



## AGENDA REPORT

**Meeting Date:** April 17, 2012  
**Item Number:** C-1  
**To:** Honorable Mayor & City Council  
**From:** Sandra Olivencia-Curtis, Assistant Director of Administrative Services-  
Human Resources  
**Subject:** **IMPASSE HEARING REGARDING THE CITY'S PROPOSAL  
TO THE MUNICIPAL EMPLOYEES ASSOCIATION –  
TECHNICAL SERVICES UNIT (MEA)**

**Attachments:** Job Descriptions

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### **RECOMMENDATION**

Staff recommends the City Council, take such action regarding the impasse as it deems appropriate.

### **INTRODUCTION**

The City's negotiators have not been able to reach an agreement with the Municipal Employees Association (MEA) on creating two part-time positions that are currently classifications which exist within the full-time MEA. It is MEA's position that the City is seeking to transfer bargaining unit work from full-time MEA to part-time MEA.

### **DISCUSSION**

On September 16, 2011, the City's Human Resources Department sent out a job description for review of the Municipal Employees Association MEA for a Senior Support Specialist - Part-Time. On September 26, 2011, the job description for Customer Service Representative - Part Time was also sent to MEA for its review.

Per the MEA Memorandum of Understanding, new and updated job descriptions are required to be sent to MEA 12 calendars days in advance of the new job description becoming effective. The Association, within the 12 day period, has the right to request

to meet and confer over the title of the classification ( if it is changing or is new) as well as the compensation, hours and other terms and conditions of employment (Job Descriptions /Section 21).

Although the City has the right to create new jobs and their applicable job descriptions, in this particular case, the City was creating jobs outside of the Full-Time MEA bargaining unit in positions which are currently in the Full-Time MEA bargaining unit. As such, MEA believed (even though there are some positions which currently exist in both the Full Time and Part-Time MEA Associations) that the City had an obligation to meet and confer with it as it was a transfer of their bargaining unit work. The City knew that it needed to negotiate over the transfer of bargaining unit work (even though it was creating new positions) as such, it sent the job descriptions to the Full-Time MEA for its review. MEA requested to meet and confer.

The parties met a few times in October 2011 and their negotiations reached a quick impasse because the MEA would not agree to have the work of their full -time employees transferred to the part-time MEA. Their position was that the City was seeking to have the labor performed by less costly, un-benefitted employees and that they were opposed to having any of their full-time positions being performed by part-time employees. The City's negotiators contended that the City wanted the option to have part-time employees perform the work and also enjoy the savings associated with part-time employees.

Consistent with the Employer/Employee Relations Resolution, after the City was unsuccessful in reaching an agreement with the MEA, the City declared impasse. This was followed by an impasse meeting with Assistant City Manager, Mahdi Aluzri (as the Employee Relations Officer) on February 27, 2012. The meeting did not cause the parties to re-consider their positions or reach an agreement. After hearing from both sides and having not resolved the impasse, Assistant City Manager, Mahdi Aluzri indicated that the matter should be submitted to the process in Article IV, Section 2, (a public hearing with the City Council). The City Council, after holding a public hearing, shall take such action regarding the impasse as it, in its discretion, deems appropriate in the public interest. Any legislative action by the City Council on the impasse shall be final and binding.

MEA's representative advised the City that he believed the impasse should be resolved pursuant to the new fact finding law, AB 646. The City's representative advised MEA that it would not submit the matter to fact finding, but offer the process in the Employer/Employee Relations Resolution because impasse had been declared prior to the effective date of AB 646.

### **FISCAL IMPACT**

By creating part-time positions to perform the work of Customer Service Representative and Senior Support Specialist, the City will save on labor costs once these positions are hired.

  
\_\_\_\_\_  
Approved By

  
\_\_\_\_\_  
Finance Approval

# **Attachment 1**

HUMAN RESOURCES  
(310) 285-1065  
FAX: (310) 273-1250



455 N. REXFORD DRIVE  
Beverly Hills, CA 90210-4817

September 16, 2011

Mr. Greg Gomez  
MEA Association  
345 N. Foothill Dr.  
Beverly Hills, CA 90210

Dear Mr. Gomez:

Enclosed please find the following Job Specification for MEA's review:

- **Senior Support Specialist – Part-Time**

We would like to introduce this classification into the Part-Time bargaining unit in addition to the existing Full-Time classification.

The hourly salary range will remain as \$29.35 - \$36.36.

We would appreciate your review and any comments that you may have by Friday, September 30, 2011 at 5:00 p.m. If we do not hear from you by September 30, 2011 at 5:00 p.m., we will assume that the proposed changes have been accepted. Should you have any questions, please feel free to contact me at 310. 285.1076. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Neil Comelo", written over a horizontal line.

Neil Comelo  
Personnel Manager

Enclosures

cc: Howard Liberman, Silver, Hadden, Silver, Wexler & Levine



## CITY OF BEVERLY HILLS

### HUMAN RESOURCES

#### JOB SPECIFICATION

**JOB TITLE:** Senior Support Specialist

**DEPARTMENT:** Information and Technology

**REPORTS TO:** Manager of Technical Services

**JOB SUMMARY:** Trains, installs, updates, troubleshoots and provides technical assistance in office automation to include word processing, graphics, email and other microcomputer systems.

**MAJOR DUTIES:** (All duties may not be performed by all incumbents.)

- Implements new office automation systems:
  - researches current technology (hardware and software).
  - recommends hardware/software to meet City's needs.
  - Installs and tests hardware/software.
  - determines methods to integrate new system with existing system.
  - establishes policies and procedures for use.
  - prepares training materials.
  - trains City users.
- Assigns projects and reviews work of office automation staff.
- Resolves problems that arise in office automation hardware and software from City users.
- Develops and updates in-house training materials and evaluates vendor's training materials.
- Customizes E-mail system:
  - programs new commands.
  - modifies function key commands.
  - maintains database integrity.
  - revises backup job streams.
  - verifies completion of E-mail backups.
  - monitors E-mail system on weekends to ensure 24 hour operation.

- Learns, evaluates, tests, and debugs microcomputer applications. Develops and maintains policies, procedures, and training documentation.
- Reviews all office automation and personal computer systems' status to ensure operation, and examines and corrects any areas of suspected trouble.
- Maintains inventory of office automation and personal computer software.
- Transfers data between HP3000 and personal computers, and converts various software word processing packages to City's word processing system.
- Evaluates trends in office automation and personal computers and makes recommendations for City's overall strategy.
- Performs related duties as assigned.

**EDUCATION:**

Bachelors degree in Business Information Systems or related field with course work in business administration, data processing, word processing or related fields, and one year of experience comparable to that gained as an Office Automation Analyst I for the City of Beverly Hills, or any equivalent combination of education and experience.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of Office Automation/Personal Computer hardware, software, installation, uses and limitations.
- Knowledge of computer languages used in the City and public sector.
- Knowledge of supervisory practices.
- Excellent training skills.
- Excellent interpersonal and oral and written communication skills.
- Problem solving skills.



 **COPY**

HUMAN RESOURCES  
(310) 285-1065  
FAX: (310) 273-1250

455 N. REXFORD DRIVE  
Beverly Hills, CA 90210-4817

September 26, 2011

Mr. Greg Gomez  
MEA Association  
345 N. Foothill Dr.  
Beverly Hills, CA 90210

Dear Mr. Gomez:

Enclosed please find the following Job Specification for MEA's review:

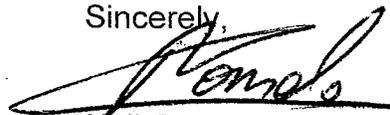
- **Customer Service Representative – Part-Time**

We would like to introduce this classification into the Part-Time bargaining unit in addition to the existing Full-Time classification.

The hourly salary range will remain as \$20.31 - \$25.16.

We would appreciate your review and any comments that you may have by Monday, October 10, 2011 at 5:00 p.m. If we do not hear from you by October 10, 2011 at 5:00 p.m., we will assume that the proposed changes have been accepted. Should you have any questions, please feel free to contact me at 310.285.1076. Thank you.

Sincerely,



Neil Comelo  
Personnel Manager

Enclosures

cc: Howard Liberman, Silver, Hadden, Silver, Wexler & Levine



CITY OF BEVERLY HILLS  
HUMAN RESOURCES  
JOB SPECIFICATION

- JOB TITLE:** Customer Services Representative
- DEPARTMENT:** Varies
- REPORTS TO:** Varies
- JOB SUMMARY:** Performs a wide variety of public assistance and public information activities at a public service counter or on the telephone, prepares, issues and collects fees on various applications; licenses, permits, bonds, parking citations, and utility billings and performs a variety of general clerical activities related to billing, processing parking citations, permits, cashiering and record keeping functions.
- MAJOR DUTIES:** All incumbents may not perform (All duties). Depending upon assignment, duties may include, but are not limited to the following:

**BUILDING AND SAFETY DEPARTMENT**

- Issues construction permits:
  - interviews applicant;
  - verifies current address and licenses;
  - calculates and collects appropriate fees;
  - prepares permits;
  - distributes receipt and permit.
- Inputs permit data into computer system.
- Answers telephone and assists callers with application and permit questions and concerns.
- Assists the general public and contractors with permit questions and research and with use of microfilm readers.

- Researches, reviews and copies various permits as required.
- Processes cash bonds, deposits fee, and enters required information into computer system.
- Prepares various reports for departmental use.
- Balances daily receipts of monies and prepares revenue summary sheets.
- Maintains microfilm-filing system.
- Maintain system of all contractors with permits within the City of Beverly Hills.
- Performs other related duties as assigned.

## FINANCE DEPARTMENT

- Provides assistance to customers, resolves problems and trains co-workers.
- Collects payments from customers over the counter for utility bills, business tax, permits, assessments, service fees and special taxes.
- Processes payments for City services, using computer terminal to enter, log and retrieve pertinent information.
- Balances daily receipts of monies received and prepares revenue summary sheets.
- Prepares and processes billings for special services as assigned.
- Answers inquiries and complaints regarding permits, billings, charges and utility services at public counter or over the telephone.
- Researches payment history and records of billings, payment and water consumption.
- Prepares forms to be used to correct, add or adjust billings.
- Receives and processes applications for service actions such as water turn-off or turn-on.
- Distributes data processing journal and registers as assigned.
- Researches permits, which are outstanding to determine reason for status.

- Conducts account receivable as well as control and account verification of an accounting system.
- Prepares billings and related correspondence for accounts receivable (ambulance service, parking service, day care service) and commercial and residential refuse collection accounts.
- Operates cash register and related office equipment in receiving and processing license, permits, utility bills and other City fund payments and prepares daily cash balance.
- Performs other related duties as assigned.

## TRANSPORTATION DEPARTMENT

- Assists visitors at the public counter and telephone callers with issues related to parking citations, permit parking and other transportation related concerns.
- Explains application of California Vehicle and Beverly Hills Municipal Code to City's parking permit and parking citation procedures, including policy issues.
- Reviews parking permit applications for completeness, including collecting and verifying required documents and fees and issues permits.
- May conduct Administrative Reviews and determines disposition.
- Maintains system of all residents with parking permits within the City of Beverly Hills.
- Inputs data into computer system and runs reports of parking and special parking permit (nurse, construction) holders.
- Researches, reviews and resolves parking and citation related issues.
- Prepares and maintains files for Administrative Hearings and appeals.
- Records parking enforcement complaints, distributes accordingly and conducts follow-up action, (e.g., broken parking meters, permit violation).
- Collects fee, maintains cash drawer and reconciles and record receipts.
- Distributes incoming and outgoing mail.
- Prepares various reports for departmental use.

- Maintains filing system.
- Performs other related duties as assigned.

#### QUALIFICATION & CERTIFICATIONS:

- High School diploma or equivalent and three years experience in customer service contact work, and one year of recent experience in performing clerical duties and data entry work, or any equivalent combination of education and experience.

#### KNOWLEDGE AND SKILLS:

Skill in:

- operating a typewriter, calculator, desktop computer, cash register, and other office machines.

Ability to:

- communicate clearly and effectively, both orally and in writing.
- understand and perform written and verbal instructions and apply the fundamental principals of accounting related policies and procedures.
- reconcile differences within the accounting record keeping system.
- maintain difficult and complex financial or statistical data and records.
- prepare manual and computerized financial reports as well as maintain ledgers and journals.
- establish and maintain effective working relationships with supervisors, fellow employees and the public.
- respond to inquiries from the public in a tactful manner.
- deal with a variety of people in confrontational situations.
- exercise good judgement and discretion in problem situations.
- make independent judgements and decisions based on standard policy and procedure.