

REPORT FROM

## OFFICE OF THE CITY ADMINISTRATIVE OFFICER

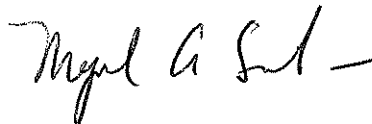
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Date: January 10, 2014

CAO File No. 0111-31284-0020

To: The Council

From: Miguel A. Santana, City Administrative Officer



Reference: Transmittal from the Office of Finance Dated November 18, 2013

Subject: **REQUEST FOR SUBSTITUTE AUTHORITY FOR SIX TAX COMPLIANCE OFFICERS**

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### SUMMARY

As part of the 2013-14 budget deliberations, the Council adopted a policy to require Council approval for substitute positions that are not required for layoff avoidance. Accordingly, the Office of Finance (Department) requests approval for six substitute Tax Compliance Officer (TCO) I authorities to appoint six Finance Collection Investigators (FCI) to TCO and phase out the FCI classification. The maximum salary for a TCO I is less than the maximum salary of a FCI. The Department has been approved to Y-rate the employees to ensure that they are not negatively impacted by the transition.

The FCI classification is unique to the Department and has gradually been phased out to give the Department more flexibility and employees more training and promotional opportunities. The TCO classification can perform tax discovery, enforcement, and investigations, while FCIs are restricted to collection activities. The Department found that the limited duties made it difficult for FCIs to qualify for promotions.

To address this, the Department has been working with the Personnel Department (Personnel) to reallocate all FCI authorities to TCO. In 2011-12, the Department had 13 FCI authorities. Since then, six have been reallocated to TCO. Of the remaining seven, six became eligible to be appointed TCOs through a status examination and one is expected to retire. Approval of this request will allow the Department to appoint the FCIs to TCO and Personnel to complete the reallocation.

### RECOMMENDATION

That the Council approve the substitute authority request from the Office of Finance for six Tax Compliance Officer Is for the period of January 1, 2013 through June 30, 2014.

## **FISCAL IMPACT STATEMENT**

There is no additional impact on the General Fund. The requested substitute authorities are to transition existing employees from Finance Collection Investigators, an obsolete class, to Tax Compliance Officer. The transition will not result in salary increases.

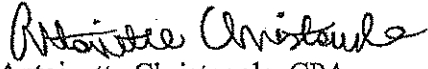
*MAS:ECM:01140042d*

**CITY OF LOS ANGELES  
OFFICE OF FINANCE**  
INTERDEPARTMENTAL CORRESPONDENCE

NOV 16 AM 11:16  
CITY ADMINISTRATIVE OFFICER

DATE: November 18, 2013

TO: Miguel A. Santana, City Administrative Officer  
Office of the City Administrative Officer

FROM:   
Antoinette Christovale, CPA  
Director of Finance/City Treasurer  
Office of Finance

SUBJECT: **REQUEST FOR SUBSTITUTE AUTHORITIES - SIX (6) TAX  
COMPLIANCE OFFICER IS**

The Office of Finance (Finance) requests approval for six (6) Tax Compliance Officer I (1179-1) (TCO I) Substitute Authority positions through June 30, 2014. This request was made in order to place six (6) Finance Collection Investigator II (FCI) incumbents who are being transitioned into the TCO I job class. The department will fund these authorities by keeping the six (6) FCI authorities that the incumbents are currently occupying vacant. The incumbents will be Y-rated at their current salary. If this request is not approved, it will unduly delay the progress made towards addressing a classification issue that disadvantages Finance operations, and affected personnel in the FCI job class.

Tax Compliance Officer I – Revenue Management Division – Citywide Collection Unit

The FCI classification is unique to Finance. The department is phasing out the FCI class due to its limitations in job functions and career mobility relative to the TCO job class. FCI and TCO job duties are similar; however, FCIs are limited to collection activities while TCOs are able to perform a wide range of tax enforcement activities including collections, investigations and tax discovery. Further, the FCI job class does not provide qualifying experience for incumbents looking to promote or transfer to classes that require similar knowledge, skills and abilities. To address this matter, Finance has been working with the Personnel Department to transition the entire FCI class into TCO.

Finance originally had thirteen (13) FCI authorities (12 FCI II, 1 FCI III) in 2011; six of these authorities have been reallocated to TCO thus far and seven (7) remain. On September 22, 2011, the Civil Service Commission approved the reallocation of five (5) vacant FCI authorities to the TCO job class (Attachment A). In the FY2013-14 DPO, a sixth FCI authority was reallocated to a TCO since an incumbent retired in FY2012-13 (Attachment B). A status exam that enabled six of the remaining FCIs to transition to TCO was released on June 28, 2013 (Attachment C). The seventh FCI is on a leave of absence and is anticipated to retire. It is anticipated that the seven (7) remaining FCI authorities will be reallocated to TCO in FY2014-15. The substitute authorities are being requested in anticipation of the six FCI incumbents being appointed to TCO, and the reallocation of the FCI authorities they occupy to TCO in FY2014-15.

**SUBSTITUTE AUTHORITIES REQUESTED:**

| # | Class                           | Annual Salary | Y-Rate     | Y-Rate Salary | Total Cost (6 TCOs) |
|---|---------------------------------|---------------|------------|---------------|---------------------|
| 6 | Tax Compliance Officer I 1179-1 | \$68,736.96   | \$8,999.72 | \$77,736.24   | \$446,417.44        |

**POSITIONS HELD:**

| # | Class                               | Annual Salary |  | Total Cost   |
|---|-------------------------------------|---------------|--|--------------|
| 6 | Fin. Coll. Investigator II - 1758-2 | \$77,736.24   |  | \$446,417.44 |

Please find attached the following supporting documents: Position descriptions for FCI and TCO (Attachment D) and the FY2013-2014 organizational chart (Attachment E).

We appreciate your consideration of this request. If you have any questions or need additional information, please contact Saul Romo, Chief Management Analyst, at (213) 978-1757.

**Attachments**

cc: Ana Guerrero, Mayor's Chief of Staff (w/o Attachments)  
Rick Cole, Deputy Mayor for Budget and Innovation (w/o Attachments)  
Ben Ceja, Assistant City Administrative Officer (w/Attachments)  
Emily Mayeda, Sr. Administrative Analyst, Office of the CAO (w/Attachments)  
Elizabeth Terry, Sr. Personnel Analyst, Classification Division, Personnel Department (w/o attachments)  
Finance Management Team (w/o attachments)



CITY OF LOS ANGELES  
BOARD OF CIVIL SERVICE COMMISSIONERS

ATTACHMENT A

SEE: Page 12

COMMISSIONERS

ANTHONY DE LOS REYES  
President

NANCY P. MCCLELLAND  
Vice President

GABRIEL J. ESPARZA  
PAUL W. SWEENEY, JR.  
SAM YEBRI  
Commissioners

MINUTES

REGULAR MEETING – THURSDAY  
SEPTEMBER 22, 2011, 10:00 A.M.  
ROOM 350, PERSONNEL BUILDING  
700 EAST TEMPLE STREET  
LOS ANGELES, CALIFORNIA 90012

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon 72 hour notice, will provide reasonable accommodation (assistive listening devices, sign language interpretation, and translation services) to ensure equal access to its programs, services and activities.

Audiotapes of the meetings are kept for 30 days. You may contact the Commission Office at (213) 473-9107.  
Website Address: <http://www.lacity.org>

Call to Order: 10:02 a.m.

Present:

President Anthony de los Reyes  
Commissioner Paul W. Sweeney, Jr.  
Commissioner Sam S. Yebri

Assistant General Manager David Luther  
Deputy City Attorney Jennifer Handzlik  
Commission Executive Director  
Bruce E. Whidden

Absent:

Vice President Nancy McClelland  
Commissioner Gabriel J. Esparza

1. APPROVAL OF MINUTES

The Board APPROVED the minutes of the regular meeting of Thursday, September 8, 2011 on a motion by Commissioner Sweeney seconded by Commissioner Yebri, approved unanimously.

2. COMMISSION ACTION ON ROUTINE AND OTHER MATTERS

APPROVED routine and nonappearance matters under Unfinished Business, Page 6, item 5 and New Business, Pages 7 through 9, items 6 and 7 on a motion by Commissioner Sweeney seconded by Commissioner Yebri, approved unanimously.

3. PUBLIC COMMENTS ON MATTER WITHIN BOARD'S JURISDICTION

- Arthur Hanson

4. APPEALS UNDER CHARTER SECTION 1016

- a. Walter DIAZ, Security Officer, Department of Water & Power. Discharge effective June 10, 2010.

Report and recommendation of the Board's Hearing Examiner Ms. Libbe Murez following her conduct of hearings held on March 31, 2011, May 25, 2011, June 13, 2011, June 17, 2011, and July 6, 2011 into the subject appeal of Mr. Diaz.

The Hearing Examiner recommends that the Board:

A. FIND that the *Skelly* due process requirements were met.

- 1) SUSTAIN the cause of action of misconduct, on or off the job, seriously reflecting on City employees or employment – Robbery, Commercial Burglary, Grand Theft and Impersonating a Peace Officer. [Administrative Manual, 50-04, A-7]. (9/29/09 – First Offense).
- 2) SUSTAIN the cause of action of the commission of acts which, if proved, constitute a felony or misdemeanor as established by proper investigation [Administrative Manual. 50-04, A-8]. (9/29/09 – First Offense).
- 3) SUSTAIN the cause of action of unauthorized possession of City equipment or property – Security Badge #239 and altered LADWP ID Card 42714 [Administrative Manual. 50-04, A-9]. (On or about 9/11/08 through 9/29/09 for purposes of penalty – First Offense).

B. FIND that the Appellant's discharge effective June 10, 2010 was appropriate and is SUSTAINED.

File No. 52735

COMMISSION ACTION:

*Discussion:*

The Department stated that it supported the findings and recommendations of the Hearing Examiner and urged the Board to adopt it.

The Appellant's Representative emphasized some of the points made in his exceptions including the admission by the Hearing Examiner of the statements made by Mrs. Diaz which were included in the report filed by the LA County Sheriff's Deputies following the family's arrest connected with the theft of items from a Lancaster Costco. Mrs. Diaz did not waive her rights and declined to testify at the hearing. The statements were hear-say and should not have been admitted.

When questioned by the Board, its Counsel stated that hear-say may only be used in an administrative hearing if direct testimony existed to establish the facts which relate to the hear-say testimony. At the Administrative Hearing, the Costco Loss Prevention employee testified that he saw the family shop-lift items and place them in a baby stroller.

4. APPEALS UNDER CHARTER SECTION 1016

a. Walter DIAZ, Security Officer, Department of Water & Power, (Continued).

The Appellant's contention is that the employee was 40 feet a-way and could not make such a claim. The Hearing Examiner admitted the testimony and used it in her findings.

The Appellant further denied that any items were stolen and the materials recovered from his residence through a search warrant by the Sheriff's Department were secured through other means.

Commissioner Yebri enquired about the City security officer badge the Appellant had in his possession. The Appellant contends that the badge was issued to him and not reported stolen. Further, the badge was not part of the incident at Costco and only entered the case when he went home to get it to show that he worked for the Department of Water & Power. The Department's records indicate that the badge was reported stolen some time ago by the Appellant.

*Commission Actions:*

Commissioner Sweeney began the process with a motion, seconded by Commissioner Yebri to FIND that the *Skelly* due process requirements were met. Motion approved unanimously.

Commissioner Sweeney moved, and Commissioner Yebri seconded, to SUSTAIN the cause of action of misconduct, on or off the job, seriously reflecting on City employees or employment – Robbery, Commercial Burglary, Grand Theft and Impersonating a Peace Officer. Motion approved unanimously.

Commissioner Sweeney moved, and Commissioner Yebri seconded, to SUSTAIN the cause of action of the commission of acts which, if proved, constitute a felony or misdemeanor as established by proper investigation. Motion approved unanimously.

Commissioner Sweeney moved, and Commissioner Yebri seconded, to SUSTAIN the cause of action of unauthorized possession of City equipment or property – Security Badge #239 and altered LADWP ID Card 42714. Motion approved unanimously.

In his final motion, Commissioner Sweeney moved, with Commissioner Yebri as second, to FIND that the Appellant's discharge effective June 10, 2010 was appropriate and is SUSTAINED. Motion approved unanimously.

*Appearances:*

Cynthia Gaudio, Labor Relations, Department of Water & Power  
Patrick Finlay, Department of Water & Power  
James Lauderdale, Appellant's Representative  
Walter Diaz, Appellant

4. APPEALS UNDER CHARTER SECTION 1016 (Continued)

- b. Donna M. GIVENS, Customer Service Representative, Department of Water & Power.  
Discharge effective May 13, 2011.

Report and recommendation of the Board's Hearing Examiner Ms. Susan Gallick following her conduct of hearing held on July 19, 2011 and July 25, 2011, into subject appeal of Ms. Givens.

The Hearing Examiner recommends that the Board:

- A. FIND that the *Skelly* due process requirements were met.
1. SUSTAIN the cause of action of violating Department rules. [Administrative Manual. 50-04, B-1].
  2. SUSTAIN the cause of action of failing to carry out assigned work or supervisory responsibilities adequately, directly or promptly. [Administrative Manual. 50-04, B-5].
  3. NOT SUSTAIN the cause of action of intentionally falsifying or destroying City records without proper authorization. [Administrative Manual. 50-04, G-3].
- B. FIND that the Appellant's discharge effective May 13, 2011 was appropriate and is SUSTAINED.

File No. 52924

## COMMISSION ACTION:

*Discussion:*

The Department stated its support for the Hearing Examiner's Reports as submitted including the recommendation to not sustain the third cause of action of Falsifying or Destroying City Documents. They requested the Commission to adopt the report and its recommendations to sustain the discharge.

The Appellant's Representative, adding to her written exceptions filed with the Board, noted the inconsistency of the Department in transmitting changes in rules and policies to its CSR's. Specifically, the method used to convey the change in rules whereby PSR could no longer remain on the telephone line as customers made payment arrangements. The Appellant believed she was permitted to remain on the line if it was to the Department's benefit. As the Appellant stated in testimony, she most often learned about policy and rule changes through "the grapevine," as the written manual was only updated by the Department when a new class of CSR's was hired.

The Appellant had no record of discipline. The Department's Administrative Manual states that the charge of violating Department rules carries a penalty ranging from oral warning to discharge for a first offence. In testimony, the Department witnesses stated that if the charges did not include one of Falsifying or Destroying City Documents they would have recommended a lesser penalty, but with that offence discharge is required even on a first offence, but Falsifying or Destroying City Documents was the charge not sustained by the Hearing Examiner; therefore discharge on this first offence should not be imposed.



4. APPEALS UNDER CHARTER SECTION 1016 (Continued)

- b. Donna M. GIVENS, Customer Service Representative, Department of Water & Power, (Continued).

Following questioning by the Commissioners, the Appellant's Representative acknowledged that the Appellants performance in missing so many calls and removing her headset was unacceptable behavior and discipline is warranted, but the offence does not rise to the level of discharge on this first infraction; progressive discipline should be employed.

The Department stated that the change in policy of not permitting CSR's to remain on the line while payment information was exchanged was the result of a change in Federal privacy law and was the subject of a memo to the staff from the Director of Customer Service. The memo also included a sheet of Frequently Asked Questions and was sent to every employee. The Department continued that the decision to go for discharge was based, not just on the Falsifying or Destroying City Documents charge, but on the egregious nature of the Appellant's offence in not answering or delaying her answering 60 of the 80 calls she received in a single day.

Commissioner Sweeney, after asking several questions, recapped the case as he saw it: The employee has no history of discipline; as to the first charge of not following Department rules by staying on the line while customers relayed credit card payment information, it seems unclear exactly what the policy was at the time she was observed and the Department's method of communicating changes in policies and rules to the staff is confusing; The third charge of Falsifying or Destroying City Documents was not sustained, so we are left with the second charge of failing to carry out assigned work by missing a large number of calls during the period she was observed. The Appellant admits this kind of performance is unacceptable, it is not. While the Administrative manual may allow a penalty up to and including discharge, does this first offence warrant discharge?

Commissioner de los Reyes concurred with the assessment of Commissioner Sweeney and suggested that the Department return to its management and enter into settlement discussions with the Appellant to establish some lesser penalty.

*Commission Action:*

The matter was continued to a future agenda pending settlement discussions on a motion by Commissioner Sweeney, seconded by Commissioner Yebri and passed unanimously.

*Appearances:*

Anita Ortega, Labor Relations, Department of Water & Power  
Adrian Johnson, Appellant's Representative  
Donna Givins, Appellant

4. APPEALS UNDER CHARTER SECTION 1016 (Continued)

- c. Paul A. JIMENEZ, Gardener Caretaker, Department of Recreation and Parks. Discharge effective March 29, 2011.

Report and recommendation of the Board's Hearing Examiner Ms. Judy Gust following her conduct of a hearing on August 23, 2011, into subject appeal of Mr. Jimenez.

The Hearing Examiner recommends that the Board:

A. FIND that the *Skelly* due process requirements were met.

- 1) SUSTAIN the cause of action of Fraud, dishonesty, theft or falsification in that you colluded to defraud the City by accepting payment for hours worked while incarcerated.

- 2) SUSTAIN the cause of action of unexcused, excessive and patterned absenteeism.

B. FIND that the Appellant's discharge effective March 29, 2011 was appropriate and is SUSTAINED.

File No. 52904

COMMISSION ACTION:

*Discussion:*

Commissioner de los Reyes, in reviewing the materials filed by the Appellant, noted that the Appellant was not disputing the discharge or its causes, but was making the request to be permitted in Lieu of Discharge to allow him an opportunity to pursue other employment without a discharge on his record.

When the Department was asked how it felt about this request, the Department Personnel Director stated that having seen the process through to its near conclusion, to allow the Appellant to resign at this late hour would not be right. This is an employee which the Department has lost all faith in. If the request had come prior to the start of the hearing, perhaps it would be different, but not now.

The Appellant's Representative reiterated that the Appellant does not dispute how wrong his actions were nor the City's right to discharge him for them. What he is asking is to be allowed to resign so he will have a better chance to provide for his children. In addition, the Appellant did ask to be permitted to resign at several stages in this process. Prior to his securing legal counsel, and as his representative, his attorney sent a long letter to the Department stating all these same facts and requesting the opportunity to resign.

Under questioning by the Commission, the Department admitted such a letter was received prior to any hearing.

Commissioner Sweeney stated that he saw the Department's actions as punitive and an effort to "get its pound of flesh" from the Appellant.

4. APPEALS UNDER CHARTER SECTION 1016 (Continued)

- c. Paul A. JIMENEZ, Gardener Caretaker, Department of Recreation and Parks, (Continued).

Following a lengthy discussion of potential liability, the Commission requested the parties to enter into settlement discussions whereby the Appellant would be permitted to resign in lieu of discharge and the records would note that the City would be unwilling to rehire him in the future.

*Commission Action:*

Continued to a future agenda pending settlement discussion whereby the Appellant would be permitted to resign in lieu of discharge and the records to note that the City would be unwilling to rehire him in the future, on a motion by Commissioner Sweeney, seconded by Commissioner Yebri.

Motion approved unanimously.

*Appearances:*

Harold Fujita, Personnel Director, Department of Recreation and Parks  
Jeanie Molinar, Human Resources, Department of Recreation and Parks  
Russell Cole, Appellant's Representative  
Paul Jimenez, Appellant

4. APPEALS UNDER CHARTER SECTION 1016 (Continued)

- d. Robert A. MATA, Heavy Duty Truck Operator, Department of Water & Power. Suspension effective January 19, 2011 to February 1, 2011, inclusive. (10 Working Days).

Report and recommendation of the Board's Hearing Examiner Christopher Cameron following his conduct of a hearing held on April 19, 2011 into the subject appeal of Mr. Mata.

The Hearing Examiner recommends that the Board:

A. FIND that the *Skelly* due process requirements were met.

- 1) SUSTAIN the cause of action that the Appellant flagrantly refused to perform reasonable work assignments or to cooperate with supervisors or management in the performance of duties (Insubordination).

B. FIND that the Appellant's 10 Work-Day Suspension effective January 19, 2011 to February 1, 2011, inclusive, was appropriate and is SUSTAINED.

File No. 52845

COMMISSION ACTION: Continued from July 14, 2011 when appellant's counsel was unable to attend the Board hearing.

*Commission Action:*

Continued to the next agenda to permit the Appellant's representative more time to familiarize herself with the case, on a motion by Commissioner Sweeney, seconded by Commissioner Yebri.  
Motion approved unanimously.

5. SETTLEMENT AGREEMENTS OF APPEAL UNDER CHARTER SECTION 1016 TO BE MADE A MATTER OF RECORD

- a. Airport Police Officer II, Department of Airports. Discharge effective March 23, 2011.

Settlement Agreement wherein the Appellant agreed to admit certain conditions and agreed to verifiable treatments prescribed; the City agreed to reduce the penalty of discharge to a forty-five (45-working day) suspension for the violation of Los Angeles World Airports Manual Section 5/8.14, Conduct Unbecoming an Officer; the Appellant agreed that for a period of twenty-four (24) months, should he engage in similar conduct the City will immediately seek to terminate his employment with all evidence stemming from this case being admissible in any future Civil Service Commission Appeal; the Appellant waived his rights to any back pay or benefits from the date of discharge to the date of reinstatement including the period of the Appellant's forty-five (45) working day suspension; the Appellant and the City agreed to other terms and conditions as set forth in the settlement.

File No. 52886

- b. Sylvia J. POLLARD, Security Officer, Department of Airports. Discharge effective May 25, 2011.

Settlement Agreement wherein the City agreed to reduce the penalty of discharge to a forty-five (45-working day) suspension for the violation of Los Angeles World Airports Manual Section 5.020 B (1) Violation of Department Rules; the Appellant waives her rights to any back pay or benefits from the date of discharge to the date of reinstatement including the period of the Appellant's forty-five (45) working day suspension; the Appellant and the City agreed to other terms and conditions as set forth in the settlement.

The Appellant's appeal was withdrawn by letter to the Commission Office from her union representative dated September 6, 2011.

File No. 52935

COMMISSION ACTION: MADE A MATTER OF RECORD

6. ADMINISTRATIVE ACTIONS

The General Manager recommends that the Board:

- a. Make it a matter of record the following examination bulletins promulgated on:

September 16, 2011  
Interdepartmental Promotional  
SENIOR CITY PLANNER

Interdepartmental Promotional and Open Competitive  
PARKING SERVICES SUPERVISOR  
CHIEF OF OPERATIONS

- b. Approve the use of the following Special Examining Assistants:

- 1) Mike LEE and Bhupendra PATEL, Chief Environmental Inspectors, Department of Public Works, Bureau of Sanitation, for ENVIRONMENTAL COMPLIANCE INSPECTOR.
- 2) Thomas ANDERBERY, General Services Manager, Department of Water & Power, for FLEET SERVICES MANAGER.
- 3) Linn K. WYATT, Chief Zoning Administrator, Department of City Planning, for SENIOR CITY PLANNER.

File No. 53021

- c. Approve the use of interview boards consisting of representatives from inside and outside the City service in the promotional examination for PRINCIPAL INSPECTOR.

File No. 53022

- d. Approve the use of interview boards consisting of representatives from inside and outside the City Service in the open competitive examination for LEGISLATIVE REPRESENTATIVE.

File No. 53023

- e. Approve the change of the test of fitness method in the promotional examination for AIRPORT AIDE. The examination will be comprised of a 100% application review.

File No. 53024

6. ADMINISTRATIVE ACTIONS, (Continued)

- f. Make the following Appeals a matter of record:

Suspension

Kevin T. MOUNT, Electric Distribution Mechanic Supervisor, Department of Water & Power. Suspension effective September 12, 2011 to September 23, 2011, inclusive (10 working days). Form 77 filed with Records on September 1, 2011.

In accordance with Charter Section 1016, Mr. Mount filed his Appeal in the Office of the Commission on September 1, 2011.

File No. 53025

Discharge

James R. PEARL, Wastewater Collection Supervisor, Department of Public Works, Bureau of Sanitation. Discharge effective August 30, 2011. Form 77 filed with Records on \_\_\_\_\_.

In accordance with Charter Section 1016, Mr. Pearl filed his Appeal in the Office of the Commission on September 1, 2011.

File No. 53026

Verna PHEIFER, Traffic Officer II, Department of Transportation. Discharge effective August 30, 2011. Form 77 filed with Records on August 30, 2011.

In accordance with Charter Section 1016, Ms. Pheifer filed her Appeal in the Office of the Commission on September 1, 2011.

File No. 53027

Matthew D. RANDAL, Security Officer, Department of Water & Power. Discharge effective August 19, 2011. Form 77 filed with Records on August 22, 2011.

In accordance with Charter Section 1016, Mr. Randal filed his Appeal in the Office of the Commission on August 23, 2011.

File No. 53028

- g. Make the following Notices a matter of record:

Suspension

Electric Distribution Mechanic, Department of Water & Power. Suspension effective July 8, 2011 to July 15, 2011, inclusive (6 Working Days). Form 77 filed with Records on September 1, 2011.

Discharge

Maintenance Laborer, Department of Airports. Discharge effective August 17, 2011. Form 77 filed with Records on September 1, 2011.

COMMISSION ACTION: MADE A MATTER OF RECORD

NEW BUSINESS

9-22-11

7. CLASSIFICATION ACTIONS

- a. The General Manager recommends that the Board approve the following classification actions:

1. Allocate the following new position in the Los Angeles Police Department, as indicated:

| <u>CSC No.</u> | <u>No. of Positions</u> | <u>Class Title and Code</u> |
|----------------|-------------------------|-----------------------------|
| 1623           | 1                       | Police Administrator, 9196  |

2. Allocate the following new positions in the Los Angeles World Airports, as indicated:

| <u>CSC No.</u> | <u>No. of Positions</u> | <u>Class Title and Code</u>          |
|----------------|-------------------------|--------------------------------------|
| 1624           | 1                       | Locksmith, 3393                      |
| 1625           | 1                       | Airport Maintenance Supervisor, 3336 |

3. Approve the extension of the exemption of the following position in the Community Development Department from civil service provisions of the Charter for a period of one year, in accordance with Charter Section 1001(d)(4):

| <u>CSC No.</u> | <u>No. of Positions</u> | <u>Class Title and Code</u>      |
|----------------|-------------------------|----------------------------------|
| 1622           | 1                       | Senior Project Coordinator, 1538 |

4. Reallocate the following existing positions as described below in the Office of Finance, as indicated:

|   |                | <u>From:</u>            | <u>To:</u>                            |
|---|----------------|-------------------------|---------------------------------------|
|   | <u>CSC No.</u> | <u>No. of Positions</u> | <u>Class Title and Code</u>           |
| ✱ | 1626           | 5                       | Finance Collection Investigator, 1758 |
|   |                |                         | Tax Compliance Officer, 1179          |

File No. 53029

COMMISSION ACTION: RECOMMENDATIONS ADOPTED

8. GENERAL MANAGER'S REPORT

No General Manager's report was offered

9. ADJOURNMENT

Meeting Adjourned at: 11:52 a.m.

\_\_\_\_\_  
ANTHONY de los REYES, President

\_\_\_\_\_  
BRUCE E. WHIDDEN,  
Commission Executive Director



FINANCE  
2013-14

ORDINANCE NO. \_\_\_\_\_

An ordinance authorizing the employment of personnel in the Office of Finance of the City of Los Angeles.

**THE PEOPLE OF THE CITY OF LOS ANGELES  
DO ORDAIN AS FOLLOWS:**

Sec. 1. Employment authorization for Fiscal Year 2013-14 is hereby granted the Office of Finance for the designated number of positions in each code and title as provided in this ordinance.

**FINANCE**

| <u>No.</u> | <u>Code</u> | <u>Title</u> |
|------------|-------------|--------------|
|------------|-------------|--------------|

## (a) Regular Positions:

|    |        |                                        |
|----|--------|----------------------------------------|
| 1  | 1117-2 | Executive Administrative Assistant II  |
| 1  | 1117-3 | Executive Administrative Assistant III |
| 6  | 1179-1 | Tax Compliance Officer I *             |
| 63 | 1179-2 | Tax Compliance Officer II              |
| 14 | 1179-3 | Tax Compliance Officer III             |
| 1  | 1194   | Director of Cash Management Services   |
| 3  | 1195   | Principal Tax Compliance Officer       |
| 9  | 1201   | Principal Clerk                        |
| 2  | 1211-1 | Chief Tax Compliance Officer I         |
| 1  | 1211-2 | Chief Tax Compliance Officer II        |
| 9  | 1223-1 | Accounting Clerk I                     |
| 10 | 1223-2 | Accounting Clerk II                    |
| 43 | 1229   | Customer Service Specialist            |
| 2  | 1356-2 | Tax Renewal Assistant II               |
| 3  | 1356-3 | Tax Renewal Assistant III              |
| 1  | 1357-1 | Senior Tax Renewal Assistant I         |
| 19 | 1358   | Clerk Typist                           |
| 9  | 1368   | Senior Clerk Typist                    |
| 1  | 1431-3 | Programmer/Analyst III                 |
| 1  | 1455-1 | Systems Programmer I                   |
| 1  | 1513-2 | Accountant II                          |
| 81 | 1514-2 | Tax Auditor II                         |

**SUMMARY OF DEPARTMENTAL PERSONNEL ORDINANCE  
SECTION A - POSITION CHANGES**

Position changes from the 2013-14 Proposed Detail of Positions and Salaries document, not included in the 2013-14 Personnel Authority Resolution:

**FINANCE**

The following change reflects a reallocation approved subsequent to the preparation of the 2013-14 Personnel Authority Resolution.

|  |        |                   |                                    |
|--|--------|-------------------|------------------------------------|
|  | ADD    | Regular Authority |                                    |
|  | No.    | Code              | Class Title                        |
|  | 1      | 1179-1            | Tax Compliance Officer I           |
|  | DELETE | Regular Authority |                                    |
|  | No.    | Code              | Class Title                        |
|  | 1      | 1758-2            | Finance Collection Investigator II |



## TAX COMPLIANCE OFFICER STATUS

Class Code: 1179

Open Date: 06-28-13

Revised: 07-02-13

### ANNUAL SALARY

\$54,496 to \$67,713; \$61,783 to \$76,754; and \$76,671 to \$95,254

Candidates from the eligible list normally are appointed to vacancies in the lower pay grade positions.

### DUTIES

A Tax Compliance Officer analyzes, interprets and enforces various tax, permit and fee liabilities, including the City business, payroll, parking and transient occupancy taxes and City permit ordinances through independent field and office investigations; may supervise other Tax Compliance Officers by directing and coordinating the activities of a field enforcement or office enforcement section.

### REQUIREMENT

Current full-time paid employment as a Finance Collection Investigator with the City of Los Angeles Office of Finance.

### NOTE:

Some positions may require a valid California driver's license prior to appointment. Applicants will be disqualified and not eligible for hire if within the past 36 months they were convicted of a major moving violation, such as driving under the influence of alcohol and/or drugs, and may be disqualified if there are three or more moving violations and/or at-fault.

### WHERE TO APPLY

Applications will only be accepted on-line. When you are viewing the on-line job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon. On-line job bulletins are also available at <http://agency.governmentjobs.com/lacity/default.cfm?promotionaljobs=1> for Promotional Examinations.

### NOTE:

Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.

### APPLICATION DEADLINE

Applications must be received by **THURSDAY, JULY 11, 2013.**

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

## **SELECTION PROCESS**

**Examination Weight: Application Review ..... 100%**

The examination will consist entirely of an application review by Personnel Department staff to ensure that applicants meet the minimum requirements of the job, which is current full-time paid employment as a Finance Collection Investigator with the City of Los Angeles Office of Finance.

## **CERTIFICATION AND APPOINTMENT**

Certification from the eligible register resulting from this examination will be made solely for the purpose of providing status for incumbents in the new class in their present positions. Eligibles from the list must serve a new probationary period.

## **NOTES:**

1. As a covered entity under the Fair Employment and Housing Act and Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To request a disability accommodation, please complete the Disability Accommodation Form within 14 calendar days of the submittal of the City application. The Disability Accommodation Form can be obtained at [http://per.lacity.org/exams/verify\\_disability.pdf](http://per.lacity.org/exams/verify_disability.pdf).
2. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time if it is determined they do not possess the minimum qualifications stated on this bulletin.

**THIS EXAMINATION IS TO BE GIVEN ONLY ON AN  
OPEN COMPETITIVE BASIS**

The City of Los Angeles does not discriminate on the basis of race, religion, national origin, sex, age, marital status, sexual orientation, gender identity, gender expression, disability, creed, color, ancestry, medical condition (cancer), or Acquired Immune Deficiency Syndrome.

## POSITION DESCRIPTION

City of Los Angeles

DO NOT USE THIS SPACE

ATTACHMENT 0

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                          |  |                                                                                                            |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------|--|
| 1. Name of Employee:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2. Employee's Present Class Title/Code:<br>Tax Compliance Officer I / 1179-1                                             |  | 3. Present Salary or Wage Rate:                                                                            |  |
| 4. Reason for Preparing Description:                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/> New Position<br><input type="checkbox"/> Change in Existing Position                            |  | <input type="checkbox"/> Routine Report of Duties<br><input type="checkbox"/> Review for Proper Allocation |  |
| 5. Location of office or place of work:<br>200 N. Spring, 12th Floor<br>Los Angeles, CA 90012                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 6. Name of Department <u>Office of Finance</u><br>Division <u>Revenue Management</u> Section <u>Citywide Collections</u> |  |                                                                                                            |  |
| 7. Name and title of the person from whom you ordinarily receive instructions and who supervises or reviews your work:<br>Name <u>Gary Tran</u> Title <u>Tax Compliance Officer III</u>                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                          |  |                                                                                                            |  |
| 8. Describe in detail the duties and work of this position, describing each duty in a separate paragraph. Begin with the duties that normally take most of your time and then describe the duties that are infrequent. Be certain to tell what is done, how it is done and what materials or equipment are used. Using percentages, show the distribution of the total working time. Also, if the duties and responsibilities of the position have changed, indicate how and when the changes occurred. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                          |  |                                                                                                            |  |
| PERCENT OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | DUTIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                          |  |                                                                                                            |  |
| 75%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Enforces provisions of the City Charter, Los Angeles Municipal Code, City policies, rules and ordinances as it applies to a large variety of tax and non-tax revenue sources for the City. Pursues collection of delinquent Tax and Non-Tax liabilities including collection agency fees and associated costs incurred to effectuate collection. Investigates claims against persons who have caused damage to City property, failed to pay business taxes or permit fees, or made payment with checks that were not honored by the bank. Researches and locates debtors using skip-tracing tools such as Lexis/Nexus, DMV, Postal Inquiries and Internet. Contacts attorneys, accountants, company financial officers and business owners to resolve problems and facilitate collection of delinquent liabilities and applicable statutory fees. Negotiates the settlement of disputed and distressed cases using Installment or Settlement Agreements. Reviews and refers cases to outside collection agencies (OCA). Follows-up on OCA requests for documents to substantiate City's claim on disputed cases. |                                                                                                                          |  |                                                                                                            |  |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Prepares and files cases in Small Claims Court. Prepares cases for referral to the City Attorney for filing in Superior Court. Coordinates service process requests with LA County Sheriff and private firms on litigated matters as well as asset searches for judgment enforcement. Makes court appearances in both Small Claims Court and Superior Court on appeals.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                          |  |                                                                                                            |  |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Researches and updates accounts in LATAX to establish correct liabilities. Navigates appropriate application modules in LATAX to correct registration; adjust, transfer, reallocate payments; generate collection correspondence and add appropriate notes. Reviews, updates and records accounts in the RPCS (CUBS) Collection Database to track collection activities pertaining to individual accounts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                          |  |                                                                                                            |  |
| 5%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Assists in the training of TCO I staff. Provides technical support for special revenue generating projects such as Administrative Lien and performs other job duties as assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                          |  |                                                                                                            |  |
| 9. How long have the duties been substantially as described above? _____                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                          |  |                                                                                                            |  |
| 10. List any machinery or equipment operated and any unusual or hazardous working conditions.<br>Operates standard office equipment, personal computer, 10-key calculator, fax machine, copy machines. May drive a vehicle to conduct field investigations.                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                          |  |                                                                                                            |  |
| 11. Percent of time spent supervising (training and evaluating employees, assigning and reviewing work). <u>0</u>                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                          |  |                                                                                                            |  |
| 12. Indicate the number of employees supervised by class titles.<br><u>0</u>                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                          |  |                                                                                                            |  |
| 13. I certify that the above statements are my own and to the best of my knowledge are accurate and complete.                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                          |  |                                                                                                            |  |
| Signature _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Date _____                                                                                                               |  | Phone No. _____                                                                                            |  |

### ITEMS TO BE FILLED IN BY THE IMMEDIATE SUPERVISOR

14. Indicate in what respects if any the duties and responsibilities on the other side are not sufficiently or accurately described.

15. SUPERVISION RECEIVED. Describe the nature, frequency, or closeness of supervision received by the employee, including the way that the employee's work is assigned and reviewed.

Work is evaluated on achievement of desired results. Work is assigned and evaluated by the Senior Management Analyst I

16. REQUIREMENTS. Indicate the minimum requirements to perform the duties of this position:

(a) Education (include specific matter).

As described in the bulletin

(b) Experience (type and length; list appropriate city classes, if any).

As described in the bulletin

17. PHYSICAL REQUIREMENTS. Check below all physical capabilities needed to do this job.

☒ Strength to:     X     Lift     X     Push     X     Pull

Average weight 5 Heaviest weight 15

☐ Climbing (stairs, ladders, poles)

How far \_\_\_\_\_

☐ Face severe work conditions

Outdoors \_\_\_\_\_ on/near water \_\_\_\_\_

Other/explain

**SPECIAL NEED FOR:**

☐ Vision, to read fine print/numbers

☐ Hearing, for telephone/alerts

☐ Balance, for working heights

Other/explain

May drive a vehicle

EXTENSIVE USE OF:

☐ Legs, for walking/standing

☒ Hands and fingers

☐ Back, for strenuous labor

Other/explain

Hours per week

40

(a) List any alternative methods or devices that can be used to aid in meeting the physical requirements checked above.

## 18. RESPONSIBILITIES

(a) **Policy and Methods:** Describe the responsibility for the interpretation and enforcement of policy and methods; indicate the extent of participation in development, if any, and approval by higher authority required.

Requires expert knowledge of collections related City provisions, rules, and regulations. May suggest improvements in policy that must be approved by supervisor, division head, and executive management.

(b) **Materials and Products:** Describe the responsibility and opportunity for bringing about economies and/or preventing losses through effective handling, processing or storing of materials or products, or through planning or engineering in connection with same.

Must protect the City from losses due to mishandling of negotiable instruments

(c) Machinery and equipment: Describe the responsibility for the operation, use, repair or care of machinery, equipment, or facilities, or for planning or engineering in connection with the same; indicate the size and kind of such machinery and equipment; describe the opportunity for preventing losses or achieving economies.

Operates standard office equipment, including desk and laptop computers, 10-key calculator, fax machine, copy machine. May drive a vehicle for field investigations.

(d) Money: Describe the responsibility for and access to cash, stamps or other negotiables, or the responsibility for authorizing the expenditure of funds; indicate the average value of negotiables handed each month, or the amounts which are authorized to be expended each month.

Is position bonded? No; amount of bond \$                     

The entire Collections unit collects approximately \$25 million annually. Over the last two fiscal years, each investigator on average collects \$1.3 million per year.

(e) **Personal Contacts:** Describe the purpose and frequency of personal contact with others, both within and outside the organization; indicate the types of contacts, purpose thereof, and the importance of persons contacted.

Interacts with the public from individuals to business owners and their representatives (attorneys, accountants, etc) interacts with various levels of Finance staff and may interact with representatives from other Departments and City officials.

(f) Records and Reports: Describe the records and reports, including the kind and value of records in descriptive terms, and the action employee takes in respect thereto

Prepares files on cases requiring litigation with various courts. Prepares and reviews files to be referred to outside collection agencies for collections.

Signature of the immediate supervisor \_\_\_\_\_ Date \_\_\_\_\_

Class Title Senior Management Analyst I

Phone No. (213) 978-2791

Signature of department head \_\_\_\_\_ Date \_\_\_\_\_

## POSITION DESCRIPTION

City of Los Angeles

DO NOT USE THIS SPACE

(cont)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------|
| 1. Name of Employee:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2. Employee's Present Class Title/Code:<br>Finance Collection Investigator II                                            |  | 3. Present Salary or Wage Rate:<br>76,587.84                                                                          |
| 4. Reason for Preparing Description:                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/> New Position<br><input type="checkbox"/> Change in Existing Position                            |  | <input type="checkbox"/> Routine Report of Duties<br><input checked="" type="checkbox"/> Review for Proper Allocation |
| 5. Location of office or place of work:<br>200 N. Spring, 12th Floor<br>Los Angeles, CA 90012                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 6. Name of Department <u>Office of Finance</u><br>Division <u>Revenue Management</u> Section <u>Citywide Collections</u> |  |                                                                                                                       |
| 7. Name and title of the person from whom you ordinarily receive instructions and who supervises or reviews your work:<br>Name <u>Gary Tran</u> Title <u>Tax Compliance Officer III</u>                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |
| 8. Describe in detail the duties and work of this position, describing each duty in a separate paragraph. Begin with the duties that normally take most of your time and then describe the duties that are infrequent. Be certain to tell what is done, how it is done and what materials or equipment are used. Using percentages, show the distribution of the total working time. Also, if the duties and responsibilities of the position have changed, indicate how and when the changes occurred. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |
| PERCENT OF TIME                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | DUTIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                          |  |                                                                                                                       |
| 75%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Investigates claims against persons who have caused damage to City property, failed to pay business taxes or permit fees, or made payment with checks that were not honored by the bank. Researches and investigates claims by using skip-tracing tools such as Lexis/Nexus, DMV, Postal Inquiries and Internet. Generates notices and payment demand letters. Negotiates the settlement of disputed and distressed files, using Installment and Settlement agreements. Researches and investigates mail returned notices and payment demand letters. Reviews and inputs new files into the Columbia Ultimate System (CUBS) database and set tickler dates. Responds to voicemail and interoffice e-mail inquiries. Updates City departments on status of delinquent accounts, meet departmental deadlines, makes associated small claims court appearances. Coordinates service of process requests with LA County Sheriff and private firms on litigated matters as well as assets searches for enforcement of judgments. |                                                                                                                          |  |                                                                                                                       |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Makes court appearances in both Small Claims Court and Superior Court on appeal cases. Contact attorneys, Insurance Adjusters, accountants, company Chief Finance Officers, business owners and individuals in cases where delinquent invoices, permit fees and City taxes are referred for collection. Researches, prepares and presents statistical and narrative status reports.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                          |  |                                                                                                                       |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Prepares files on cases requiring litigation with various courts. Prepares and reviews files to be referred to outside collection agencies for collections. Processes payments for, provides information to and negotiates settlements with, walk-in clients.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                          |  |                                                                                                                       |
| 5%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Assists in special revenue generating projects and performs other job related duties as assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                          |  |                                                                                                                       |
| 9. How long have the duties been substantially as described above? _____                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |
| 10. List any machinery or equipment operated and any unusual or hazardous working conditions.<br>Operates standard office equipment, personal computer, 10-key calculator, fax machine, copy machines.                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |
| 11. Percent of time spent supervising (training and evaluating employees, assigning and reviewing work). <u>0</u>                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |
| 12. Indicate the number of employees supervised by class titles.                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |
| 13. I certify that the above statements are my own and to the best of my knowledge are accurate and complete.                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |
| Signature _____ Date _____ Phone No. _____                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                          |  |                                                                                                                       |

# ITEMS TO BE FILLED IN BY THE IMMEDIATE SUPERVISOR

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15. SUPERVISION RECEIVED. Describe the nature, frequency, or closeness of supervision received by the employee, including the way that the employee's work is assigned and reviewed.

Work is evaluated on achievement of desired results. Work is assigned and evaluated by the Senior Management Analyst I

16. REQUIREMENTS. Indicate the minimum requirements to perform the duties of this position:

(a) Education (include specific matter).

As described in the bulletin

(b) Experience (type and length; list appropriate city classes, if any).

As described in the bulletin

17. PHYSICAL REQUIREMENTS. Check below all physical capabilities needed to do this job.

☒ Strength to: ☒ Lift ☒ Push ☒ Pull

Average weight 5 Heaviest weight 15

☐ Climbing (stairs, ladders, poles)

How far \_\_\_\_\_

☐ Face severe work conditions

Outdoors \_\_\_\_\_ on/near water \_\_\_\_\_

Other/explain \_\_\_\_\_

SPECIAL NEED FOR:

☐ Vision, to read fine print/numbers

☐ Hearing, for telephone/alarms

☐ Balance, for working heights

Other/explain

May drive a vehicle

EXTENSIVE USE OF:

☐ Legs, for walking/standing

☒ Hands and fingers

☐ Back, for strenuous labor

Other/explain

Hours per  
week

40

(a) List any alternative methods or devices that can be used to aid in meeting the physical requirements checked above.

18. RESPONSIBILITIES

(a) Policy and Methods: Describe the responsibility for the interpretation and enforcement of policy and methods; indicate the extent of participation in development, if any, and approval by higher authority required.

Requires expert knowledge of collections related City provisions, rules, and regulations. May suggest improvements in policy that must be approved by supervisor, division head, and executive management.

(b) Materials and Products: Describe the responsibility and opportunity for bringing about economies and/or preventing losses through effective handling, processing or storing of materials or products, or through planning or engineering in connection with same.

Must protect the City from losses due to mishandling of negotiable instruments

(c) Machinery and equipment: Describe the responsibility for the operation, use, repair or care of machinery, equipment, or facilities, or for planning or engineering in connection with the same; indicate the size and kind of such machinery and equipment; describe the opportunity for preventing losses or achieving economies.

Operates standard office equipment, including desk and laptop computers, 10-key calculator, fax machine, copy machine. May drive a vehicle for field investigations.

(d) Money: Describe the responsibility for and access to cash, stamps or other negotiables, or the responsibility for authorizing the expenditure of funds; indicate the average value of negotiables handed each month, or the amounts which are authorized to be expended each month.

Is position bonded? No; amount of bond \$ \_\_\_\_\_

The entire Collections unit collects approximately \$25 million annually.

(e) Personal Contacts: Describe the purpose and frequency of personal contact with others, both within and outside the organization; indicate the types of contacts, purpose thereof, and the importance of persons contacted.

Interacts with the public from individuals to business owners and their representatives (attorneys, accountants, etc) interacts with various levels of Finance staff and may interact with representatives from other Departments and City officials.

(f) Records and Reports: Describe the records and reports, including the kind and value of records in descriptive terms, and the action employee takes in respect thereto

Assists in preparing files on cases requiring litigation with various courts. Assists in monitoring and reviewing files to be referred to outside collection agencies for collections. Assists in preparing Citywide Tracking Report and Quarterly reports to Council and Mayor.

Signature of the immediate supervisor \_\_\_\_\_

Date \_\_\_\_\_

Class Title Senior Management Analyst I

Phone No. (213) 978-2791

Signature of department head \_\_\_\_\_

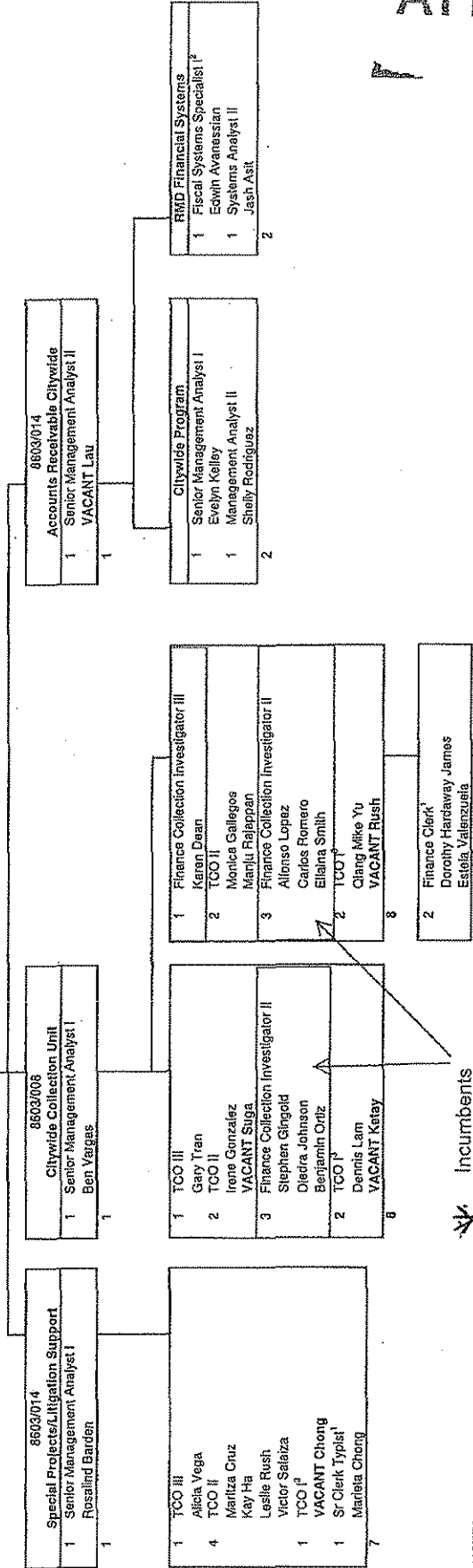
Date \_\_\_\_\_



OFFICE OF FINANCE - Organization Chart - Names - FY 2013-2014  
PROGRAM FF3901 Revenue Billings, Audit and Collections  
Revenue Management Division  
Centralized Billing Effort and Citywide Collections Unit

AS of 10/5/2013

| CLASS CODE        | CLASS TITLE      | AUTHORIZED POSITIONS |   |  |      |   |  |      |   |  |        |   |   |
|-------------------|------------------|----------------------|---|--|------|---|--|------|---|--|--------|---|---|
|                   |                  | REGULAR              |   |  | RESO |   |  | SUBS |   |  | TOTALS |   |   |
|                   |                  | A                    | F |  | A    | F |  | A    | F |  | A      | F | V |
| 1127              | FINANCE CLK      |                      |   |  |      |   |  |      |   |  |        |   |   |
| 1178-1            | TCO I            | 5                    |   |  |      |   |  | 2    |   |  | 2      |   |   |
| 1179-2            | TCO II           | 8                    |   |  |      |   |  |      |   |  | 8      |   |   |
| 1179-3            | TCO III          | 2                    |   |  |      |   |  |      |   |  | 2      |   |   |
| 1368              | SR CT            |                      |   |  |      |   |  | 1    |   |  | 1      |   |   |
| 1555-1            | FSS I            | 1                    |   |  |      |   |  |      |   |  | 1      |   |   |
| 1596-2            | SA II            | 1                    |   |  |      |   |  |      |   |  | 1      |   |   |
| 1620              | REVENUE MGR      | 1                    |   |  |      |   |  |      |   |  | 1      |   |   |
| 1758-2            | FIN COLL INV II  | 6                    |   |  |      |   |  |      |   |  | 6      |   |   |
| 1758-3            | FIN COLL INV III | 1                    |   |  |      |   |  |      |   |  | 1      |   |   |
| 9171-1            | SR MA I          | 3                    |   |  |      |   |  |      |   |  | 3      |   |   |
| 9171-2            | SR MA II         | 1                    |   |  |      |   |  |      |   |  | 1      |   |   |
| 9184-2            | MA II            | 1                    |   |  |      |   |  |      |   |  | 1      |   |   |
| INSIDE BOX TOTALS |                  | 30                   |   |  |      |   |  | 3    |   |  | 33     |   |   |



NOTES

<sup>1</sup> Substitute Authority

<sup>2</sup> Management Analyst II in lieu of Fiscal Systems Specialist I

<sup>3</sup> Pending allocation and ERD review for pay grade advancement from TCO I to TCO II

\* Incumbents accepted 1014 transfer to TCO I

ATTACHMENT E