



CIVIL SERVICE COMMISSION

July 30, 2025

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 on Wednesday July 30, 2025.

Commissioners present: Jeff Nelson and Kate Cutler.

Commissioner absent: Carol Wood.

Commission Staff present: Natalie Bouchama, Tony Clowe and Jodi Quakenbush

Meeting attendees: Chad Hannan, Rod James, Michell Houston, Mimi Dobson, Matt Davis Jill Knotek, Darren Budd, Justin James, Matt Krzycki and Tim Christensen,

APPROVE AGENDA

Jeff Nelson and Kate Cutler moved and seconded approval of July 30, 2025 Agenda. Unanimous, 2-0 vote.

(Absent: Wood)

APPROVE MINUTES FROM PRIOR MEETING(S)

June 25, 2025 Meeting Minutes

Kate Cutler and Jeff Nelson moved and seconded approval of June 25, 2025 Meeting Minutes. Unanimous, 2-0 vote.

(Absent: Wood)

APPROVE TESTING PROCEDURES

Testing Procedures - Recycling Aide

Jeff Nelson and Kate Cutler moved and seconded approval of Testing Procedures for Recycling Aide. Unanimous, 2-0 vote.

(Absent: Wood)

Set Promotional Procedures for Police Lieutenant

Kate Cutler and Jeff Nelson moved and seconded approval of Promotional

Procedures for Police Lieutenant. Unanimous, 2-0 vote.
(Absent: Wood)

Set Promotional Procedures for Police Sergeant

Jeff Nelson and Kate Cutler moved and seconded approval of Promotional Procedures for Police Sergeant. Unanimous, 2-0 vote.
(Absent: Wood)

Animal Control Officer Procedures

Kate Cutler and Jeff Nelson moved and seconded approval of Testing Procedures for Animal Control Officer. Unanimous, 2-0 vote.
(Absent: Wood)

Testing Procedures - Planner

Jeff Nelson and Kate Cutler moved and seconded approval of Testing Procedures for Planner. Unanimous, 0-0 vote.
(Absent: Wood)

CERTIFY ELIGIBILITY LIST

Payroll Specialist - Eligibility List

Kate Cutler and Jeff Nelson moved and seconded approval of Certifying the Eligibility List for Payroll Specialist. Unanimous, 2-0 vote.
(Absent: Wood)

Equipment Operator I - Eligibility List

Jeff Nelson and Kate Cutler moved and seconded approval of Certifying the Eligibility List for Equipment Operator I. Unanimous, 2-0 vote.
(Absent: Wood)

Police Officer Eligibility List

Jeff Nelson and Kate Cutler moved and seconded approval of Certifying the Eligibility List for Police Officer. Unanimous, 2-0 vote.
(Absent: Wood)

Park Maintenance Worker III - Eligibility List

Kate Cutler and Jeff Nelson moved and seconded approval of Certifying the Eligibility List for Park Maintenance Worker III. Unanimous, 2-0 vote.
(Absent: Wood)

OTHER BUSINESS

Heard from Matt Krzycki requesting the Commission extend the Fire Engineer List to November 2025. Commission held discussion on the topic, deciding that there needed to be some more research to see what their legal options were and that the item would be added to the August 28, 2025 agenda for formal decision.

(Absent: Wood)

ADJOURNMENT

Jeff Nelson and Kate Cutler moved and seconded approval of Motion to Adjourn. Unanimous, 2-0 vote.

(Absent: Wood)

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: City Clerk
Case/Project No.:
Submitted by:

June 25, 2025 Meeting Minutes

Commission Action: 7/30/2025

Description

Background/Discussion

Recommendation

ATTACHMENTS:

Description	Type	Upload Date
6-25-25 Minutes	Minutes	7/17/2025



CIVIL SERVICE COMMISSION

June 25, 2025

8:00 AM

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

MINUTES

CALL TO ORDER

Commissioner Jeff Nelson called the meeting to Order at 8:00 am on Wednesday June 25, 2025.

Commissioner present: Jeff Nelson

Commissioner present via Zoom: Carol Wood

Commissioner absent: Kate Cutler

Staff present: Natalie Bouchama, Mimi Dobson, Matt Davis and Jodi Quakenbush.

Guest present: Chad Hannan.

APPROVE AGENDA

Carol Wood and Jeff Nelson moved and seconded approval of June 25, 2025 Agenda. Unanimous, 2-0 vote. (Absent: Cutler)

APPROVE MINUTES FROM PRIOR MEETING(S)

May 28, 2025 Meeting Minutes

Carol Wood and Jeff Nelson moved and seconded approval of May 28, 2025 Minutes. Unanimous, 2-0 vote. (Absent: Cutler)

APPROVE TESTING PROCEDURES

Testing Procedures - Park Maintenance Worker III

Carol Wood and Jeff Nelson moved and seconded approval of Testing Procedures for Park Maintenance Worker III. Unanimous, 2-0 vote. (Absent: Cutler)

Testing Procedures - Plant Maintenance Mechanic

Jeff Nelson and Carol Wood moved and seconded approval of Testing Procedures for Plant Maintenance Mechanic. Unanimous, 2-0 vote. (Absent: Cutler)

CERTIFY ELIGIBILITY LIST

Eligibility List - Equipment Mechanic

Carol Wood and Jeff Nelson moved and seconded approval of Certifying the Eligibility List for Equipment Mechanic. Unanimous, 2-0 vote. (Absent: Cutler)

Eligibility List - Plant Operator

Jeff Nelson and Carol Wood moved and seconded approval of Certifying the Eligibility List for Plant Operator. Unanimous, 2-0 vote. (Absent: Cutler)

OTHER BUSINESS

Police Promotions

Police Sergeant Promotion

Police Promotions

Police Lieutenant Promotion

Police Promotions

Police Promotion Captain

Approve hiring of Cayler Consulting LLC as testing administrator for police Sergeant and Lieutenant

Jeff Nelson and Carol Wood moved and seconded approval of Motion to hire Cayler Consulting, LLC, as testing administrator for Police Sergeant and Lieutenant. Unanimous, 2-0 vote. (Absent: Cutler)

ADJOURNMENT

Carol Wood and Jeff Nelson moved and seconded approval of Motion to adjourn at 8:10 am. Unanimous, 2-0 vote. (Absent: Cutler)

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: Natalie Bouchama

Testing Procedures - Recycling Aide

Commission Action: 7/30/2025

Description

Background/Discussion

The Director of Public Works is requesting that the Commission approve procedures for establishing a Recycling Aide 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 accept the first 100 applications.

2. Oral Interview:

Management staff identified by the Human Resources Department will review all received applications. Based on the candidates' qualifications outlined on their application, the top ten (10) candidates, or fewer if fewer qualify, shall participate in the oral interview. The oral interview shall be conducted by a panel of no less than three but no more than five appointed by the Human Resources Department. A cut off score of 70% shall be applied.

ATTACHMENTS:

Description

[INTER-OFFICE MEMO](#)

[Recycling Aide Job Description](#)

Type

Other

Job Description

Upload Date

7/22/2025

7/22/2025

City of Council Bluffs, Iowa

INTER-OFFICE MEMO

July 30 , 2025

TO: Civil Service Commission

FROM: Natalie Bouchama, Talent Acquisition Coordinator – Human Resources

SUBJECT: Recycling Aide

Background

The Director of Public Works is requesting that the Commission approve procedures for establishing a Recycling Aide 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 accept the first 100 applications.

2. Oral Interview:

Management staff identified by the Human Resources Department will review all received applications. Based on the candidates' qualifications outlined on their application, the top ten (10) candidates, or fewer if fewer qualify, shall participate in the oral interview. The oral interview shall be conducted by a panel of no less than three but no more than five appointed by the Human Resources Department. A cut off score of 70% shall be applied.



City of Council Bluffs

Job Description

Recycling Aide

Department: Public Works

Supervisor: Solid Waste Management Supervisor

Location: Recycling Center

FLSA Status: Non-Exempt

Prepared By: Cori Shaw, Recruiter

Prepared Date: March 2024

Civil Service Status: Civil Service

Union: CWA

Pay Grade: 13

Summary: Performs a wide variety of skilled tasks in the comprehensive city-wide Solid Waste Management Program. Under general direction, employee utilizes initiative and judgment while maintaining good customer service.

Essential Duties and Responsibilities:

- Assists in Construction and Demolition Program:
 - Separates usable wood, metal, and other recyclables from non-recyclable materials
 - Loads non-recyclable material into containers with skid loader and/or loader
- Assists in the implementation of Curbside and Drop-Off Recycling Program:
 - Weighs containers/loads of recyclables
 - Sorts recyclables according to commodity, grade, and type
 - Operates conveyor and horizontal baler
 - Loads and stacks baled material with skid loader/forklift
- Assists in the Tree Grinding Operation:
 - Operates chainsaw
 - Loads mulch with loader into customer's vehicle
 - Pushes tree debris up to tub grinder with wheel loader/track loader
 - Responsible for operation and maintenance of tub grinder
- Assists in the implementation of Used Tire Program:
 - Removes used tires from vehicles
 - Removes rimes with rim crusher
 - Manually stacks tires in semi-trailer
- Assists in the implementation of Appliance Program and Electronics Recycling Program:
 - Unloads appliances and electronics from vehicles
 - Demanufactures appliances in accordance with State and Federal guidelines
 - Loads appliances and electronics into containers and trucks for disposal

- Assists in the implementation of Regional Collection Center (RCC) (Permanent Household Hazardous Materials Collection Program):
 - Helps customers to fill out questionnaires/survey forms
 - Shelves any household hazardous material that is deemed reusable
 - Makes a record of any new or reusable household hazardous materials
 - Removes batteries, used oil, paint/paint products and other materials from vehicles
 - Sorts, categorizes and packs materials for reuse and storage
 - Checks product for contamination
 - Develops knowledge on proper usage and maintenance of waste oil burner
- Miscellaneous
 - Operates up to and including, Class B Commercial Motor Vehicles for the collection and delivery of various debris, recycled products and solid waste
 - Performs duties of the Scale Operator, as needed
 - Directs traffic
 - Mows grounds utilizing small tractor with bush hog mower, zero turn mower, push mower, and motorized trimmer
 - Operates hand, power and pneumatic tools
 - Keeps proper records
 - Performs minor servicing and maintenance on assigned equipment
 - Establishes and maintains proper customer service
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

Directly supervises a small crew of employees within the Solid Waste Management Division to include seasonal employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

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)
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

- Valid Driver's License
- 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

- Ability to satisfactorily complete OSHA 24-hour HAZWOPER training within the first 12 months of employment
- This employee will be required to be fitted annually for the use of a respirator. Per OSHA Accepted Fit Test Protocols, the test shall not be conducted if there is any hair growth between the skin and face piece sealing surface, such as stubble growth, beard, mustache, or sideburns which cross the respirator sealing surface. A minimum of twenty-four hours' notice of the fitting time will be provided to allow the employee time to remove all facial hair.

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 one hundred (100) 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.
- Must have the ability 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 moderate traffic.

Other Skills and Abilities:

- Basic knowledge of principles, methods, goals, and objectives of Solid Waste Management Programs
- Minimum knowledge of equipment, materials, and facility care and maintenance
- Ability to read, write, and follow oral and written instructions
- Ability to communicate effectively with general public and maintain good customer service
- Ability to work well with others
- Ability to perform heavy lifting and manual work for extended periods of time while being exposed to dirt and inclement weather
- Skill in the operation of forklifts, loaders, trucks, and other automotive equipment under all types of weather conditions
- Ability to make minor repairs and adjustments to equipment
- Ability to use hand tools such as picks, shovels, saws, hammers, axes, and chisels
- Ability to work in confined spaces and at considerable heights
- Ability to wear a respirator

Civil Service Commission Communication

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

Set Promotional Procedures for Police
Lieutenant

Commission Action: 7/30/2025

Description

Background/Discussion

The Police Chief is asking the commission to approve procedures to create an eligibility list for Police Lieutenant. On June 25, 2025, the Commission approved the hiring of Cayler Consulting, LLC to administer the testing for Police Lieutenant.

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, score the exercises, prepare a written summary of the candidate scores, and conduct a post-test review for candidates.

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

Recommendation

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

- A. The City Clerk will post announcement of the exam on or before July 31, 2025.
- B. Interested and eligible candidates must sign a roster provided in the City Clerk's Office between the following dates and times: 8:00 a.m. July 31, 2025, and 4:00 p.m. August 14, 2025.
- C. Candidates signed up for testing will receive a promotional examination preparation guide from Caylor Consulting, LLC by August 18, 2025.
- D. The administration of the promotional examination will take place at the Council Bluffs Police Department the week of October 13, 2025.

ATTACHMENTS:

Description

[Set Promotional Procedures for Police Lieutenant](#)

[Job Description - Lieutenant](#)

Type

Testing Procedures

Job Description

Upload Date

7/23/2025

7/28/2025

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

July 30, 2025

TO: Civil Service Commission

FROM: Natalie Bouchama – Talent Acquisition Coordinator – Human Resources

SUBJECT: Set Promotional Procedures for Police Lieutenant

Background

The Police Chief is asking the commission to approve procedures to create an eligibility list for Police Lieutenant. On June 25, 2025, the Commission approved the hiring of Cayler Consulting, LLC to administer the testing for Police Lieutenant.

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, score the exercises, prepare a written summary of the candidate scores, and conduct a post-test review for candidates.

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 Lieutenant 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.

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.

Written Exam

The written examination is designed to elicit information from the candidates on their experience, skills, and training that would make them successful as a Lieutenant 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 Lieutenant 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.

The assessor panel will include two members at the rank of Lieutenant 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.

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 Police Lieutenant.

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. The scenario will address specific roles and responsibilities of a Police Lieutenant. 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

Promotional Examination Process

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
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.

Military

1. Candidates who are current 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. Upon certification by the Commission, the eligibility list will remain in effect for two years.

Recommendation

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

- A. The City Clerk will post announcement of the exam on or before July 31, 2025.
- B. Interested and eligible candidates must sign a roster provided in the City Clerk's Office between the following dates and times: 8:00 a.m. July 31, 2025, and 4:00 p.m. August 14, 2025.
- C. Candidates signed up for testing will receive a promotional examination preparation guide from Caylor Consulting, LLC by August 18, 2025.
- D. The administration of the promotional examination will take place at the Council Bluffs Police Department the week of October 13, 2025.



City of Council Bluffs

Job Description

Police Lieutenant

Department: Police Department

Supervisor: Police Captain

Location: Police Station

FLSA Status: Non-Exempt

Prepared By: Talent Acquisition Coordinator

Prepared Date: July 2025

Union: Police Supervisory

Civil Service Status: Civil Service

Pay Grade: 06

Summary: Assignments in this class are varied. A Police Lieutenant is required to exercise knowledge of police methods and techniques and seasoned judgment in providing police services to meet emergencies and other special police situations. A Lieutenant supervises Sergeants and other subordinates and assumes complete charge in the absence of a superior officer. The work is performed in accordance with prescribed departmental procedures. Assignments are received with prescribed departmental procedures and in the form of written or oral instructions. Supervision is received from a Police Captain who reviews work through observation of results and evaluation of reports submitted.

Essential Duties and Responsibilities:

- Directs and coordinates activities of the section or watch to which assigned:
 - Keeps Division Commander and Chief apprised on important matters
 - Accepts the responsibility of his/her command
 - Maintains an acceptable performance level
 - Schedules personnel according to workload and crime trends
 - Follows through on assignments to see that subordinates are effectively carrying out the mission
 - Maintains high degree of integrity in public and private life so command effectiveness is not compromised
 - Is consistently reliable in his/her judgment
 - Effectively handles grievances and disciplinary matters at his/her level of command
 - Actively assists subordinates at major crime scenes, incidents, or disasters
 - Strives to attain goals and objectives set out by Division Commander and/or Chief of Police
 - Provides for relief during his/her absence
 - Assumes command of the division during the absence of the Division Commander

- Assists staff in the formulation of policy and procedures
 - Effectiveness under stress
- Effective in handling citizen complaints against police policy, procedures, or performance:
 - Investigates citizen complaints objectively
 - Monitors officer's response to citizen complaints
- Maintains proper records:
 - Maintains a working file to effectively administer his/her assignment
 - Submits monthly and annual reports
 - Monitors all reports to see if they conform to department guidelines
- Recommends training needs for section or watch:
 - Makes himself/herself aware of deficiencies and requires training to correct problem areas
 - Maintains an educational and training level for himself/herself in order to effectively and efficiently command
- Provides input for improving quantity and quality of performance:
 - Allows subordinates to provide input into the adoption of new policy or procedure
 - Provides research and development for the department
 - Prepares factual, clear, and concise written reports with specific recommendations
 - Keeps all departmental personnel apprised of any changes to City Ordinances, State Statutes, or Federal Laws
- Evaluates personnel and reports:
 - Uses Police Department and City evaluation and disciplinary documents as a means of communications and improving performance
 - Reviews and evaluates reports
 - Reviews and evaluates the performance of those departmental employees directly responsible to him/her on a regular basis
- Maintains open communication with all employees:
 - Disseminates department General Orders, Special Orders, and Memoranda explaining the policies and procedures and follows through on implementation
 - Holds briefings and disseminates timely information
- Makes inspections of personnel and equipment under his/her command:
 - Maintains an inventory of equipment under his/her supervision and control
 - Requires subordinate supervisors to make periodic inspections of their personnel and equipment
 - Monitors the operation of all police vehicles and equipment and takes appropriate actions to correct any misuse or negligence
 - Periodically inspects policies and procedures in order to continually improve performance and to be cost effective
- Makes immediate initial investigation into any allegations of misconduct, abuse, or complaint against department personnel by citizens or other Police Officers:
 - Maintains a cooperative attitude with Internal Affairs
 - Provides proper notice to department personnel under investigation
- 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
- 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:

- Thorough knowledge of the rules and regulations of the Police Department and of pertinent federal and state laws and City ordinances
- Good knowledge of the principles and practices of modern police administration including patrol, traffic administration, or criminal investigation and identification
- Good knowledge of the types and uses of firearms, communications, and automotive equipment in modern police work
- Good knowledge of the functions of federal, state, and local jurisdictions and authorities as they relate to police work
- Good knowledge of the streets and physical layout of the City and adjoining areas and the locations requiring special police attention

- Ability to understand and execute difficult oral and written directions and to deal courteously and firmly with the public
- Ability to command the respect of officers and assign, instruct, and review their work
- Ability to write clear and comprehensive reports
- 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

Civil Service Commission Communication

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

Set Promotional Procedures for Police Sergeant

Commission Action: 7/30/2025

Description

Background/Discussion

The Police Chief is asking the commission to approve procedures to create an eligibility list for Police Captain. On June 25, 2025, the Commission approved the hiring of Cayler Consulting, LLC to administer the testing for Police Sergeant.

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, score the exercises, prepare a written summary of the candidate scores, and conduct a post-test review for candidates.

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

Recommendation

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

- A. The City Clerk will post announcement of the exam on or before July 31, 2025.
- B. Interested and eligible candidates must sign a roster provided in the City Clerk's Office between the following dates and times: 8:00 a.m. July 31, 2025, and 4:00 p.m. August 14, 2025.
- C. Candidates signed up for testing will receive a promotional examination preparation guide from Caylor Consulting, LLC by August 18, 2025.
- D. The administration of the promotional examination will take place at the Council Bluffs Police Department the week of October 6, 2025.

ATTACHMENTS:

Description

Type

Upload Date

[Set Promotional Procedures for Police Sergeant](#)

Testing Procedures

7/23/2025

[Promotional Exam Prep Guide](#)

Testing Procedures

7/25/2025

[Job Description](#)

Job Description

7/23/2025

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

July 30, 2025

TO: Civil Service Commission

FROM: Natalie Bouchama – Talent Acquisition Coordinator – 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 Captain. On June 25, 2025, the Commission approved the hiring of Cayler Consulting, LLC to administer the testing for Police Sergeant.

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, score the exercises, prepare a written summary of the candidate scores, and conduct a post-test review for candidates.

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

A. To be eligible to participate in the Sergeant 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.

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.

Written Examination

The written examination is designed to elicit information from the candidates on their experience, skills, and training that would make them successful as a Sergeant 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 Sergeant 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.

The assessor panel will include two members at the rank of captain 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.

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 Police Sergeant.

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. The scenario will address specific roles and responsibilities of a Police Sergeant with particular focus on street leadership and consideration for subordinate officers. 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

Promotional Examination Process

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
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.

Military

1. Candidates who are current 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. Upon certification by the Commission, the eligibility list will remain in effect for two years.

Recommendation

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

- A. The City Clerk will post announcement of the exam on or before July 31, 2025.
- B. Interested and eligible candidates must sign a roster provided in the City Clerk's Office between the following dates and times: 8:00 a.m. July 31, 2025, and 4:00 p.m. August 14, 2025.
- C. Candidates signed up for testing will receive a promotional examination preparation guide from Caylor Consulting, LLC by August 18, 2025.
- D. The administration of the promotional examination will take place at the Council Bluffs Police Department the week of October 6, 2025.

COUNCIL BLUFFS POLICE DEPARTMENT PROMOTIONAL EXAMINATION PREPARATION GUIDE

OUTLINE OF PROCESS

An assessment center for the ranks of sergeant and lieutenant will be conducted during the week of October 6 – 10 (sergeants), and on October 13 – 14 (lieutenants). These assessment centers will be prepared and administered by Cayler Consulting, LLC, of Carroll, Iowa. Chief Cayler and two additional law enforcement administrators will conduct a day long series of interviews and exercises to assess candidates' knowledge, skills and abilities for this rank. All candidates will have the same questions, exercises, and allotted time. A schedule will be provided to you once the final number of candidates has been determined. A brief orientation session will also be held the morning of your assessment center.

The assessment center testing process is designed to provide an accurate measurement of a candidate's competence to perform a given task, function or undertaking in a predictable manner. The assessment center will consist of the following:

- Written examination and exercise
- Structured interview
- Presentation exercise
- Incident command exercise

These exercises are designed to assess the candidates' ability to perform in situations that would be typical for a person filling this position. They are also designed to assess the candidates' writing ability and working knowledge of Iowa law, legal issues, search & seizure, departmental operations, standard operating procedures, personnel management, and law enforcement trends. Candidates will also be evaluated on their ability to complete departmental tasks at the target rank. Candidates should also be familiar with the mission and function of all specialty units in the Uniform Division and Criminal Investigation Division. Other critical management dimensions will also be considered by the assessors when scoring your interviews and exercises. These are outlined later in this document. Because specific information will be requested, the focus of the interview questions and exercises will be relevant and specific to the Council Bluffs Police Department.

An assessment center process:

- Levels the playing field by providing all candidates an equal opportunity to demonstrate their competency
- Provides for an objective, disinterested view from professional evaluators
- Places the candidate in a controlled environment
- Establishes a reliable prediction of performance through the use of a definable set of measurements of a candidate's competence
- Builds multi-layered tasks --- ability to measure a candidate's competency in several areas at once
- Defeats a candidate's ability to hide behind a one-dimensional talent
- Mirrors real world scenarios in a controlled manner

Each assessment exercise is designed to measure the candidate's level of competence within three or more of 11 Critical Management Dimensions (competencies). Management Dimensions are those elements of competence that are relevant within the specific function of supervising and managing operations or personnel. (i.e.: What important abilities and skills are required in order to fulfill the position?)

Critical Management Dimensions are identified as:

Analysis: The determination of core elements. Relating and comparing information from different sources, identifying issues, securing relevant information and identifying relationships.

Consensus Building: The utilization of interpersonal skills to influence the collective opinion and solicit general agreement.

Decisiveness: Readiness to make decisions, render judgments, take action or commit oneself.

Development of Subordinates: Developing the skills and competencies of subordinates through training and development activities related to current and future jobs.

Follow-up: The act of tracking action taken and plans made. This tracking is made for the efficiency and assessment of action steps taken.

Initiative: Actively attempts to influence events to achieve goals; self-starting rather than passively accepting. Taking action to achieve goals beyond what is necessarily called for; originating action. Following through energetically.

Judgment: The capacity to make high quality decisions which are based on logical assumptions and which reflect factual information. A conclusion based on a discriminating appraisal of known information.

Leadership: Utilizing appropriate interpersonal styles and methods of communication in order to set a course or vision for an organization. To guide individuals or groups toward task accomplishment or acceptance of an idea demonstrating "big picture" thinking; vision.

Oral Communication Skills: Effective expression in individual or group situations, whether spontaneous or when given time for preparation (includes both verbal and non-verbal cues).

Planning and Organization: Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources or assets. A process of order; a method worked out beforehand.

Written Communication Skills: Clear expression of ideas in writing.

During the assessment center process there will be two exercises where candidates will be required to use a computer. Computers will be provided and one will be available for each candidate to use in the “candidate room.” One exercise will require candidates to prepare a presentation and present it to a group. Candidates will be required to use PowerPoint for this exercise. If you are not familiar with PowerPoint, it is strongly encouraged that you take the time between now and the assessment center process to gain at least a basic knowledge of its use.

The second is a written exercise where you will be required to use a Word document to prepare your response. A flash drive will be provided for you to store your response.

Best of Luck to All of You:

Jeff Cayler
Chief of Police (retired)
Cayler Consulting, LLC



City of Council Bluffs

Job Description

Police Sergeant

Department: Police Department

Supervisor: Police Captain

Location: Police Station

FLSA Status: Non-Exempt

Prepared By: Talent Acquisition Coordinator

Prepared Date: July 2025

Union: Police Supervisory

Civil Service Status: Civil Service

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

Civil Service Commission Communication

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

Animal Control Officer Procedures

Commission Action: 7/30/2025

Description

Background/Discussion

The Director of Community Development is requesting that the Commission approve procedures for establishing a Animal Control Officer 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. 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 oral interview shall be conducted by a panel of three appointed by the Human Resources Department. (Passing score of 65%).

ATTACHMENTS:

Description	Type	Upload Date
Animal Control Officer Procedures	Testing Procedures	7/23/2025
Job Description	Job Description	7/23/2025

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

July 30, 2025

TO: Civil Service Commission

FROM: Natalie Bouchama, Talent Acquisition Coordinator – Human Resources

SUBJECT: Animal Control Officer Procedures

Background

The Director of Community Development is requesting that the Commission approve procedures for establishing a Animal Control Officer 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. **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 oral interview shall be conducted by a panel of three appointed by the Human Resources Department. (Passing score of 65%).



City of Council Bluffs

Job Description

Animal Control Officer

Department: Community Development

Supervisor: Chief Animal Control Officer

Location: Animal Control

FLSA Status: Non-exempt

Prepared By: Natalie Bouchama, Talent Acquisition Coordinator

Prepared Date: July 2025

Civil Service Status: Non-Civil Service

Union: CWA

Pay Grade: 11

Summary: Under general supervision, an employee in this class investigates complaints; captures and impounds stray, vicious, or injured animals; enforces ordinances governing licensing, impounding, humane treatment, sanitation, and disposal of animals; and euthanizing animals.

Essential Duties and Responsibilities: includes the following.

- Answers animal complaints and patrols as assigned:
 - Picks up and delivers to shelter all stray, unlicensed, injured, or dead animals as assigned
 - Issues citations for failure to comply with pertinent laws
- Investigates bites and quarantines animals:
 - Conducts investigations of all reported bites
 - Identifies and locates all bite animals
 - Ensures prompt quarantine of all identified bite animals
 - Dismembers and ships animal heads to laboratories
- Enforces animal control laws:
 - Issues verbal and written warnings
 - Issues citations
 - Ensures compliance with all notices
 - Testifies in court as needed
- Maintains records:
 - Makes detailed records of animals picked up
 - Records results of all complaints investigated
 - Records results of bite investigations
 - Prepares records for medical or laboratory specimens

- Keeps logs of all activities
- Uses good public relations:
 - Knows and explains reason for animal control laws
 - Uses proper conduct in dealing with citizens
- Operates medical, scientific, or animal control equipment:
 - Uses tools and equipment specifically designed for animal capture and restraint
 - Euthanizes animals
 - Operates motor vehicle, radio, traps, etc.
 - Maintains and repairs equipment
- Performs miscellaneous duties as assigned:
 - Performs duties of animal handlers when needed
- 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)
- Experience in animal control work or working with animals preferred
- Any equivalent combination of education and experience that provides the required knowledge, skills, and abilities

Certificates, Licenses, Registrations:

- Valid Driver's License

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 one hundred (100) 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.
- Must have the ability to work both in and out of doors, in all weather conditions, and in varied terrain.

Other Skills and Abilities:

- Knowledge of the basic laws and regulations governing the licensing, inoculating, quarantine, impounding, care, and destruction of animals
- Familiarity with the symptoms of animal diseases
- Ability to keep records and accounts
- Ability to develop and maintain cooperative relationship with the public
- Must be willing to take rabies shots, on a periodic basis, to reduce the possibility of rabies infection

Civil Service Commission Communication

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

Testing Procedures - Planner

Commission Action: 7/30/2025

Description

Background/Discussion

The Director of Community Development is requesting that the Commission approve procedures for establishing a Planner 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. This supplement won't be in the form of candidates answering questions but rather an opportunity for them to submit a portfolio of their writing samples.

2. 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 ten (10) candidates, or fewer if fewer qualify, shall participate in the oral interview. The oral interview shall be conducted by a panel of three appointed by the Human Resources Department. (Passing score of 70%).

ATTACHMENTS:

Description

[Planner Testing Procedures](#)

[Job Description](#)

Type

Interview Questions

Job Description

Upload Date

7/25/2025

7/25/2025

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

July 30, 2025

TO: Civil Service Commission

FROM: Natalie Bouchama, Talent Acquisition Coordinator – Human Resources

SUBJECT: Planner Procedures

Background

The Director of Community Development is requesting that the Commission approve procedures for establishing a Planner 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. This supplement won't be in the form of candidates answering questions but rather an opportunity for them to submit a portfolio of their writing samples.

2. **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 ten (10) candidates, or fewer if fewer qualify, shall participate in the oral interview. The oral interview shall be conducted by a panel of three appointed by the Human Resources Department. (Passing score of 70%).



City of Council Bluffs

Job Description

Planner

Department: Community Development

Supervisor: Planning Manager

Location: City Hall

FLSA Status: Non-Exempt

Prepared By: Talent Acquisition Coordinator

Prepared Date: July 2025

Union: CWA

Pay Grade: 22 (Level I Planner) or 24 (Level II Planner)

Summary: An employee in this position is responsible for current and long range planning, zoning, code enforcement, urban development, growth management, and Geographic Information System (GIS) duties. The position includes the coordination of activities with various City departments, designers, contractors, and the public. Work is performed under the immediate supervision of the Planning Manager.

Essential Duties and Responsibilities:

- Attends, as required, Court, City Planning Commission, Zoning Board of Adjustment, Historic Preservation Commission, and City Council meetings
- Schedules meetings, prepares agendas, and generates minutes
- Prepares and forwards staff reports for the City Planning Commission, Historic Preservation Commission, Zoning Board of Adjustment, and the City Council
- Drafts amendments and recommendations on planning documents, subdivision, zoning, sign, and related ordinances
- Proposes land use and zoning amendments in order to carry out adopted plans
- Coordinates with other City departments and County GIS, prepares maps using GIS software, and maintains related databases for the department
- Reviews and comments on building permits, other City licenses and use permits, and sign permits relative to use, historic, and design requirements
- Works with the consultants, other Department staff, and state and federal agencies in completing Section 106 review and environmental review processes
- Responds to citizenry questions through written and verbal communications
- Prepares physical development and sub-area plans, including urban renewal and revitalization plans

- Collects and analyzes data relating to various aspects of the physical development of the City
- Assists with other tasks essential to the successful preparation, revision, and adoption of the comprehensive plan for the City
- Enforces zoning and other development regulations:
 - Investigates and responds to complaints relating to code violations
 - Inspects signs and billboards for compliance with pertinent regulations
 - Identifies and corrects zoning and development standards violations
 - Prepares and submits reports, letters of violation, and general correspondence
 - Issues municipal citations and testifies in Court for code violations
 - Coordinates with other City code enforcement personnel and actions
- 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 or Master's Degree in Planning or related field
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

- The following are required for consideration for a Level II Planner designation:
 - American Institute of Certified Planners (AICP) certification or other nationally-recognized professional certification that is relative to assigned Planning duties, as determined by the Community Development Director
 - Minimum of five (5) years of progressively responsible urban planning or related field experience
 - Demonstrated ability to manage boards, committees, programs, commissions, and/or special projects independently with minimal supervision

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:

- Comprehensive knowledge of zoning; land development and regulation; urban design; and GIS
- Knowledge of the principles and practice of planning
- Ability to do technical research work
- Ability to advise and solve advanced planning problems
- Ability to communicate ideas clearly and concisely in both written and verbal forms
- Ability to maintain effective working relationships with other employees, officials, and the public

Civil Service Commission Communication

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

Payroll Specialist - Eligibility List

Commission Action: 7/30/2025

Description

Background/Discussion

The application process for Payroll Specialist has been conducted and an eligibility list prepared for the Commission's consideration. There were 17 candidates.

Recommendation

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

- 1. Brianne Torchia
- 2. Melanie Schwarte

ATTACHMENTS:

Description	Type	Upload Date
Payroll Specialist Eligibility List	Eligibility List	7/22/2025

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

July 30, 2025

TO: Civil Service Commission

FROM: Natalie Bouchama, Talent Acquisition Coordinator – Human Resources

SUBJECT: Payroll Specialist

Background

The application process for Payroll Specialist has been conducted and an eligibility list prepared for the Commission's consideration. There were 17 candidates.

Recommendation

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

1. Brianne Torchia
2. Melanie Schwarte

Expires: July 30, 2027

Civil Service Commission Communication

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

Equipment Operator I - Eligibility List

Commission Action: 7/30/2025

Description

Background/Discussion

The application process for Equipment Operator I has been conducted and an eligibility list prepared for the Commission's consideration. There were 10 candidates.

Recommendation

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

- 1. Dakota Parks
- 2. Brahn Glasnapp
- 3. Kyle Rodenburg
- 4. Kelley Roof
- 5. Javen Pullom
- 6. David Sakalosky

ATTACHMENTS:

Description	Type	Upload Date
Equipment Operator I - Eligibility List	Eligibility List	7/22/2025

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

July 30, 2025

TO: Civil Service Commission

FROM: Natalie Bouchama, Talent Acquisition Coordinator – Human Resources

SUBJECT: Equipment Operator I

Background

The application process for Equipment Operator I has been conducted and an eligibility list prepared for the Commission's consideration. There were 10 candidates.

Recommendation

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

1. Dakota Parks
2. Brahn Glasnapp
3. Kyle Rodenburg
4. Kelley Roof
5. Javen Pullom
6. David Sakalosky

Expires: July 30, 2027

Civil Service Commission Communication

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

Police Officer Eligibility List

Commission Action: 7/30/2025

Description

Background/Discussion

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 75 candidates

Recommendation

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

- 1. Nicholas Ripa
- 2. Ethan Arrick
- 3. Wyatt Oviatt
- 4. Travis Marquis
- 5. Justin Reynolds

ATTACHMENTS:

Description	Type	Upload Date
Police Officer Eligibility List	Resolution	7/25/2025

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

July 30, 2025

TO: Civil Service Commission

FROM: Natalie Bouchama, Talent Acquisition Coordinator – 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 75 candidates.

Recommendation

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

1. Nicholas Ripa
2. Ethan Arrick
3. Wyatt Oviatt
4. Travis Marquis
5. Justin Reynolds

Expires: July 30, 2027

Civil Service Commission Communication

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

Park Maintenance Worker III - Eligibility List

Commission Action: 7/30/2025

Description

Background/Discussion

The application process for Park Maintenance Worker III has been conducted and an eligibility list prepared for the Commission's consideration. There were 14 candidates.

Recommendation

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

- 1. Levi Nixon
- 2. Taylour Sousa
- 3. Landon Coates
- 4. Burton Rausch
- 5. Jeff Hanke

ATTACHMENTS:

Description	Type	Upload Date
Eligibility List - Park Maintenance Worker III	Eligibility List	7/25/2025

CITY OF COUNCIL BLUFFS, IOWA

INTER-OFFICE MEMO

July 30, 2025

TO: Civil Service Commission

FROM: Natalie Bouchama, Talent Acquisition Coordinator – Human Resources

SUBJECT: Park Maintenance Worker III

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