The maximum seniority points to be awarded shall be 4 points for 20 years' service.
 - Candidates with formal college education from an accredited college or university shall receive an additional 1 point for an associate level degree and/or 60 credit hours; an additional 2 points for holding a bachelor's level degree or higher and/or 120 credit hours; or an additional 3 points for holding a master's level or higher degree.
 - "Accredited college" shall mean that the college has been accredited by the North Central Association of Schools and Colleges or an equivalent regional accrediting agency.
 - It shall be the responsibility of the employee to provide an original transcript to the Human Resources Department by May 17, 2021, for any hours for which credit is desired. Original transcripts can be sent electronically directly to the City's Recruiter, Mallory Davis, from the accredited college. Mallory's email is mdavis@councilbluffs-ia.gov.
- m. Consultant will provide a feedback report to all candidates following test administration.
- n. At the completion of the process, the Commission will certify the top ten (10) candidates, or fewer if fewer qualify, on the eligibility list.



City of Council Bluffs

Job Description

Police Sergeant

Department: Police Department
Supervisor: Police Captain
Location: Police Station
FLSA Status: Non-Exempt
Prepared By: Mallory Davis, Recruiter
Prepared Date: December 2020
Union: Police Supervisory
Pay Grade: 04

Summary: The work in this class involves responsibility for supervising Police Officers and other subordinate employees; for participating in police patrol and regulatory activities; and for performing generalized duties in the street, at the scene of serious crime, and at police headquarters. A Police Sergeant frequently participates in work performed by subordinate officers and assumes complete charge in the absence of a superior officer. Although work is performed in accordance with general departmental policies and procedures, the employee must exercise initiative in applying them to specific situations as they arise; however, a superior officer is normally on duty. A Police Sergeant is given specific work instructions by superior officers on new assignments but works with considerable independence in performing regularly assigned duties. Work is reviewed by inspection, observation of results, and through oral and written reports.

Essential Duties and Responsibilities:

- Supervises subordinates under his/her command in accordance with department rules, Union contract, and all other applicable rules:
 - Maintains an acceptable level of proficiency and productivity for all personnel under his/her supervision
 - Assumes duties and responsibilities of his/her supervisor in their absence
 - Ensures that personnel under his/her command responds to all assignments and handles all assignments expeditiously
 - Resolves grievances according to department policy
 - Maintains supervision and control of personnel at the training site
 - Keeps immediate supervisors apprised of important matters or events coming to his/her attention
 - Maintains high degree of integrity in public and private life so command effectiveness is not compromised
 - Maintains assignment and district integrity

- Accepts the responsibility of his/her command:
 - Follows through on assignments to determine effectiveness
 - Recognizes position as part of management
 - Takes charge of recruitment and training programs
 - Takes charge of all equipment under his/her care and control
 - Assists staff in the development of policy and procedure
 - Is consistent and reliable in his/her judgment
 - Effective under stress
 - Recommends discipline in a fair and impartial manner
 - Responsible for conduct, appearance, and strict attention to duty of all personnel under his/her command
 - Investigates citizen's complaints and monitors officer's response
 - Prepares factual, clear, and concise written reports with specific recommendations
 - Actively participates in the oral interview process for applicants
- Makes field command decisions:
 - Takes charge at major accidents and crime scenes
 - Assists subordinates with important decisions on technical matters
- Trains personnel:
 - Ensures that deficiencies are monitored and requests training to correct problem areas
 - Maintains an educational and training level for self
 - Actively assists in the training program
 - Prepares in-service training schedules
 - Evaluates training programs and instructors and submits recommendations for improvement
 - Utilizes video as a training aid
 - Plans and carries out a program of orientation and training for new employees
- Evaluate personnel and reports:
 - Uses Police Department and City evaluation and disciplinary documents as a means of communications and improving performance
 - Reviews and evaluates reports
 - Makes inspections of personnel and equipment
 - Reviews and evaluates the performance of those departmental employees directly responsible to him/her on a regular basis
- Uses independent judgment when making daily assignments:
 - Actively assists on assignments
 - Screens reports and makes follow-up assignments
 - Assists subordinates with interviews, interrogations, and warrant preparations
 - Provides guidance to civilian office personnel with the public and daily assignments
- Makes effective use of criminalistics and/or technical examinations at major accidents, incidents, crime scenes, or other investigations:
 - Polygraph
 - Photography
 - Fingerprint recording, classifying, and comparison
 - Crime scene processing

- Maintains acceptable records keeping system:
 - Maintains a working file to aid in the responsibility of assignments
 - Submits proper daily, monthly, and annual reports
 - Keeps records of assignments for follow-ups
 - Utilizes maps to record incidents and locations
 - Utilizes data effectively for predicting and combating crime and traffic problems
 - Provides assistance to employees in maintaining a records keeping system
 - Maintains an up-to-date personnel file on training assignments
 - Maintains records of any counseling sessions and disciplinary action taken or recommended
 - Maintains confidentiality and security of all records under his/her control
 - Establishes and maintains an inventory of all equipment under his/her control and a formal inventory for the entire department
 - Responsible for the records and purchase of goods, materials, equipment, supplies, and services
 - Maintains proper storage of all dated records
 - Ensures that bills submitted for payments are legitimate and accurate and forwarded to the Finance Department
 - Conducts proper inspections of salvage titles, vehicles, and businesses
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

Directly supervises the employees within their division. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High School Diploma or General Education Degree (GED)
- Minimum of five (5) years of continuous employment with the Council Bluffs Police Department as a Police Officer
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

- United States Citizen
- Must have a Driver's License from state of residence

Physical Demands:

- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- Must meet minimum standards as required by the Iowa Law Enforcement Academy and MFPRSI (Municipal Fire and Police Retirement System)
- Must have the ability to work both in and out of doors in all weather conditions, in high stress environment, and for long periods of time.

Other Skills and Abilities:

- Good knowledge of modern police methods and practices
- Good knowledge of the rules and regulations of the Council Bluffs Police Department
- Good knowledge of pertinent local, state, and federal laws and regulations
- Good knowledge of the geography of the City and of the location of important buildings
- Ability to establish and maintain effective working relationships with subordinates, associates, and the public
- Ability to react quickly and calmly to emergency police situations
- Ability to prepare and maintain clear, concise, and accurate reports
- Ability to administer first aid
- Ability to plan, assign, instruct, and review the work of subordinates
- Skill in the use and care of firearms and other weapons and in the operation of motor vehicles

STUDY RESOURCE LIST
For Police Sergeant Promotional Written Exam

- **Lexipol:** Levels 300, 400, 500, 600, 700, 800, 900 and 1000
- **Iowa Criminal Law:** Material from Chapter 700 codes
- **City Criminal Ordinances:** Material from Titles 800 and 900
- **City Personnel Policy:** Material from section 800
- **FOP Contract:** Material from contract covering July 1, 2020 – June 30, 2023

> ----- Original Message -----

> From: Jarrod Poore [REDACTED]

> To: [REDACTED]

> Date: April 27, 2021 at 8:46 AM

> Subject: Sergeant Exam Format

>

> Dear Members of the Civil Service Commission

>

> I am writing you this email as I will not be able to attend the meeting on Wednesday. My father was recently placed on hospice care so I will be with him.

>

> As discussed with regard to the Lieutenant's exam process, I oppose the Chief's interview portion of this exam. The appointing power has no purpose being in the testing process of a civil service test. My understanding of the civil service is to create fair and equal opportunities for employees, create an efficient work environment, and to enhance the employee's careers and personal lives. An appointing power having a part in the testing process only opens the possibility of bias and nepotism, which is what the civil service should prevent.

>

> I am not attacking Chief Carmody, or any other leaders, integrity. An interview, by its nature is subjective could be unethical even with the best of intent.

>

> I am requesting that the civil service commission restructured the testing process for the Sergeants exam to remove the Chief's interview so an appointing power is not part of the testing process.

>

> Respectfully

>

> Jarrod Poore

> [REDACTED]

>

> PS: Would you be able to forward this email to Civil Service Member Nelson, I don't have an email for him?

>

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

Fire Engineer

Commission Action: 4/28/2021

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description

Type

Upload Date

[Fire Engineer - Eligibility List](#)

Eligibility List

4/27/2021

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

April 28, 2021

TO: Civil Service Commission

FROM: Mallory Davis, Recruiter – Human Resources

SUBJECT: Fire Engineer

Background

The application process for Fire Engineer has been conducted and an eligibility list prepared for the Commission's consideration. There were 25 candidates.

Recommendation

It is the recommendation of staff that the Commission certify the eligibility list as presented below:

1. John Sauser
2. Robert Hall
3. David McCain
4. James Stanley
5. Keanan Martin
6. Curtis Letner
7. Micah Laufenberg
8. Nathan Geier
9. Joshua Gates
10. Steven Turner

Expires: April 28, 2024

Civil Service Commission Communication

Department: Human Resources
Case/Project No.:
Submitted by:

Discuss if meetings will continue via Zoom or
be in person moving forward

Commission Action: 4/28/2021

Description

Background/Discussion

Recommendation
