



CIVIL SERVICE COMMISSION

March 28, 2024

8:00 AM

Human Resource Conference Room, Third Floor
City Hall, 209 Pearl Street

MINUTES

CALL TO ORDER

Commissioner Nelson called the meeting to order at 8:00 am
Commissioners present: Jeff Nelson, Carol Wood and Kate Cutler.
Staff present: Greg Schultz, Ron Albers, Cori Shaw, Graham Jura, Jodi Quakenbush and Stacie Jensen.

APPROVE AGENDA

Kate Cutler and Carol Wood moved and seconded approval of March 28, 2024 meeting agenda. Unanimous, 3-0 vote.

APPROVE MINUTES FROM PRIOR MEETING(S)

February 22, 2024

Kate Cutler and Carol Wood moved and seconded approval of February 22, 2024 meeting minutes. Unanimous, 3-0 vote.

CERTIFY ELIGIBILITY LIST

Accountant I

Carol Wood and Kate Cutler moved and seconded approval of Certifying the Eligibility List for Accountant I. Unanimous, 3-0 vote.

Police Officer (Non-Certified)

Kate Cutler and Jeff Nelson moved and seconded approval of Certifying the Eligibility List for Police Officer (Non-Certified). Unanimous, 3-0 vote.

Plumbing/Mechanical Inspector

Carol Wood and Kate Cutler moved and seconded approval of Certifying the Eligibility List for Plumbing/Mechanical Inspector. Unanimous, 3-0 vote.

APPROVE TESTING PROCEDURES

Division Secretary (Amendment to Original Procedures)

Kate Cutler and Carol Wood moved and seconded approval of amended Testing Procedures for Division Secretary. Unanimous, 3-0 vote.

Permit Technician

Carol Wood and Jeff Nelson moved and seconded approval of Testing Procedures for Permit Technician. Unanimous, 3-0 vote.

Community Development Technician

Kate Cutler and Carol Wood moved and seconded approval of Testing Procedures for Community Development Technician. Unanimous, 3-0 vote.

OTHER BUSINESS

Police Department - Feedback on Promotional Survey Results

Heard from Greg Schultz and Ron Albers

ADJOURNMENT

Kate Cutler and Carol Wood moved and seconded approval of Motion to Adjourn at 8:53 p.m.. 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:

February 22, 2024

Commission Action: 3/28/2024

Description
Background/Discussion
Recommendation

Civil Service Commission Communication

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

Accountant I

Commission Action: 3/28/2024

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
Accountant I - Eligibility List	Eligibility List	3/26/2024

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

March 28, 2024

TO: Civil Service Commission

FROM: Cori Shaw, Recruiter – Human Resources

SUBJECT: Accountant I

Background

The application process for Accountant I 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. Katelynn Sowers
2. Deidre Anderson
3. Lana Shoemaker

Expires: March 28, 2026

Civil Service Commission Communication

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

Police Officer (Non-Certified)

Commission Action: 3/28/2024

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
Police Officer (Non-Certified) - Eligibility List	Eligibility List	3/26/2024

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

March 28, 2024

TO: Civil Service Commission

FROM: Cori Shaw, Recruiter – Human Resources

SUBJECT: Police Officer

Background

The application process for Police Officer, in which the candidates are not currently certified law enforcement officers, has been conducted and an eligibility list prepared for the Commission's consideration. There were 34 candidates.

Recommendation

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

1. James Evans

Expires: March 28, 2026

Civil Service Commission Communication

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

Plumbing/Mechanical Inspector

Commission Action: 3/28/2024

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
Plumbing/Mechanical Inspector - Eligibility List	Eligibility List	3/26/2024

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

March 28, 2024

TO: Civil Service Commission

FROM: Cori Shaw, Recruiter – Human Resources

SUBJECT: Plumbing/Mechanical Inspector

Background

The application process for Plumbing/Mechanical Inspector has been conducted and an eligibility list prepared for the Commission's consideration. There were 5 candidates.

Recommendation

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

1. Shawn McKee
2. Steve Messerli
3. Scott Boose

Expires: March 28, 2026

Civil Service Commission Communication

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

Division Secretary (Amendment to Original
Procedures)

Commission Action: 3/28/2024

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
Division Secretary (Amendment to Original Procedures)	Testing Procedures	3/26/2024

City of Council Bluffs, Iowa

INTER-OFFICE MEMO

February 22, 2024

March 28, 2024

TO: Civil Service Commission

FROM: Cori Shaw, Recruiter – Human Resources

SUBJECT: Division Secretary – Amendment to Original Procedures

Background

The Chief of Police is requesting that the Commission approve procedures for establishing a Division Secretary Eligibility list.

Recommendation

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

1. Application:
To be eligible, candidates must complete and submit an application to the Human Resources Department during the application period.
2. Skills Exam:
Management staff, identified by the Human Resources Department, will review the candidates' applications to select candidates qualified for the skills exam. The top eight (8) candidates, or fewer if fewer qualify, shall participate in the skills exam that will be administered by the Human Resources Department. This exam will be used to determine the candidate's ability to perform transcribing tasks (Passing Score: Pass/Fail). The skills exam and oral interview will take place on the same date.
3. Oral Interview:
Management staff, identified by the Human Resources Department, will review the candidates' applications to select candidates qualified for the oral interview. The top eight (8) candidates, or fewer if fewer qualify, shall participate in the oral interview. The top eight (8) candidates, or fewer if fewer qualify, will be the same for both the skills exam and oral interview. The oral interview shall be conducted by a panel of three appointed by the Human Resources Department. (Passing score of 65%).

5. Certification of Eligibility List:

Candidates who pass the skills exam and oral interview will be placed on the eligibility list for this position.

6. Conditions of Employment:

The candidate selected for this position will be sent the Personal History Questionnaire (PHQ) to be completed by a determined deadline. If this candidate fails to return the PHQ by the outlined deadline, they will be removed from consideration for this position and a different candidate from the eligibility list will be contacted. If the candidate is an existing employee of the Police Department who already successfully completed the background check and polygraph examination, they will not be required to undergo a second background check and polygraph examination.

The PHQ will then be used by the Police Department to complete a background investigation. The background investigation consists of, but is not limited to, criminal history records check, driving history records check, military records, credit records, educational records, employment history, finger print check, and personal interviews with the candidate, previous employers, references, neighbors, acquaintances, and family members for determination of work habits, lifestyle and interpersonal relationships.

If the candidate is not eliminated by the investigatory process of the background check, they will be asked to take a polygraph exam conducted by the Police Department's examiner. This will be conducted prior to the conclusion of the background investigation.

The polygraph exam provides insight into the applicant's truthfulness relating to responses provided by the candidate on the application, Personal History Statement, and information from the background investigation, as well as involvement with illegal drugs or criminal activity. The polygraph exam is an investigative tool and will not be used as the single determinant of employment status.

An administrative review board headed by the Police Chief shall review the results of the background investigation, including the polygraph exam. This board shall determine if the candidate meets the contingencies of being hired.

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Civil Service Commission Communication

Department: Human Resources

Case/Project No.:
Submitted by:

Permit Technician

Commission Action: 3/28/2024

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
Permit Tech. - Civil Service Procedures	Testing Procedures	3/26/2024
Permit Tech. - Job Description	Job Description	3/26/2024

City of Council Bluffs, Iowa

INTER-OFFICE MEMO

March 28, 2024

TO: Civil Service Commission

FROM: Cori Shaw, Recruiter

SUBJECT: Permit Technician

Background

The Director of Community Development is requesting that the Commission approve procedures for establishing a Permit Technician eligibility list.

Recommendation

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

1. **Application:**

To be eligible, candidates must complete and submit an application to include an application supplement to the Human Resources Department during the application period. The application supplement will help candidates illustrate their qualifications for this position. We will only accept the first 100 applications.

2. **Skills Exam:**

Management staff, identified by the Human Resources Department, will review the candidates' applications to select candidates qualified for the skills exam. The top eight (8) candidates, or fewer if fewer qualify, shall participate in the skills exam that will be administered by the Human Resources Department. This exam will be used to determine the candidate's ability to perform tasks using Excel (Passing Score: 70%). The skills exam and oral interview will take place on the same date.

3. **Oral Interview:**

Management staff, identified by the Human Resources Department, will review the candidates' applications to select candidates qualified for the oral interview. The top eight (8) candidates, or fewer if fewer qualify, shall participate in the oral interview. The top eight (8) candidates, or fewer if fewer qualify, will be the same for both the skills exam and oral interview. The oral interview shall be conducted by a panel of three appointed by the Human Resources Department. (Passing score of 65%). To be placed on the eligibility list, candidates must receive a passing score on both the skills exam and the oral interview.



City of Council Bluffs

Job Description

Permit Technician

Department: Community Development – Building Division

Supervisor: Chief Building Official

Location: City Hall

FLSA Status: Non-Exempt

Prepared By: Cori Shaw, Recruiter

Prepared Date: March 2024

Union: CWA

Civil Service Status: Civil Service

Pay Grade: 16

Summary:

An employee in this class is responsible for processing building permits and/or rental housing applications, licenses, miscellaneous permits and applications, assigning inspections for field staff and working with documents in support of the Building Division. The employee demonstrates thoroughness and efficiency while delivering excellent customer service in a courteous and professional manner. In addition the employee will perform clerical and office duties in support of the Building Division with the primary focus to be with the discipline, Building or Housing.

Essential Duties and Responsibilities:

- Acts as receptionist for the Building Division.
- Processes applications in for review.
- Issues permits as necessary for the employees hired discipline.
- Maintains records for Building or Housing staff.
- Prepares monthly and annual reports.
- Directs inquiries, Housing, Building and Municipal Code, to technical Building Division staff.
- Prepares notices and correspondence to the appropriate parties under the general direction of the Chief Building Official.
- Collects fees as per Council Bluffs Municipal Code.
- Issues and maintains contractor licenses and/or rental registrations.
- Processes inspection requests and enters the data within the electronic access system (MUNIS).
- Maintains financial receipts and processes those to the appropriate departments.
- Assists field inspection staff with data entry related to the electronic access system (MUNIS).

- Provides educational information to new permit applicants and to those displaced by Housing Staff administrative functions
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

This job has no supervisory responsibilities.

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:

- Bachelor's Degree in Business, Public Administration or a related field
- Three (3) years municipal experience or with a construction firm
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

- Permit Technician Certificate issued by the International Code Council (ICC), preferred

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 work environment is an office setting that is normally quiet

Other Skills and Abilities:

- Considerable knowledge of general office machines and procedures
- Demonstrated proficiency with Microsoft Office applications
- Good knowledge of basic recordkeeping and applications
- Understanding of City policies
- Ability to learn new skills in an evolving workplace
- Ability to make recommendations for improvements
- Ability to work efficiently and accurately with numbers and codes
- Ability to perform arithmetic computation and arithmetic reasoning
- Ability to compose and edit documents including good knowledge of spelling, office vocabulary, and grammar

Civil Service Commission Communication

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

Community Development Technician

Commission Action: 3/28/2024

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
Community Development Technician - Procedures	Testing Procedures	3/26/2024
Community Development Technician - Job Description	Job Description	3/26/2024

City of Council Bluffs, Iowa

INTER-OFFICE MEMO

March 28, 2024

TO: Civil Service Commission

FROM: Cori Shaw, Recruiter

SUBJECT: Community Development Technician

Background

The Director of Community Development is requesting that the Commission approve procedures for establishing a Community Development Technician eligibility list.

Recommendation

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

1. **Application:**

To be eligible, candidates must complete and submit an application to include an application supplement to the Human Resources Department during the application period. The application supplement will help candidates illustrate their qualifications for this position. We will only accept the first 100 applications.

2. **Skills Exam:**

Management staff, identified by the Human Resources Department, will review the candidates' applications to select candidates qualified for the skills exam. The top eight (8) candidates, or fewer if fewer qualify, shall participate in the skills exam that will be administered by the Human Resources Department. This exam will be used to determine the candidate's ability to perform tasks using Excel (Passing Score: 70%). The skills exam and oral interview will take place on the same date.

3. **Oral Interview:**

Management staff, identified by the Human Resources Department, will review the candidates' applications to select candidates qualified for the oral interview. The top eight (8) candidates, or fewer if fewer qualify, shall participate in the oral interview. The top eight (8) candidates, or fewer if fewer qualify, will be the same for both the skills exam and oral interview. The oral interview shall be conducted by a panel of three appointed by the Human Resources Department. (Passing score of 65%). To be placed on the eligibility list, candidates must receive a passing score on both the skills exam and the oral interview.



City of Council Bluffs

Job Description

Community Development Technician

Department: Community Development
Supervisor: Director of Community Development
Location: City Hall
FLSA Status: Non-exempt
Prepared By: Cori Shaw, Recruiter
Prepared Date: March 2024
Union: CWA
Civil Service Status: Civil Service
Pay Grade: 16

Summary: An employee in this class is responsible for all clerical and office management duties in the Community Development Department's Planning and Community Development Divisions. In addition, the employee is responsible for basic accounting and bill tracking assistance and producing analytical reports related to department activity. Work is performed under general supervision with incumbent exercising a high level of independent judgment.

Essential Duties and Responsibilities:

- Performs secretarial and office management duties:
 - Acts as receptionist for Planning & Code Compliance and Housing & Economic Development Divisions
 - Responds to public inquiries on the phone and in person providing information about the divisions within the department
 - Screens and handles questions, concerns, and complaints made by employees and the general public
 - Updates and maintains department websites and intranet
 - Monitors quality control and quality public service for the department
 - Maintains the office filing system in compliance with federal, state, and local laws; codes; and ordinances
 - Maintains an inventory of necessary office supplies
 - Handles incoming and outgoing mail and inter-office correspondence

- Compiles information and statistics; produces reports; performs analyses; and makes recommendations for improvement:
 - Processes and prepares bills for payment
 - Processes nuisance liens for Council approval and recording
 - Maintains division(s) records of purchases and analyzes spending trends
 - Prepares a variety of materials including letters, reports, forms, and statistical material
 - Sets up spreadsheets, charts, and other graphic materials
 - Tracks a variety of metrics and prepares regular activity reports
 - Maintains confidentiality of records including but not limited to companies and persons involved in economic development projects
 - Types and files grievance information concerning the City and issues involving responses to code enforcement actions
- Provides assistance and support to Planning & Code Compliance and Housing & Economic Development:
 - Prepares and processes confidential personnel information dealing with hiring, coaching, and disciplinary action
 - Assists in preparing materials that will be presented to City Council
 - Assists with maintaining accurate records on projects
 - Assists with preparing and processing applications for state and federal agencies
 - Assists with preparing and maintaining plans, reports, and studies
 - Assists with monitoring project and program budgets
 - Assists with completing financial reports and budget preparation
 - Assists with processing applications for housing assistance
- Reviews records and materials received from other departments for accuracy and/or compliance with City policy and procedure
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

This job has no supervisory responsibilities.

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:

- Bachelor's Degree in Business, Finance, Accounting, Marketing, Public Administration, or a related field
- Three (3) years of office management or related experience
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities

Certificates, Licenses, Registrations:

- None required

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 work environment is an office setting that is normally quiet.

Other Skills and Abilities:

- Considerable knowledge of general office machines and procedures
- Demonstrated proficiency with Microsoft office applications
- Good knowledge of basic recordkeeping and filing procedures
- Understanding of City policies
- Ability to learn new skills in an evolving workplace
- Ability to work independently with initiative
- Ability to produce analytical reports
- Ability to make recommendations for improvements
- Ability to maintain effective interpersonal relationships with the public and City staff
- Ability to work efficiently and accurately with numbers and codes
- Ability to perform arithmetic computation and arithmetic reasoning
- Ability to compose and edit documents including good knowledge of spelling, office vocabulary, and grammar

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

Submitted by:

Police Department - Feedback on Promotional Survey Results

Commission Action: 3/28/2024

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description

Type

Upload Date