



CIVIL SERVICE COMMISSION

June 26, 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: Nelson, Cutler and Wood.
Staff present: Cori Shaw, Graham Jura, Jodi Quakenbush, Ron Albers and Greg Schultz.

APPROVE AGENDA

Kate Cutler and Carol Wood moved and seconded approval of June 26, 2024 Agenda. Unanimous, 3-0 vote.

APPROVE MINUTES FROM PRIOR MEETING(S)

May 29, 2024

Carol Wood and Kate Cutler moved and seconded approval of May 29, 2024 Meeting Minutes. Unanimous, 3-0 vote.

APPROVE TESTING PROCEDURES

Police Captain

Kate Cutler and Carol Wood moved and seconded approval of testing procedures for Police Captain. Unanimous, 0-0 vote.

Utility Worker II

Carol Wood and Jeff Nelson moved and seconded approval of testing procedures for Utility Worker II. Unanimous, 3-0 vote.

CERTIFY ELIGIBILITY LIST

Police Officer (Certified)

Kate Cutler and Carol Wood moved and seconded approval of certifying the eligibility list for Police Officer (Certified). Unanimous, 3-0 vote.

OTHER BUSINESS

Discussion held and all commissioners in agreement to change July 31, 2024 meeting to July 24, 2024.

ADJOURNMENT

Carol Wood and Kate Cutler moved and seconded approval of Motion to Adjourn at 8:23 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.:

May 29, 2024

Commission Action: 6/26/2024

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
5.29.24 - Minutes	Minutes	6/24/2024



CIVIL SERVICE COMMISSION

May 29, 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 a.m. on Wednesday May 29, 2024.

Commissioners present: Nelson, Wood and Cutler.

Staff present: Cori Shaw, Jodi Quakenbush, Graham Jura, Matt Davis, Ron Albers and Greg Schultz

APPROVE AGENDA

Carol Wood and Kate Cutler moved and seconded approval of May 27, 2024 Meeting Agenda. Unanimous, 3-0 vote.

APPROVE MINUTES FROM PRIOR MEETING(S)

May 14, 2024

Kate Cutler and Jeff Nelson moved and seconded approval of May 14, 2024 Meeting Minutes. Unanimous, 3-0 vote.

APPROVE TESTING PROCEDURES

Account Clerk II

Carol Wood and Kate Cutler moved and seconded approval of testing procedures for Account Clerk II. Unanimous, 3-0 vote.

Police Officer (Non-Certified)

Kate Cutler and Carol Wood moved and seconded approval of testing procedures for Police Officer (Non-certified). Unanimous, 3-0 vote.

Police Officer (Certified)

Carol Wood and Kate Cutler moved and seconded approval of testing procedures for Police Officer (Certified). Unanimous, 3-0 vote.

Management Systems Specialist

Kate Cutler and Jeff Nelson moved and seconded approval of testing procedures for Management Systems Specialist. Unanimous, 3-0 vote.

Criminal Intelligence Analyst

Carol Wood and Kate Cutler moved and seconded approval of testing procedures for Criminal Intelligence Analyst. Unanimous, 3-0 vote.

OTHER BUSINESS

Senate File 2205

Discussion regarding new state law changes.

ADJOURNMENT

Kate Cutler and Carol Wood moved and seconded approval of Motion to Adjourn. 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.:

Police Captain

Commission Action: 6/26/2024

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
Police Captain - Job Description	Job Description	6/24/2024
Police Captain Procedures	Testing Procedures	6/24/2024



City of Council Bluffs

Job Description

Police Captain

Department: Police Department

Supervisor: Police Chief

Location: Police Station

FLSA Status: Exempt

Prepared By: Cori Shaw, Recruiter

Prepared Date: June 2024

Civil Service Status: Civil Service

Union: Police Supervisory

Pay Grade: 07

Summary: The work in this class involves administrative responsibility for directing and supervising the activities of the Uniform Division, Services Division, Criminal Investigation Division, or the Administrative Division. Duties involve assigning personnel to their positions; evaluating their work performance; instructing them in new and approved police methods; enforcing rules and regulations; and inspecting all police activities. A Police Captain must be thoroughly familiar with controlling laws and ordinances, with practices and procedures of the department, and with approved modern police methods. A Police Captain must be thoroughly capable of commanding the respect of subordinate officers and directing their work under ordinary or emergency conditions. Work is subject to the plans, policies, and procedures formulated by the Police Chief.

Essential Duties and Responsibilities:

- Directs and coordinates the activities of the division to which assigned:
 - Adjusts and assigns personnel according to crime trends, workload, or special events
 - Sets goals and objectives for the division
 - Handles grievances and disciplinary matters at his/her level of command
 - Actively assists subordinates at major crime scenes, incidents, or disasters
 - Maintains productivity at an acceptable level
 - Accepts the responsibility of his/her command
 - Maintains a high degree of integrity in public and private life so command effectiveness is not compromised
 - Keeps the Chief of Police apprised on matters of importance
 - Prepares factual, clear, and concise written reports with specific recommendations
 - Plans and supervises programs involving crime prevention and detection
- Prepares annual budget:
 - Requests personnel and equipment according to department and community needs

- Monitors budget to maintain monthly rate of expenditures
- Maintains an equipment replacement program
- Recommends cost savings programs
- Maintains proper records:
 - Receives and files all department or division reports and communications
 - Maintains workable division files
 - Administers control and approval of all reports
 - Submits monthly and annual reports
 - Records activities of all personnel within the division
 - Maintains confidentiality and security for all records under his/her control
- Recommends training needs:
 - Maintains an educational and training level to effectively and efficiently administer the division
 - Improves productivity through training
 - Stays aware of deficiencies and requests training to correct problem areas
- Utilizes team concept as an administrative tool:
 - Participates in various department and City teams
 - Provides input to staff meetings and to the drafting of new or revised policies or procedures
 - Effectively utilizes input from subordinates in the development of policy or procedure
 - Holds supervisor's meetings as needed
- Evaluates personnel:
 - Reviews and evaluates on a regular basis the performance of subordinate departmental employees
 - Uses Police Department and City evaluation and disciplinary documents as a means of communications and improving performance
 - Evaluates probationary personnel monthly
- Maintains open communication with employees, sworn personnel, and supervisors:
 - Disseminates department General Orders, Special Orders, and Memoranda
 - Interprets policy and procedures and follows through on implementation
- Makes inspections of division personnel, equipment, and building/garage facilities:
 - Maintains a division inventory
 - Periodically inspects policies and procedures in order to continually improve performance and to be cost effective
 - Monitors all reports to see if they conform to department guidelines
 - Monitors the use of all buildings, grounds, equipment, and vehicles under his command and takes appropriate action to correct any misuse or negligence
- Makes public presentations and deals with the public on an individual basis:
 - Gives presentations to civic and governmental organizations
 - Attends and makes presentations at City Council meetings as required
 - Answers citizen calls and complaints
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

Directly supervises the employees within their assigned 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
- Minimum of two (2) years of continuous employment with the Council Bluffs Police Department as a Sergeant
- Minimum of five (5) years of continuous employment with the Council Bluffs Police Department in a supervisory role of either Sergeant or Lieutenant AND must currently possess the rank of Lieutenant
- 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 MFPSI (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:

- Comprehensive knowledge of the principles and practices of modern police administration
- Thorough knowledge of the rules and regulations of the department
- Comprehensive knowledge of police science, organization, and operation as applied to field patrol activity, crime prevention, traffic problems, detective activities, and other aspects of police work
- Thorough knowledge of police records and their use in the solution of police problems

- Thorough knowledge of budgetary, personnel, and general administrative principles and practices
- Thorough knowledge of the standards by which the quality of police services is evaluated
- Ability to command respect of members of the department and direct and supervise their work
- Ability to establish and maintain working relationships with the community as a whole
- Ability to analyze complex police problems and situations and to adopt quick, effective, and reasonable courses of action with due regard to surrounding hazards and circumstances
- Ability to prepare and supervise the preparation of clear, accurate, and comprehensive reports and recommendations

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

June 26, 2024

TO: Civil Service Commission
FROM: Cori Shaw, Recruiter – Human Resources
SUBJECT: Set Promotional Procedures for Police Captain

Background

The Police Chief is asking the commission to approve procedures to create an eligibility list for Police Captain. On April 24, 2024, the Commission approved the hiring of Cayler Consulting, LLC to administer the testing for Police Captain.

The test will consist of an Assessment Center, to include four exercises, all developed by Cayler Consulting, LLC. Cayler Consulting, LLC will perform a thorough job analysis, conduct an orientation for candidates, develop and administer the exercises, train the assessors, and conduct a post-test review for candidates if immediate feedback is not provided.

A ranked list will be developed, with the top ten (10) candidates, or fewer if fewer qualify, to be certified on the eligibility list.

Eligibility to Participate in the Promotional Exam

To be eligible to participate in the Captain examination, an employee must have a minimum of five (5) years of continuous employment with the Council Bluffs Police Department as a Police Officer as of the first day of the Assessment Center; a minimum of two (2) years of continuous employment with the Council Bluffs Police Department as a Sergeant as of the first day of the Assessment Center; and a minimum of five (5) years of continuous employment with the Council Bluffs Police Department in a supervisory role of either Sergeant or Lieutenant AND must currently possess the rank of Lieutenant as of the first day of the Assessment Center.

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.

All assessors are trained by the consultant to provide fair and accurate ratings of the candidates' performance for each exercise, ensuring that each candidate has an equal opportunity. All assessors have achieved the rank of captain or above.

Written Exercise

The written exercise is designed to elicit information from the candidates on their experience, skills, and training that would make them successful as a captain for the Council Bluffs Police Department.

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 knowledge in the areas in which a police captain will be functioning. Each aspect of the interview process is highly structured: assessors are trained by the consultant to provide fair and accurate ratings of the 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.

Candidates will be allowed fifty (50) minutes for the interview. The consultant will administer the process to ensure test security and adherence to protocol.

Presentation Exercise

In this exercise, candidates will be required to make a presentation to a group. The exercise will allow candidates to present how they would identify and address specific issues related to the Council Bluffs Police Department as a captain.

The assessors will be evaluating the content of each candidate's presentation as well as their ability to verbally communicate their thoughts in a clear, concise and effective manner.

Candidates will be allowed no more than fifteen (15) minutes to make the presentation. At the conclusion of their presentation the assessors will use the remaining time to ask follow-up questions. A total of no more than twenty (20) minutes is allowed for this exercise. Candidates will be provided a flash drive on which to store their PowerPoint presentation.

Incident Command Exercise

Candidates will be presented a scenario that is broken down into five (5) phases for the Incident Command exercise. Candidates will have twenty-five (25) minutes to complete the scenario. This exercise provides candidates the opportunity to discuss and present options and possible solutions.

The assessors will be evaluating the content of each phase based on the candidate's knowledge of current plans and capabilities and insights they have derived from their experience and training.

Scoring

Assessment Center

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, Development of Subordinates, Leadership, Consensus Building, Planning & Organization, Decisiveness, and Follow-up. In each exercise, candidates have multiple opportunities to display behaviors that are grouped by competency.

A composite score for each exercise will be computed as follows.

1. Written Exercise	50 points
2. Structured Interview	80 points
3. Presentation Exercise	50 points
4. Incident Command Exercise	55 points
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Total	235 points

Seniority

Candidates shall be awarded .25 percentage points for each year of continuous service with the City by the date listed on the posting. The maximum seniority percentage points to be awarded shall be 5 percentage points for 20 years' service.

Education

1. Candidates with formal college education from an accredited college or university shall receive:
 - a. One (1) additional percentage point for an associate level degree and/or 60 credit hours
 - b. Three (3) additional percentage points for holding a bachelor's level degree and/or 120 credit hours
 - c. Five (5) additional percentage points for holding a master's level or higher degree.
2. Hours credited for the purpose of the promotional exam shall be from an accredited college.
 - a. "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.
3. It shall be the responsibility of the employee to provide an original transcript to the Human Resources Department by the date listed on the posting for any hours for

which credit is desired.

Command Level Class

1. Candidates who have successfully completed one or more of the following command level classes shall receive 1 additional percentage point.
 - a. Command level classes include FBI National Academy, Southern Police Institute – University of Louisville, Staff and Command College – University of Northwestern, Policing Leadership Academy – University of Chicago
2. It shall be the responsibility of the employee to provide proof of completion to the Human Resources Department by the date listed on the posting for which credit is desired.

Military

1. Candidates who are prior military or active military, in the Reserves or National Guard shall receive:
 - a. One (1) additional percentage point for prior military experience
 - b. Two (2) additional percentage points for employees that are active duty, in the Reserves or National Guard.
2. It shall be the responsibility of the employee to provide a copy of active military orders or a DD-214 to the Human Resources Department by the date listed on the posting.

Final Score

The total points scored on the Assessment Center (235 possible points) will be combined to determine the score for candidates. Any seniority, education, command level class, and military points the candidates receive will be added to this score to determine the candidates' final score and ranking.

Eligibility List

At the completion of this process, based on the final score, the Commission will certify the top ten (10) candidates, or fewer if fewer qualify, on the eligibility list.

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

Utility Worker II

Commission Action: 6/26/2024

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
Utility Worker II - Procedures	Testing Procedures	6/24/2024
Utility Worker II - Job Posting - City Website	Job Description	6/24/2024

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

June 26, 2024

TO: Civil Service Commission
FROM: Cori Shaw, Recruiter – Human Resources
SUBJECT: Utility Worker II

Background

The Director of Public Works is requesting that the Commission approve procedures for establishing a Utility Worker II 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.

2. **Driving Exam and Oral Interview**

Management staff, identified by the Human Resources Department, will review the candidates' applications to select candidates qualified for the driving exam (Cut off score: 70%) and oral interview (Cut off score: 65%). The candidates' qualifications will be outlined on their application to include their application supplement. The driving exam and oral interview will take place on the same date. Management staff, identified by the Human Resources Department, will administer the driving exam which includes a pre-inspection walk around. A panel of no less than three but no more than five appointed by the Human Resources Department will administer the oral interviews.

The final ranking of candidates will be based on their qualifications, driving exam score, and oral interview score.



City of Council Bluffs

Utility Worker II

Department: Public Works
Supervisor: Street & Sewer Supervisor
Location: Operations Building
FLSA Status: Non-Exempt
Prepared By: Cori Shaw, Recruiter
Prepared Date: June 2024
Civil Service Status: Civil Service
Union: AFSCME
Pay Grade: 15
Pay: \$22.37/HR with step increases to \$27.92/HR

The City of Council Bluffs is an Equal Opportunity Employer.

Summary:

Performs a variety of manual tasks in connection with street and sewer repair/rehab, operates one or more types of automotive equipment, and performs a variety of general labor and maintenance tasks.

Essential Duties and Responsibilities:

Streets:

- Caulks joints with cement, cork-tight and rubber gaskets, etc.
- Assists in constructing concrete forms for concrete manholes and spillways, streets, and sidewalk repair
- Tamp fills with a variety of materials
- Breaks bituminous asphalt material to provide an even thickness
- Tamps and finishes bituminous materials
- Paves holes in streets with hot asphalt
- Applies proper heat and pressure to obtain a smooth, resistant surface
- Runs a small roller over asphalt patches
- Spreads and tamps gravel
- Breaks and removes concrete using a pneumatic jack hammer
- Pours and finishes concrete repairs
- Spreads gravel, sand, and other materials used on road tasks
- Assists skilled workers in a variety of construction tasks

Sewers:

- Cleans sewers, using slabs, nozzles, rotating cutters, and other devices

- Flushes sewers with high-pressure hoses
- Digs ditches and trenches
- Lays pipe and new sanitary and storm sewer lines
- Backfills holes around pipe, manholes, and inlets
- Repairs breaks in sewer lines
- Cleans catch basins, gutters, culverts, and other drainage structures

Tools:

- Operates air hammers, pumps, compressors, and similar equipment
- Operates simple pneumatic tools

Automotive or Other Types of Equipment:

- Performs minor servicing and maintenance on assigned equipment
- Occasionally operates light truck carrying tools and equipment and performs related work as required
- Drives a truck engaged in hauling materials, supplies, and debris
- Participates in training and learns to operate a dump truck, including sanding and salting streets, during winter months

General Maintenance:

- Removes snow/ice from streets and sidewalks
- Cuts brush cleared from right-of-way
- Builds, repairs, and maintains fences
- 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:

- High School Diploma or General Education Degree (GED)
- One (1) to three (3) months of related experience and/or training
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

- Upon appointment, must be able to obtain Commercial Learner's Permit (CLP) within 60 days of employment
- Upon appointment, must be able to obtain Class A Commercial Driver's License (CDL) with Tanker Endorsement within twelve (12) months of employment

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:

- Ability to read, write, and follow oral and written instructions
- Ability to wear a respirator and/or SCBA (Self Controlled Breathing Apparatus)
- Ability to work in confined spaces and at considerable heights
- Knowledge of road maintenance work
- Ability to perform heavy lifting and manual work for extended periods while being exposed to dirt and inclement weather
- Aptitude for mechanical work
- Ability to operate pneumatic power tools, mowers, root-cutting machines, and other equipment of comparable difficulty
- Ability to use hand tools such as picks, shovels, saws, hammers, axes, and chisels
- Skill in the operation of tractors, trucks, and other automotive equipment under all types of weather conditions
- Ability to make minor repairs and adjustments to equipment
- Knowledge of traffic rules

Civil Service Commission Communication

Department: Human Resources

Case/Project No.:

Police Officer (Certified)

Commission Action: 6/26/2024

Submitted by:

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description

Type

Upload Date

[Police Officer \(Certified\) Eligibility List](#)

Eligibility List

6/24/2024

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

June 26, 2024

TO: Civil Service Commission

FROM: Cori Shaw, Recruiter – Human Resources

SUBJECT: Police Officer - Certified

Background

The application process for Police Officer, in which the candidates are currently certified through the Iowa Law Enforcement Academy (ILEA) or a law enforcement agency accepted by the Iowa Law Enforcement Academy (ILEA), has been conducted and an eligibility list prepared for the Commission's consideration. There were 2 candidates.

Recommendation

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

1. Jacqueline Holzer

Expires: June 26, 2026