



CIVIL SERVICE BOARD MEETING AGENDA

Date: April 15, 2021

Open Session: 5:30 p.m.

Location: Via Zoom

BOARD MEMBERS: Chair, Andrea Gourdine; Vice Chair, Christopher Johnson; Lauren Baranco; Yvonne Hudson-Harmon; Brooke Levin; Carmen Martinez; Beverly A. Williams

STAFF TO THE BOARD: Ian Appleyard, HRM Director/Secretary to the Board
Greg Preece, HR Manager/Staff to the Board
Sally Nguyen, Counsel to the Board
Jessica Rutland, Human Resource Technician

Pursuant to the Governor's Executive Order N-29-20, members of the Civil Service Board as well as the Director of Human Resources and the Counsel to the Board will join the meeting via phone/video conference and no teleconference locations are required.

PUBLIC PARTICIPATION

The public may observe and/or participate in this meeting many ways.

OBSERVE:

- To observe the meeting by video conference, please click on this link: <https://us02web.zoom.us/j/81102613674?pwd=TzEyR0xCT0xuUk04TzJBcFpiRzh4dz09> at the noticed meeting time. Instructions on how to join a meeting by video conference is available at: <https://support.zoom.us/hc/en-us/articles/201362193> - Joining-a-Meeting

Webinar ID: 811 0261 3674 (Note: Password "CSB415" may be required to connect.)

- To listen to the meeting by phone, please call the numbers below at the noticed meeting time: Dial (for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099

Webinar ID: 811 0261 3674 Passcode: 375280

If asked for a participant ID or code, press #. Instructions on how to join a meeting by phone are available at: <https://support.zoom.us/hc/en-us/articles/201362663> - Joining-a-meeting-by-phone.

COMMENT:

DUE TO THE SUSPENSION OF THE SUNSHINE ORDINANCE AND COUNCIL'S RULES OF PROCEDURES, ALL PUBLIC COMMENT ON ACTION ITEMS WILL BE TAKEN AT THE BEGINNING OF THE MEETING UNDER ITEM 1. COMMENT FOR ITEMS NOT ON THE AGENDA WILL BE TAKEN UNDER OPEN FORUM AT THE END OF THE MEETING.

There are two ways to make public comment within the time allotted for public comment on an eligible Agenda item.

- To comment by Zoom video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on an eligible agenda item at the beginning of the meeting. You will then be unmuted, during your turn, and allowed to participate in public comment. After the allotted time, you will then be re-muted. Instructions on how to “Raise Your Hand” is available at: <https://support.zoom.us/hc/en-us/articles/205566129> - Raise-Hand-In-Webinar.
- To comment by phone, please call on one of the above listed phone numbers. You will be prompted to “Raise Your Hand” by pressing “*9” to request to speak when Public Comment is being taken on an eligible agenda Item at the beginning of the meeting. You will then be unmuted, during your turn, and allowed to make public comments. After the allotted time, you will then be re-muted. Instructions of how to raise your hand by phone are available at: <https://support.zoom.us/hc/en-us/articles/201362663> - Joining-a-meeting-by-phone.

If you have any questions, please email Greg Preece, Human Resources Manager at GPreece@oaklandca.gov. – Human Resources Management Department.

OPEN SESSION AGENDA

ROLL CALL

1) PUBLIC COMMENT:

**COMMENT ON ALL ACTION ITEMS WILL BE TAKEN AT THIS TIME.
COMMENTS FOR ITEMS NOT ON THE AGENDA WILL BE TAKEN DURING
OPEN FORUM.**

2) APPROVAL OF THE APRIL 15, 2021 CIVIL SERVICE BOARD MEETING AGENDA ACTION

3) UPDATES, SECRETARY TO THE BOARD INFORMATION

4) CONSENT CALENDAR: ACTION

a) Approval of Provisional Appointments (0)

- There are no provisionals this month.

b) Approval of Employee Requests for Leave of Absence (1)

- Oakland Public Library (1)

c) Approval of Revised Classification Specifications (1)

- Tree Worker (formerly titled Tree Worker Driver)

5) OLD BUSINESS:

- | | |
|---|-------------|
| a) Approval of March 18, 2021 Civil Service Board Meeting Minutes | ACTION |
| b) Determination of Schedule of Outstanding Board Items | INFORMATION |
| c) City Council Zero Tolerance Policy Legislation | INFORMATION |
| d) Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of all ELDE's and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21 | INFORMATION |
| e) Update on Common Class Study | INFORMATION |
| f) Approval of New Classification Specification for Manager, Capital Contracts (formerly Manager, Contract & Employment Services) | ACTION |

6) NEW BUSINESS:

- | | |
|--|-------------|
| a) Update regarding Measure Q Hiring Efforts | INFORMATION |
| b) Approval of New Classification Specification for Street and Sidewalk Construction and Maintenance Planner | ACTION |
| c) Quarterly Update per Section 3.04 (f) of the Personnel Manual of the Civil Service Board ("Civil Service Rules") Providing Status of all Classification Specifications Revisions Currently Under Review | INFORMATION |
| d) 3.04 (e) Appeal to the Board of Classification Study Results for Benefits Representative (HRM-2021-AP01, L. Lavatai) | ACTION |

7) OPEN FORUM**8) ADJOURNMENT**

NOTE: The Civil Service Board meets on the 3rd Thursday of each month. The next meeting is scheduled to be held on Thursday, May 20, 2021. All materials related to agenda items must be submitted by Thursday, May 6, 2021. For any materials over 100 pages, please also submit an electronic copy of all materials.

Submit items via email or U.S. Mail to:

City of Oakland - Civil Service Board
150 Frank H. Ogawa Plaza, 2nd floor
Oakland, CA 94612
civilservice@oaklandca.gov



Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email civilservice@oaklandca.gov or call (510) 238-3112 or (510) 238-3254 for TDD/TTY five days in advance.

¿Necesita un intérprete en español, cantonés o mandarín, u otra ayuda para participar? Por favor envíe un correo electrónico civilservice@oaklandca.gov o llame al (510) 238-3112 o al (510) 238-3254 Para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語, 西班牙語, 粵語或國語翻譯服務嗎? 請在會議前五個工作天電郵 civilservice@oaklandca.gov

或致電 (510) 238-3112 或 (510) 238-3254 TDD/TTY



MEMORANDUM

DATE: April 15, 2021

TO: The Honorable Civil Service Board

FROM: Greg Preece, HRM Manager / Staff to the Board

THROUGH: Ian Appleyard, HRM Director / Secretary to the Board

SUBJECT: Request Authorization for Employee Requests for Leave of Absence

HRM is in receipt of one (1) Unpaid Leave of Absence request pursuant to Personnel Manual Section 8.07 Miscellaneous Leaves of Absence.

Employee Name	Classification	Department	Leave Duration	Category
Ortiz, Ana	Library Aide	Library	April 5, 2021-April 13, 2021	CSR 8.07 (c)

RECOMMENDATION:

Staff recommends that the Civil Service Board approve the requested Leave of Absence form.



Unpaid Leave of Absence

Leave Type:

- FCL - Family Care Extended
- FDN - Family Death (no pay)
- MNP - Military Leave (no pay)
- SLV - Sick Leave (no pay)
- ANP - Miscellaneous (no pay)
- Parental Leave (no pay)

Employee's Name Ana Ortiz Employee's ID 23961 Today's Date 03/04/2021

Department/Division Library Employee Job Title Library Aide

Request: 8 Days Hours From 04/05/2021 To 04/13/2021
No. of Days or Hours Select Days or Hours

Unpaid Leave Taken This Year? Yes No If yes, what type of leave _____
(Write appropriate code)

Comparison of Different Leave Types					
Leave Type	Maximum Duration	Keep Accrued Seniority?	Seniority?	Keep Health Benefits?	Other
FCL	4 mos*	Yes	No	Depends*	Comb. of paid & unpaid leave
FDN	5 days	Yes	No	Yes	Family death leave (paid) exhausted
MNP	1 year	Yes	Yes	For 5 mos*	For military training and service
SLV	1 year	Yes	No	No*	Sick leave (paid) exhausted
ANP	1 year	Yes	No	No*	Miscellaneous leave (no pay)
PNP	1 year	No	No	No *	Parental Leave (no pay)

*** Additional Information**

Employees on ANP, MNP, SLV or PNP may continue to participate in a City group health plan under COBRA at their own cost.

Family Care Extended Leave allows employees to use a combination of paid and unpaid leave. Employees using paid leave keep their health benefits, while employees on unpaid leave for this category are entitled to extend their coverage under COBRA at their own cost. If the leave is unpaid parental, an employee may take up to a maximum of 5 months leave.

[Signature] 3/4/2021
 Employee's Signature Date

 Civil Service Board Approval Date

[Signature] 3/11/2021
 Department Head Approval Date

 City Manager Approval Date

Note: Civil Service Board approval is required for leave of 5 days or more for classified employees. City Manager approval is required for leave of 5 days or more for exempt employees.



CITY OF OAKLAND

MEMORANDUM

DATE: April 15, 2021

TO: The Honorable Civil Service Board

FROM: Jaime Pritchett
Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager, Recruitment & Classification

THROUGH: Ian Appleyard, Director of Human Resources Management
Secretary to the Board

SUBJECT: Approval of Revised Classification Specification for Tree Worker (formerly titled Tree Worker Driver)

Based upon a classification review at the request of the Oakland Public Works (OPW) Department, staff has proposed revision of the **Tree Worker** (formerly titled Tree Worker Driver) classification. The classification specification was approved in October 1993 and revised in July 2007.

A variety of revisions are proposed to ensure that the use and description are consistent with operational needs:

- Correct the reference to the department in the Definition.
- Replace references to “heavy” work with a term such as non-commercial.
- Make minor changes to the Examples of Duties and Knowledge & Abilities sections.
- Adjust the timing to obtain the Cardiopulmonary Resuscitation (CPR) Certification from upon application to by the end of the probationary period; this training is offered regularly through the Citywide Training program.
- Reduce the required commercial driver’s license from Class B to Class C since the types of vehicles driven by Tree Workers do not meet commercial criteria.

Further, the title of the classification is proposed to change from Tree Worker Driver to Tree Worker (delete Driver). This revised title is more representative of the work outlined in the description given that a Class B commercial driver’s license is no longer required.

There is one vacant position. The approved classification specification revision will be used to initiate the next recruitment and selection process.

The Service Employees International Union (SEIU, Local 1021) was notified of the proposal to revise and re-title this classification. City and union representatives discussed the items at monthly meetings between November 2020 and March 2021. In a collaborative process, representatives explored various concerns and discussed explanations and potential solutions. Minor amendments were made to the classification specification and mutually agreed to by the City and Local 1021. On March 15, 2021, Local 1021 representatives verbally agreed to the final revised classification. On April 8, 2021, the union confirmed via email that there are no remaining objections to the proposed revisions.

CIVIL SERVICE BOARD

Subject: Tree Worker – Revised Classification Specification Approval

Date: April 15, 2021

Page 2

The salary ordinance amendment to change the classification title in the City's Salary Schedule is being drafted. The item is tentatively scheduled for May 2021 City Council meetings

Additionally, the "common class" status of this classification has not been determined. The "Common Class" Project is currently underway, and more information regarding this classification will be available at a later date.

Staff recommends that the Civil Service Board approve the revised and re-titled classification specification of **Tree Worker** (formerly titled Tree Worker Driver) as proposed.

Attachments: Proposed revised Tree Worker (formerly titled Tree Worker Driver) classification specification



TREE WORKER DRIVER

Class Code: TR190 FTE

Civil Service Classified

DEFINITION

Under immediate supervision in the Oakland Public Works Department~~Office of Parks and Recreation~~, performs a variety of tree maintenance duties in the Parks and Trees Division including loading tree debris, cutting roots, and operating tree cutting machines; drives and operates heavy-work trucks and other specialized equipment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This entry-level classification performs basic tree maintenance and debris removal in support of a Tree Trimmer and/or Tree High Climber. Incumbents in this classification routinely drive heavy-non-commercial trucks, operate a wide variety of tree maintenance equipment and are required to perform heavy manual labor. It is distinguished from a Tree Trimmer, which is a journey-level classification responsible for performing a variety of tree maintenance duties which involve climbing trees up to a height of fifty-five (55) feet and working from a variety of lift. Incumbents receive immediate supervision from the Tree Supervisor I, and may receive technical direction from the Tree Trimmer or Tree High Climber.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Perform a variety of tree maintenance work in support of tree trimmers and tree high climbers in tree trimming, root pruning, reshaping, planting and removal work; assist from the ground in the rigging of ropes to facilitate tree maintenance.

Operate brush/~~tower~~ aerial lift/crane/chipper trucks in accordance with departmental training standards and safety protocols, ~~exceeding 26,000 lbs. gross vehicle weight rating~~;

Drive trucks-vehicles that are less than 26,000 lbs. gross vehicle weight rating to and from sites;

Tow tree maintenance equipment not exceeding 10,000 lbs. gross vehicle weight rating;

Operate stump grinder, chain saws, aerial lift, crane and other power equipment;

Load debris and other tree related equipment;

Transport personnel and equipment;

Maintain mileage and service pre and post inspection records.

Inspect tools and equipment for safety and mechanical defects.

Perform ground level tree trimming; stake and strap trees; install tree guards; sweep, rake and clear ground; remove stumps and tree hazards; cut limbs and trunks into pieces.

Identify and report hazardous tree conditions; make emergency arrangements for traffic diversions.

KNOWLEDGE AND ABILITIES

Knowledge of:

- ~~Knowledge of m~~Methods and techniques for operation of a variety of trucks, ~~cranes~~ and other tree maintenance equipment.
- ~~S~~ervice requirements for trucks and other equipment.
- ~~Knowledge of b~~Basic tree maintenance, including pruning, planting, and tree identification.
- ~~Knowledge of m~~Methods, techniques, and equipment used in heavy labor.
- ~~Knowledge of a~~Applicable vehicle codes governing the operation of trucks and equipment.
- ~~Knowledge of S~~afe work procedures.
- Basic computer systems and software applications.

Ability to:

- ~~Ability to p~~Perform heavy manual labor.
- ~~Ability to s~~Safely operate hand and power tools, ~~and chain saws~~ used in tree trimming, pruning, and removal.
- ~~Ability to l~~ift up to fifty (50) pounds.
- ~~Ability to f~~ollow oral and written directions.
- ~~R~~espond to emergency work requests.
- ~~Ability to r~~ead and interpret maps.
- ~~Ability to o~~Learn to oOperate chainsaws, stump grinder, cranes, tower truck, and chipper.
- Read and comprehend printed materials related to equipment manuals.
- Utilize basic computer systems and software applications.
- ~~Ability to e~~Establish and maintain effective working relationships with those contacted in the performance of required duties.
- ~~Ability to read and comprehend printed materials related to equipment manuals.~~

MINIMUM QUALIFICATIONS

Any combination of education and experience that is equivalent to the following minimum qualifications may be acceptable.

Education:

Successful completion of the eighth grade.

Experience:

One (1) year of work experience including heavy manual labor. Experience in a tree maintenance related field is desirable.

LICENSE OR CERTIFICATE

Possession of a Cardiopulmonary Resuscitation Certificate (CPR) by the end of the probationary period.

Possession ~~of~~ and maintain a valid California Driver's License, Class CB, ~~with the ability to drive vehicles with air brakes and a tank endorsement included must be obtained by the end of the probationary period and maintained~~ throughout the tenure of employment with the City of Oakland. License requirements are subject to changes in State and Federal law, and the City of Oakland must comply with mandated changes at all times.

OTHER REQUIREMENTS

None required.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established: 10/14/1993 CSB Resolution #: 44294 Salary Ordinance #:
 Exempted: Y N Exemption Resolution #:

Revision Date: 07/16/2007 CSB Resolution #: 44494
 Re-titled Date: n/a CSB Resolution #: Salary Ordinance #:

(Previous title(s): Tree Worker Driver~~n/a~~)



CIVIL SERVICE BOARD MEETING MINUTES (DRAFT)

Date: March 18, 2021

Open Session: 5:30 p.m.

Location: Via Zoom

BOARD MEMBERS: Chair, Andrea Gourdine; Vice Chair, Christopher Johnson; Lauren Baranco; Yvonne Hudson-Harmon; Brooke Levin; Carmen Martinez; Beverly A. Williams

STAFF TO THE BOARD: Ian Appleyard, HRM Director/Secretary to the Board
Greg Preece, HR Manager/Staff to the Board
Sally Nguyen, Counsel to the Board
Jessica Rutland, Human Resource Technician

Pursuant to the Governor's Executive Order N-29-20, members of the Civil Service Board as well as the Director of Human Resources and the Counsel to the Board will join the meeting via phone/video conference and no teleconference locations are required.

PUBLIC PARTICIPATION

The public may observe and/or participate in this meeting many ways.

OBSERVE:

- To observe the meeting by video conference, please click on this link:
<https://us02web.zoom.us/j/86350241398?pwd=Tk5lVHRuUUpSTEFueHVKRjNZWk5GQT09>
at the noticed meeting time. Instructions on how to join a meeting by video conference is available at: <https://support.zoom.us/hc/en-us/articles/201362193> - Joining-a-Meeting
Webinar ID: 863 5024 1398 (Note: Password "CSB318" may be required to connect.)
- To listen to the meeting by phone, please call the numbers below at the noticed meeting time:
Dial (for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799

Webinar ID: 863 5024 1398 Passcode: 325020

If asked for a participant ID or code, press #. Instructions on how to join a meeting by phone are available at: <https://support.zoom.us/hc/en-us/articles/201362663> - Joining-a-meeting-by-phone.

COMMENT:

DUE TO THE SUSPENSION OF THE SUNSHINE ORDINANCE AND COUNCIL'S RULES OF PROCEDURES, ALL PUBLIC COMMENT ON ACTION ITEMS WILL BE TAKEN AT THE BEGINNING OF THE MEETING UNDER ITEM 1. COMMENT FOR ITEMS NOT ON THE AGENDA WILL BE TAKEN UNDER OPEN FORUM AT THE END OF THE MEETING.

There are two ways to make public comment within the time allotted for public comment on an eligible Agenda item.

- To comment by Zoom video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on an eligible agenda item at the beginning of the meeting. You will then be unmuted, during your turn, and allowed to participate in public comment. After the allotted time, you will then be re-muted. Instructions on how to “Raise Your Hand” is available at: <https://support.zoom.us/hc/en-us/articles/205566129> - Raise-Hand-In-Webinar.
- To comment by phone, please call on one of the above listed phone numbers. You will be prompted to “Raise Your Hand” by pressing “*9” to request to speak when Public Comment is being taken on an eligible agenda Item at the beginning of the meeting. You will then be unmuted, during your turn, and allowed to make public comments. After the allotted time, you will then be re-muted. Instructions of how to raise your hand by phone are available at: <https://support.zoom.us/hc/en-us/articles/201362663> - Joining-a-meeting-by-phone.

If you have any questions, please email Greg Preece, Human Resources Manager at GPreece@oaklandca.gov. – Human Resources Management Department.

OPEN SESSION AGENDA

ROLL CALL

1) PUBLIC COMMENT:

**COMMENT ON ALL ACTION ITEMS WILL BE TAKEN AT THIS TIME.
COMMENTS FOR ITEMS NOT ON THE AGENDA WILL BE TAKEN DURING
OPEN FORUM.**

2) APPROVAL OF THE MARCH 18, 2021 CIVIL SERVICE BOARD MEETING AGENDA ACTION

45036 A motion was made by Vice Chair Johnson and seconded by Member Williams to approve March 18, 2021 Civil Service Board Meeting Agenda as presented. The motion passed.

Votes: Board Member Ayes: 7- Gourdine, Johnson, Williams, Levin, Baranco, Martinez, Hudson-Harmon
Board Member Noes: None
Board Member Abstentions: None
Board Members Absent: None

3) UPDATES, SECRETARY TO THE BOARD INFORMATION

4) CONSENT CALENDAR: ACTION

a) Approval of Provisional Appointments (2)

- Department of Transportation (2)

- b) Approval of Employee Requests for Leave of Absence (2)
 - Oakland Police Department (2)
- c) Approval of Revised Classification Specifications (0)
 - There are no classification specifications on consent this month.

45037 A motion was made by Board Member Levin and seconded by Board Member Hudson-Harmon to approve March 18, 2021 Civil Service Board Meeting Consent Calendar with the addition of item 6d related to an appeal being heard by an outside Hearing Officer. This item is permitted to be added to the agenda pursuant to Government Code Section 54954.2 (b)(2). The motion passed.

Votes: Board Member Ayes: 7- Gourdine, Johnson, Williams, Levin, Baranco, Martinez, Hudson-Harmon
 Board Member Noes: None
 Board Member Abstentions: None
 Board Members Absent: None

5) OLD BUSINESS:

- a) Approval of February 18, 2021 Civil Service Board Meeting Minutes ACTION

45038 A motion was made by Vice Chair Johnson and seconded by Board Member Williams to approve February 18, 2021 Civil Service Board Meeting Consent Calendar as presented. The motion passed.

Votes: Board Member Ayes: 7- Gourdine, Johnson, Williams, Levin, Baranco, Martinez, Hudson-Harmon
 Board Member Noes: None
 Board Member Abstentions: None
 Board Members Absent: None

- b) Determination of Schedule of Outstanding Board Items INFORMATION

- c) Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of all ELDE's and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21 INFORMATION

There is no report available this month.

- d) Update on Common Class Study INFORMATION

- e) Deputy Director of Workplace and Employment Standards – Approval of Amended Classification Specification ACTION

45039 A motion was made by Vice Chair Johnson and seconded by Board Member Hudson-Harmon to approve the Amended Deputy Director of Workplace and Employment Standards Classification Specification as presented. The motion passed.

Votes: Board Member Ayes: 7- Gourdine, Johnson, Williams, Levin, Baranco, Martinez, Hudson-Harmon
 Board Member Noes: None
 Board Member Abstentions: None
 Board Members Absent: None

6) NEW BUSINESS:

- a) City Council Zero Tolerance Policy Legislation ACTION

45040 A motion was made by Vice Chair Johnson and seconded by Board Member Hudson-Harmon to amend the March 18, 2021 agenda to make Item 6a an Action Item and to approve submitting the letter presented during the meeting from The Board to the City Council to propose changes to the Civil Service Rules to encompass Zero Tolerance language. The motion passed.

Votes: Board Member Ayes: 7- Gourdine, Johnson, Williams, Levin, Baranco, Martinez, Hudson-Harmon
 Board Member Noes: None
 Board Member Abstentions: None
 Board Members Absent: None

- b) Update regarding Measure Q Hiring Efforts INFORMATION

- ~~c) Approval of New Classification Specification for Manager, Capital Contracts (formerly Manager, Contract & Employment Services) ACTION~~

Item 6c moved to April 15, 2021 Civil Service Board Meeting Agenda. The Board has requested a department representative be present to answer questions.

- d) OPD-2020-AP01 Appeal/Hearing Officer Requests ACTION

45041 A motion was made by Board Member Levin and seconded by Board Member Williams stating the Board has a need to take immediate action and that the need for action came to the attention of the Board subsequent to the agenda being posted as specified in the Brown Act.

Votes: Board Member Ayes: 7- Gourdine, Johnson, Williams, Levin, Baranco, Martinez, Hudson-Harmon
 Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: None

45042 A motion was made by Vice Chair Johnson and seconded by Board Member Williams to grant the timeline extensions requested by both parties of the Appeal and to waive the requirements that the Hearing be tape recorded. The Board also moved to have the Hearing Officer's Report presented at the June 17, 2021 CSB Meeting. This motion passed.

Votes: Board Member Ayes: 7- Gourdine, Johnson, Williams, Levin, Baranco, Martinez, Hudson-Harmon

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: None

7) OPEN FORUM

8) ADJOURNMENT

45043 A motion was made Vice Chair Johnson and seconded by Board Member Williams to adjourn the meeting. This motion passed and the meeting was adjourned at 6:45pm.

Votes: Board Member Ayes: 7- Gourdine, Johnson, Williams, Levin, Baranco, Martinez, Hudson-Harmon

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: None

NOTE: The Civil Service Board meets on the 3rd Thursday of each month. The next meeting is scheduled to be held on Thursday, April 15, 2021. All materials related to agenda items must be submitted by Thursday, April 1, 2021. For any materials over 100 pages, please also submit an electronic copy of all materials.

Submit items via email or U.S. Mail to:

City of Oakland - Civil Service Board
150 Frank H. Ogawa Plaza, 2nd floor
Oakland, CA 94612
civilservice@oaklandca.gov



Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email civilservice@oaklandca.gov or call (510) 238-3112 or (510) 238-3254 for TDD/TTY five days in advance.

¿Necesita un intérprete en español, cantonés o mandarín, u otra ayuda para participar? Por favor envíe un correo electrónico civilservice@oaklandca.gov o llame al (510) 238-3112 o al (510) 238-3254 Para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語, 西班牙語, 粵語或國語翻譯服務嗎? 請在會議前五個工作天電郵 civilservice@oaklandca.gov

或致電 (510) 238-3112 或 (510) 238-3254 TDD/TTY



**CIVIL SERVICE BOARD
 APPEALS & HEARINGS CALENDAR
PENDING LIST –APRIL 15, 2021**

1. OPEN

Case Number	Classification	Dept.	Action Pending	Hearing Date	Notes/Next Steps
OPD-2020-AP01	Police Officer	Oakland Police Department	10.03 – Appeal of Disciplinary Action	N/A	Outside hearing officer assigned
HRM-2021-AP01	Benefits Representative	Human Resources Management	3.04(e)- Appeal to Board regarding Changes in Classification	April 15, 2021	

2. OTHER PENDING ITEMS

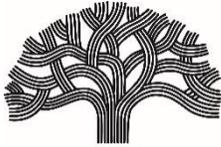
Date Requested	Subject	Report From	Date Due

3. CLOSED

Case Number	Classification	Dept.	Action Pending	Date Received	Notes

4. UNDER REVIEW

Case Number	Classification	Dept.	Action Pending	Action Date	Notes



CITY OF OAKLAND

STAFF REPORT

DATE: April 15, 2021

TO: THE HONORABLE CIVIL SERVICE BOARD

FROM: Greg Preece, Assistant Human Resources Director & Staff to the Board

THROUGH: Ian Appleyard, Human Resources Director & Secretary to the Board

SUBJECT: TEMPORARY EMPLOYEES – Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of All ELDEs and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21

SUMMARY

Staff has prepared this report to provide the Civil Service Board with an update on compliance with the Civil Service Rules related to temporary employees since the last report at the February 18, 2021 meeting. This report focuses on temporary employees in the categories of Exempt Limited Duration Employees (ELDEs) and Temporary Contract Service Employees (TCSEs), who are currently employed in the City of Oakland.

A total of thirty-seven (37) employees were in the TCSE (7), TCSE/Annuitant (22), and ELDE (8) categories as of pay period ending April 2, 2021. Of the those, zero (0) assignments are reported as non-compliant with Rule 5.06.

Reports showing all the temporary assignments discussed in this report are included in a list (*Attachment A*) and a chart of trends (*Attachment B*) attached to this narrative report to provide a snapshot of the overall changes month to month.

BACKGROUND

The use of temporary employees is allowed under Civil Service Rule 5 (Certification and Appointment) in recognition that standard Civil Service employment practices can be cumbersome when a time-sensitive assignment arises or existing resources do not fit a specific need. Pursuant to the Civil Service Rules, Section 5.06 governing temporary assignments, ELDE assignments may not exceed one year and TCSE assignments may not be “ongoing or repetitive.”

STATUS OF NON-COMPLIANT ASSIGNMENTS

Of the thirty-seven (37) temporary assignments, there are zero (0) reported as out of compliance with Rule 5.06.

HONORABLE CIVIL SERVICE BOARD

Subject: Temporary Employees

Date: April 15, 2021

Page 2

RECOMMENDATION

Staff recommends that the Civil Service Board accept the monthly report on temporary assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs).

For questions regarding this report, please contact Assistant Human Resources Director Greg Preece at (510) 238-7334.

Attachments:

- A. TCSE/ELDE Report: For Payroll Period Ending April 2, 2021.
- B. TCSE/ELDE Compliance Trend Chart.

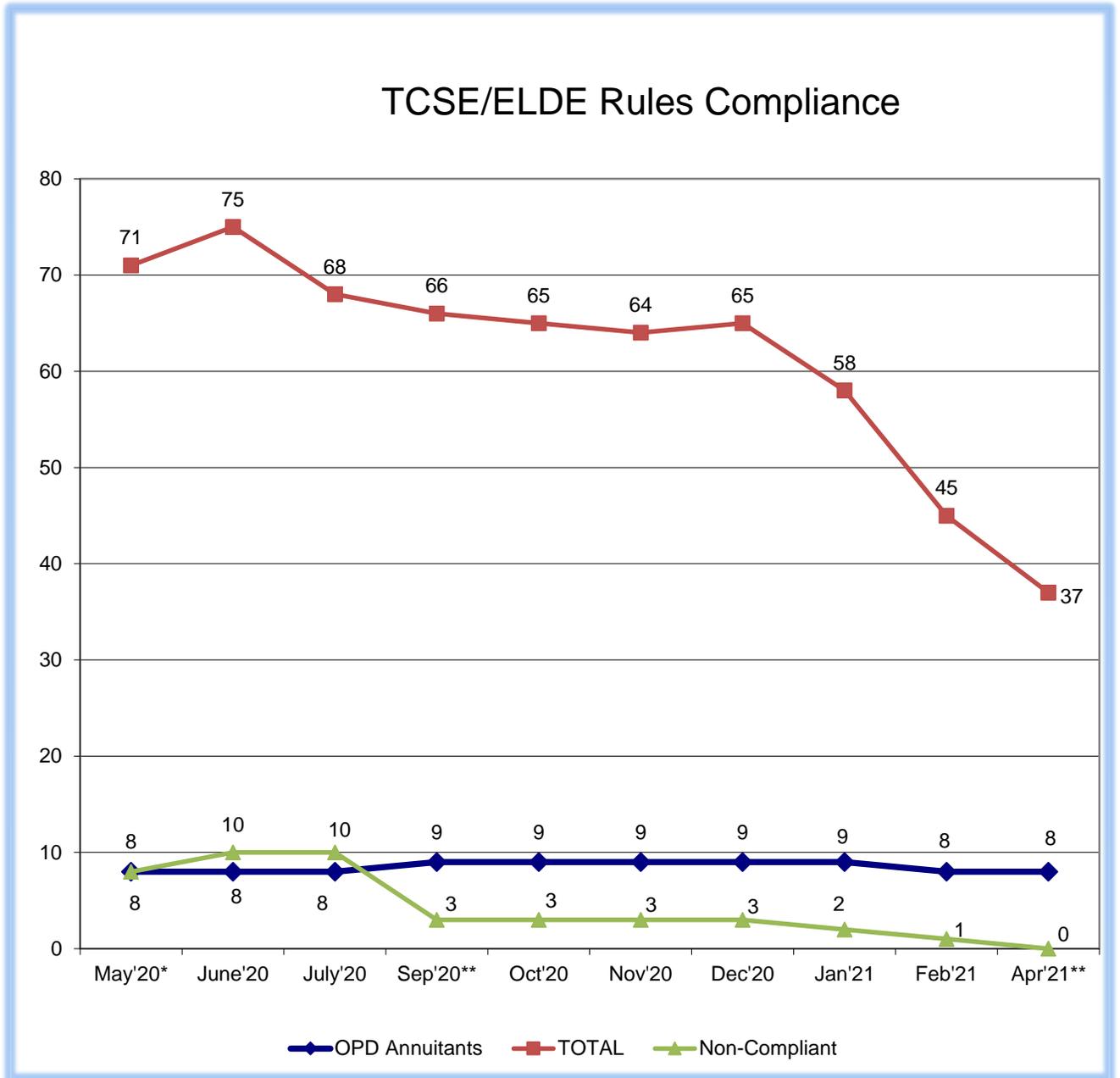
**CIVIL SERVICE BOARD
April 2021 MONTHLY REPORT OF TCSE/ELDE ASSIGNMENTS**

DEPT	LAST_NAME	FIRST_NAME	ORG	JOB_DATE	TYPE	HOURS	NOTES	STATUS
CLOSED THIS PERIOD (9)								
CITY ADMINISTRATOR	Neditch	Nicole	02112 - Communications & Media	3/21/2020	ELDE		Support in Citywide Communications Unit	COMPLIANT
DEPT. OF TRANSPORTATION	De La Torre	Juan	35224 - Great Streets Maintenance	2/22/2020	ELDE		Project Assistance in Street Maintenance Unit	COMPLIANT
DEPT. OF TRANSPORTATION	Martinez	Victorino	35224 - Great Streets Maintenance	2/22/2020	ELDE		Project Assistance in Street Maintenance Unit	COMPLIANT
FIRE	Gloria	Myra Eya	20110 - Fire Chief Unit	8/24/2020	ELDE		Temporary Assistance to cover for employee vacancy	COMPLIANT
HUMAN SERVICES	Miller	Tamika	78411 - Community Housing Services	3/7/2020	ELDE		Temporary project planning - Homelessness	COMPLIANT
HUMAN SERVICES	Williams	Patanisha	78311 - Policy & Planning	4/6/2020	TCSE	0	Temporary Assistance to cover for employee on approved leave.	COMPLIANT
POLICE	Birch	Tim	103110 - Bureau of Services - Admin Unit	10/31/2020	ELDE		Working with external vendors to bring OPD policies up to date.	COMPLIANT
POLICE	Manheimer	Susan	101110 - Office of Chief - Administration	4/4/2020	TCSE/ Annuitant	992	Interim Police Chief placement while recruitment is underway	COMPLIANT
PUBLIC WORKS	Lai	Jimmy	30541 - Equipment Services	7/25/2020	TCSE	1493	Temporary assistance to repair essential vehicles utilized for emergency services by the Police, Fire and Public Works depts.	NON-COMPLIANT
NEW THIS PERIOD (2)								
HUMAN SERVICES	Cutter-Kim	Jessica	75631 - Senior Center unit	4/5/2021	ELDE		Assistance within Senior Centers and Service Deliveries while planning recruitments for permanent positions.	COMPLIANT
VIOLENCE PREVENTION	Upshaw	Shawn	70211 - Oakland Unite	4/5/2021	ELDE		Working with Case Managers within DVP's triangle response strategy for 24/7 gun violence response.	COMPLIANT
COMPLIANT (35)								
CITY ADMINISTRATOR	Park	Lauren	02491- Oakland Animal Services	7/25/2020	TCSE	584.00	Additional Veterinarian Assistance	COMPLIANT
CITY AUDITOR	Edmonds	Michael	07111 - City Auditor Unit	1/12/2019	TCSE/ Annuitant	1205.5	Assistant City Auditor; temporary assistance in peer review preparation and training staff	COMPLIANT
CITY ATTORNEY	Ericsson	Kristin	04111 - City Attorney Administration	1/14/2019	TCSE/ Annuitant	0	Temporary Support for Legal Administrative Assistant out on leave	COMPLIANT
CITY ATTORNEY	Rossi	Daniel	04311 - Advisory Unit	9/9/2020	TCSE/ Annuitant	378	Providing advising support for real estate loan projects	COMPLIANT
CITY CLERK	Mekki	Ihsan	03121 - City Clerk Unit	8/10/2020	TCSE	732.00	Temporary Reception Coverage/Assistance	COMPLIANT
CITY COUNCIL	Lopes	Joyce	00011 - Council Administration Unit	10/4/2016	TCSE/ Annuitant	0	Filling in for Council staff out on leave	COMPLIANT
CPRA	Wechter	Jason	66211 - Community Police Review Agency	9/19/2020	TCSE	777.00	Assistance in unit with increase in workload.	COMPLIANT
DEPT. OF TRANSPORTATION	Calabrese	Christine	35232 - Street Lighting Engineer	2/9/2019	TCSE/ Annuitant	638.00	Temporary assistance to complete AC Transit Bus Rapid Transit project.	COMPLIANT
DEPT. OF TRANSPORTATION	Kelley	Fred	35213 - Complete Streets Pavement &	1/10/2021	ELDE		Transition from retiring Assistant Director to new Assistant Director	COMPLIANT
DEPT. OF TRANSPORTATION	Neary	Michael	35211 - Department of Transportation	5/21/2018	TCSE/ Annuitant	213.25	Temporary assistance to develop, manage and implement the GoPort Program (transportation improvement)	COMPLIANT
ECONOMIC & WORKFORCE DEVELOPMENT	Lane	Patrick	85221 - Project Implementation: Staffing	11/2/2019	TCSE/ Annuitant	540.5	Assist with EWD Project Implementation	COMPLIANT
FINANCE	Bhatnagar	Amit	08211 - Accounting Administration Unit	1/8/2018	TCSE	759.00	Temporary project to develop Oracle Business Intelligence Enterprise Edition and Oracle Business Intelligence Applications.	COMPLIANT
FINANCE	Hatcher, Jr.	Lucius	08222 - General Ledger	12/14/2019	TCSE/ Annuitant	52.5	Temporary assistance with special projects and essential functions in Finance Department.	COMPLIANT

CIVIL SERVICE BOARD
April 2021 MONTHLY REPORT OF TCSE/ELDE ASSIGNMENTS

DEPT	LAST_NAME	FIRST_NAME	ORG	JOB_DATE	TYPE	HOURS	NOTES	STATUS
FINANCE	Treglown	Donna	08111 - Finance/Controller	6/18/2018	TCSE/ Annuitant	722.00	Temporary assistance to complete Capital projects and end of year fiscal reconciliations.	COMPLIANT
FINANCE	Woodard	Phyllis	08741 - Treasury/Payroll Unit	9/6/2019	TCSE/ Annuitant	802.50	Temporary project to help train new Senior HR Operations Technicians and assist with advanced level projects	COMPLIANT
FIRE	Hellige	Scott	20813 - Fire Boat	8/12/2019	TCSE/ Annuitant	159.00	Temporary project to train current staff and possible expand the limited use of the Sea Wolf fire vessel to respond to emergency situations	COMPLIANT
FIRE	Santos	Grace	20110 - Fire Chief Unit	1/25/2021	ELDE		Temporary Admin Support to Fire Chief to cover LOA	COMPLIANT
HUMAN SERVICES	Decuir	Roslynn	78241 - Year Round Lunch Program Unit	5/23/2016	TCSE	0	PT Food Program Coordinator; intermittent, pending creation of PT class; HRM staff	COMPLIANT
HUMAN SERVICES	Ho	Kathy	78231 - HS Classroom & Seasonal	1/13/2018	TCSE/ Annuitant	0	Temporary Assistance as Head Start Substitute Teacher	COMPLIANT
HUMAN SERVICES	Poston	Dorothy	75631 - Senior Center Unit	2/8/2020	TCSE/ Annuitant	888	Project Assistance in the Senior Services Section	COMPLIANT
HUMAN SERVICES	Shelton	Susan	78411 - Community Housing Services	9/11/2017	TCSE/ Annuitant	0	Temporary project: plan, facilitate and update Oakland Homeless Strategy	COMPLIANT
HUMAN SERVICES	Taylor	Shelley	78235 - HS Central Office Administration	11/28/2020	ELDE		ensuring all staff are in compliance with HS regs	COMPLIANT
HUMAN SERVICES	Zarate	Laura	78231 - HS Classroom & Seasonal	7/11/2020	ELDE		Temporary Assistance in Head Start Program	COMPLIANT
INFORMATION TECHNOLOGY	Fong	Kevin	46531 - Public Safety Applications	10/31/2020	TCSE	682.5	Temporary assistance supervising public safety and GIS applications.	COMPLIANT
POLICE	Covington	Donald	106610 - Background & Recruiting	4/23/2018	TCSE/ Annuitant	90	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Gray	Steve	106610 - Background & Recruiting	7/17/2017	TCSE/ Annuitant	0	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Johnson	Carmen	106610 - Background & Recruiting	1/18/2014	TCSE/ Annuitant	599.5	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Lighten	Ronald	106610 - Background & Recruiting	9/23/2013	TCSE/ Annuitant	676	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Mestas	Alfred	100610 - Background & Recruiting	1/27/2018	TCSE/ Annuitant	0	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Pressnell	Edward	100610 - Background & Recruiting	9/23/2013	TCSE/ Annuitant	308.5	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Quintero	Joseph	106610 - Background & Recruiting	10/12/2013	TCSE/ Annuitant	0	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
PUBLIC ETHICS	Ma	Vickie	65111 - Public Ethics Commission	11/30/2020	TCSE	542.25	Temporary Office Assistance with complaint handling.	COMPLIANT
PUBLIC WORKS	Makous	Danielle	30689 - Env Svcs Energy Group	8/22/2020	ELDE		Assistance in the Climate Group	COMPLIANT
PUBLIC WORKS	Sanchez Roto	Victor	30551 - Facilities Administration	3/7/2020	ELDE		Temporary Assistance in Facilities Administration	COMPLIANT
PUBLIC WORKS	Vargas	Abel	30542 - Equipment Services	7/1/2019	TCSE/ Annuitant	648	Temporary assistance to repair essential vehicles utilized for emergency services by the Police, Fire and Public Works depts.	COMPLIANT

NON-COMPLIANT (0)



* The April 2020 meetings was canceled due to COVID-19 shelter orders and no report was prepared.
 **There were no reports at the August 2020 or March 2021 meetings



CITY OF OAKLAND

MEMORANDUM

DATE: March 18, 2021

TO: The Honorable Civil Service Board **FROM:** Jaime Pritchett
Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager, Recruitment & Classification

THROUGH: Ian Appleyard, Director of Human Resources Management
Secretary to the Board

SUBJECT: Approval of Revised Classification Specification Manager, Capital Contracts
(formerly Manager, Contract & Employment Services)

Based upon a classification review at the request of the Oakland Public Works (OPW) Department, staff has finalized the working draft of the **Manager, Capital Contracts** (formerly Manager, Contract & Employment Services) classification. The classification has been inactive for several years, and the draft has never been formally approved.

The classification was approved for exemption from civil service at the October 11, 2012 Civil Service Board meeting, and the resolution (83024 CMS) recommending exemption was approved by the City Council on October 19, 2010. The working draft of the classification specification was not included in the batch of manager classifications that were approved by the Civil Service Board in February 10, 2011. There were no incumbents in 2011, and it was determined that it should be routed to the Civil Service Board at a later date if the department elected to begin utilizing the classification again.

The Manager, Capital Contracts classification specification requires a full range of technical and managerial skills that are relevant to the administrative and compliance duties required to manage and administer contracts in the Capital Contracts Division. This position will support the delivery of the Capital Improvement Program for all City departments with a primary focus on OPW and the Department of Transportation. In this current budget cycle, the Division has processed approximately 275 unique contracts and task orders equating to \$122M in contracting costs. This Division partners with the Department of Workplace & Employment Standards to ensure Federal, State, and Local requirements are being met for capital contracting.

The position is responsible for: planning, organizing, managing, and directing the work of the Capital Contracts Division; preparing and administering the division budget; training and supervising assigned staff; and performing related duties as assigned. The incumbent will report to the Assistant Director of Public Works.

Further, the City is proposing a title change from Manager, Contract & Employment Services to Manager, Capital Contracts. Specifying “Capital Contracts” in the title is more reflective of industry standards, which is intended to attract the most appropriate applicants for this vacancy. This function is classified in a variety of ways across external organizations, and individuals who

CIVIL SERVICE BOARD

Subject: Manager, Capital Contracts Classification Specification Approval

Date: March 18, 2021

Page 2

perform this highly responsible, technical, and managerial role are heavily sought-after to fill such vacancies.

The budget does not presently include this position but a position will be added in the coming months. The new classification specification will be used to initiate a recruitment and selection process once the position has been added.

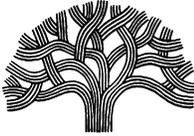
The International Federation of Professional and Technical Engineers (IFPTE, Local 21) was notified of the proposal to begin utilizing this classification again. City and union representatives met in early February 2021 to discuss the draft. In an email dated February 10, 2021, the union conveyed that there were no objections to the proposed draft or title change.

A salary ordinance amendment is currently being drafted to formally address the proposed title change. The legislation will be routed to City Council for approval at two readings in April and May 2021.

Additionally, the “Common Class” project is currently underway. This classification was not considered as part of the review and analysis.

Staff recommends that the Civil Service Board approve the classification specification of **Manager, Capital Contracts** as proposed.

Attachment: Proposed Manager, Capital Contracts classification specification.



CAPITAL CONTRACTS & EMPLOYMENT **SERVICES-MANAGER**

Class Code: EM177 FTE Exempt

DEFINITION

Under administrative direction in the Oakland Public Works (OPW) Department, plans, organizes, manages, and directs the work of the Capital Contracts Division; prepares and administers the division budget; trains and supervises assigned staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a management position with responsibility for oversight of capital improvement projects contract administration for the OPW and the Oakland Department of Transportation. In addition, the incumbent is responsible for providing input and information to the City Council and the Mayor regarding equitable City policies and programs concerning capital contracting issues as well as establishing and maintaining relations with contractor organizations unions, the chamber of commerce, major employers and community groups regarding contracting issues. Pursuant to the Oakland Charter 902(f) and Oakland Municipal Code, this position is exempt from the regulations of the Civil Service Board. The duties performed involve the exercise of considerable discretion and latitude of judgment in the formulation and development of policies and procedures. This classification is distinguished from the higher level Assistant Director, which is responsible for overseeing multiple divisions and assisting the Director with oversight of the department.

The incumbent receives administrative direction from the Assistant Director of Public Works and exercises direction over assigned supervisory, professional and administrative support staff.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to the following:*

Plan, organize, manage and direct, through subordinates, the work of the Capital Contracts Division; develop and direct the implementation of short-term and long-term goals, objectives, policies, procedures, and work standards for the divisions.

Perform a centralized function for coordinating and maintaining capital contract administrative activities across City departments.

Establish, monitor, and evaluate performance objectives and resources for the division.

Identify and implement best management practices in contracting to improve operations.

Implement, enforce, and maintain the Capital Contracts Procedures Manual as needed to ensure compliance with all federal, state, and local laws, rules, regulations, policies, procedures, and City guidelines.

Administer, oversee, and coordinate the development, preparation, solicitation, and evaluation of public works construction contract bids and request for proposals/qualifications of professional services and related capital contract activities; interpret and apply provisions of federal and state

regulations that are pertinent to capital contracting.

Provide capital contract administration guidance to resolve or settle contract disputes with City staff and make recommendations to management for resolution of capital contract issues; coordinate and consult with staff, legal counsel, Risk Management, and the Department of Workforce and Employment Standards (DWES) to resolve complex capital contract issues.

Provide guidance in determining which general and special provisions are to be included in capital contract depending on the funding agency and individual project needs; identify/develop alternative capital contracting methods as permissible by City Ordinance for Capital Improvement Projects; oversee and ensure the preparation of cost/price analyses and validation of “sole source” justifications are completed as required.

Oversee the authorization of award of capital contracts and amendments for consistency with federal, state, local capital contracting policies and procedures, including the bid protests processes for public works construction contract bids.

Maintain auditable contract records, reviews, change orders, and amendments for all capital contracts; archive and purge records as needed; lead OPW’s response to various funding and regulatory agency audits for capital contracting; address requests and findings; conduct training as needed.

Prepare, research, summarize, review, and communicate a variety of complex correspondence and reports for the City Administrator, City Council, and OPW management regarding capital contracts and equitable capital contracting processes; respond to their concerns.

Represent the OPW and the City of Oakland in meetings; foster transparency in capital contracting with public officials, the business community, members of policy and advisory boards, major employers, contractors, unions, community groups, the Chamber of Commerce and other internal and external stakeholders; explain equitable capital contracting procedures to the public.

Direct the preparation and administration of the division budget.

Supervise, assign, train, and evaluate assigned staff; conduct performance evaluations and recommend disciplinary action as necessary; participate in the selection of new employees.

Serve as the City's liaison in capital contracting with contractors, subcontractors, consultants, business community groups, chamber of commerce and employees regarding the City policy as it relates to labor standards, equitable and social justice initiatives, and local business participation; partner with the DWES to ensure equitable and compliant capital contracting through the City’s Local and Small Local Business Enterprise (L/SLBE) Program along with all other federal, state, local laws, and regulations.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Federal, state, and local laws, regulations, and codes pertaining to contract law, labor law, employment practices and regulations governing public agency contracting, capital projects, and contract administration principles, practices, and terminology.

- Principles and practices of effective management and supervision including long and short-range planning.
- Principles and practices of project management.
- Principles and practices of contract negotiation.
- Exercise sound independent judgment within general policy guidelines
- Principles and practices of community engagement and customer service.
- English punctuation, syntax, language mechanics and spelling.
- Computer systems and software applications.
- Budget development and administration.
- Principles and practices of supervision and training.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards and internal controls.
- Plan, organize, manage, and coordinate multiple concurrent projects, programs or activities related to a variety of contracting activities to meet the City's capital project needs.
- Interpret and apply federal, state, and local laws, policy, codes, and procedures as they pertain to contracting.
- Analyze complex technical and administrative problems; evaluate alternative solutions; recommend or adopt effective courses of action.
- Supervise, select, train, motivate, and evaluate assigned staff.
- Prepare clear and concise reports on topics of a complex or technical nature, correspondence and other written materials;
- Negotiate and manage contracts;
- Prepare and administer a division budget.
- Communicate effectively orally and in writing; make presentations to diverse audiences of various sizes.
- Foster collaborative relationships and interface effectively with consultants, contractors, business organization representatives, policy makers, elected officials, and other stakeholders to execute City contracting goals and strategies.
- Utilize computer systems and software applications.
- Establish and maintain effective working relationships in the performance of assigned duties.

MINIMUM QUALIFICATIONS

The following qualifications are guidelines, as the appointing authority has broad discretion in filling positions in this classification:

Education:

Bachelor's degree from an accredited college or university in public administration, business administration, economics, pre-law, engineering, architecture or a related field. A Master's degree is desirable.

Experience:

Five (5) years of managerial or progressively responsible supervisory experience in capital projects administration, contract administration, contract compliance, contracting law and/or procurement programs. Previous experience in a public sector environment is highly desirable.

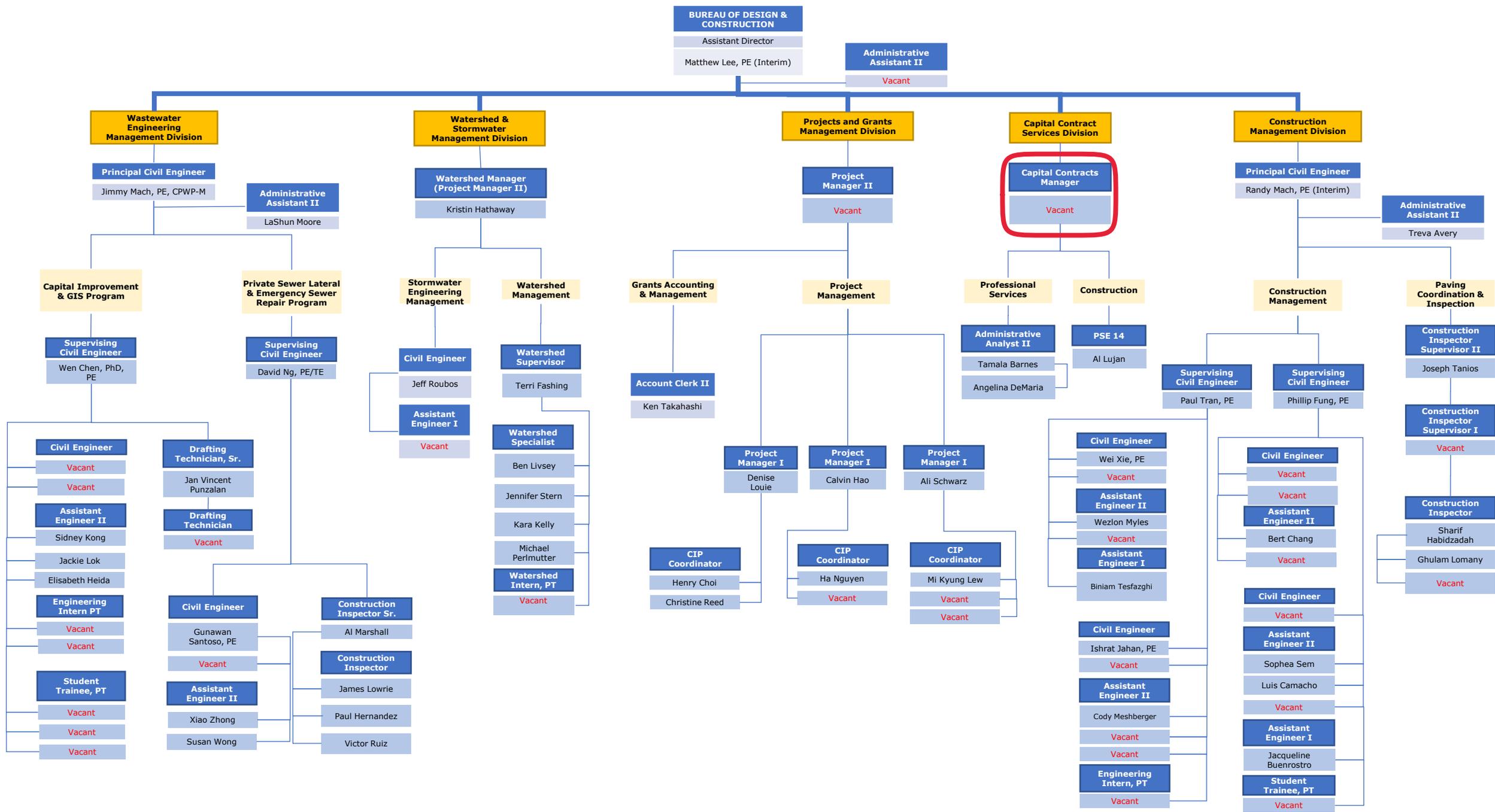
LICENSE OR CERTIFICATE

A successful incumbent in this position is expected to operate automotive vehicles in the performance of assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. The individual who is appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

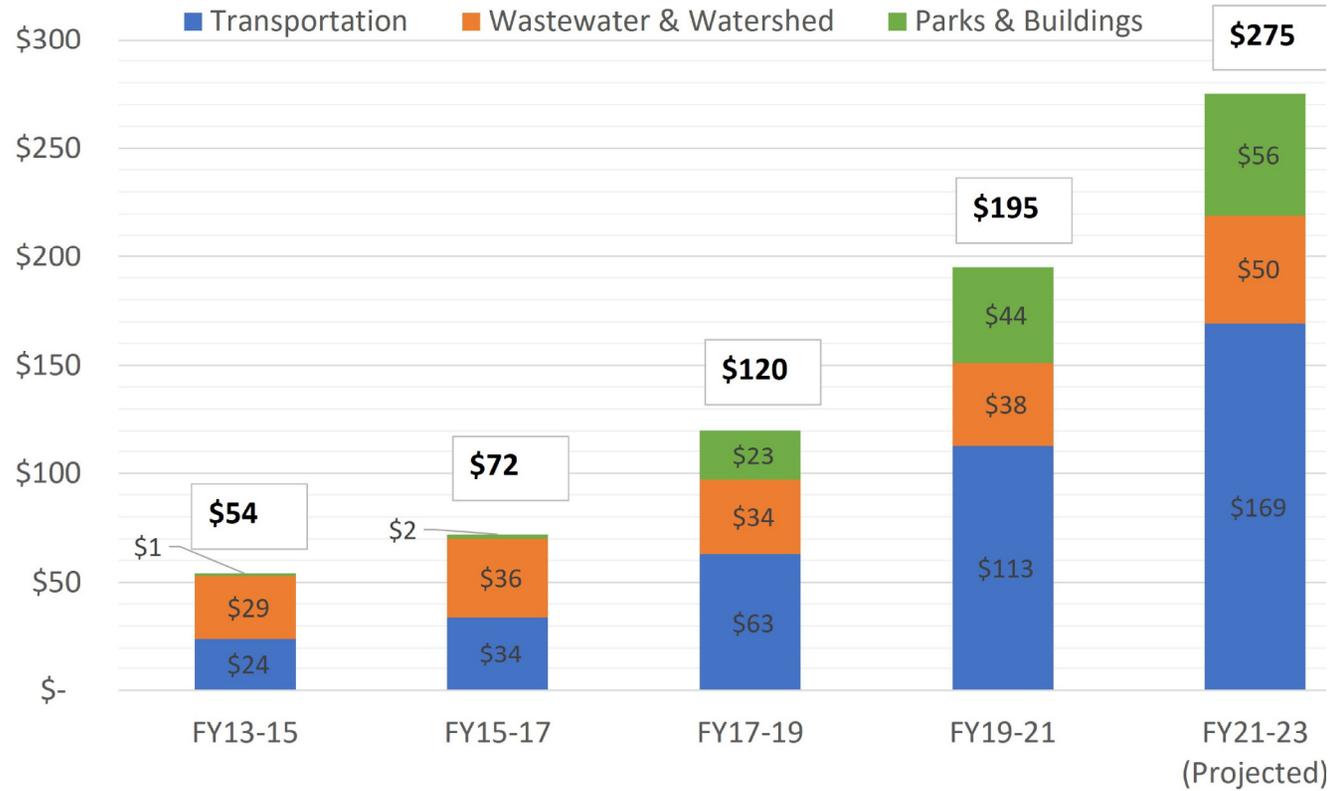
OTHER REQUIREMENTS

None required.

<u>DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY</u>			
Established: / /	CSB Resolution #:	Salary	Ordinance
Exempted: Y <input checked="" type="checkbox"/> N <input type="checkbox"/>	Exemption Resolution #: 902(f)	#:	83024 CMS
Revision Date: / /	CSB Resolution #:	Salary	Ordinance
Re-titled Date: / /	CSB Resolution #:	#:	
(Previous title(s): n/a)			



Capital Improvement Project Budget by Category



Measure Q Hiring Progress Tracker
 April 15, 2021 Civil Service Board Meeting

DEPT	CLASSIFICATION	FTE POSITIONS	FILLED	ELIGIBLE LIST AVAILABLE (R/O)	DETAILS
HSD	Budget & Grants Administrator	1	0	Yes/Exempt - 28 Candidates	Referrals sent to department to review and schedule interviews.
HSD	Administrative Assistant II	1	1	Yes 0/29	Filled (8.22.2020)
HSD	Case Manager I	1	1	Yes 0/35	Filled (March 2021)
OPW	Custodian	2	0	No	Thirty-four Restricted candidates moved to Performance Exam. Working with dept. to confirm date; tentatively looking at week of April 26th.
OPW	Assistant Engineer I	1	0	No	Requisition Pending Spec Revision. Anticipating spec will be finalized after April 16, 2021 meeting with Union
OPW	Administrative Assistant II	1	1	Yes 0/29	Filled (2.26.2021)
OPW	Construction & Maintenance Mechanic	2	0	Yes 1/5	One candidate in hiring process, interviews being scheduled for other vacancy.
OPW	Business Analyst II	1	1	No (BA III list available for Near List)	Filled (11.14.2020)
OPW	Gardener Crew Leader	7	0	Yes 0/7	Eligible List promulgated April 7, 2021; however, additional recruitment will be needed due to ten vacancies.
OPW	Gardener II	15	0	Yes 7/27	Eligible List promulgated April 7, 2021.
OPW	Painter	2	0	No	Twenty-two applicants invited to the performance exam being held on April 29 & 30, 2021.
OPW	Park Equipment Operator	2	0	No	Existing list exhausted, new recruitment being planned.
OPW	Park Supervisor I	2	0	No	Existing list exhausted, new recruitment being planned after completion of Park Supervisor II recruitment
OPW	Park Supervisor II	1	0	No	Six candidates advancing to exam. Awaiting assessors from department.
OPW	Tree Worker (formerly Tree Worker Driver)	1	0	No	Revised spec on April 15th CSB Agenda. Exam planning will follow requisition approval.
OPW	Tree Trimmer	1	0	No	Recruitment open; scheduled to close April 25, 2021



CITY OF OAKLAND

MEMORANDUM

DATE: April 15, 2021

TO: The Honorable Civil Service Board **FROM:** Jaime Pritchett
Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager, Recruitment & Classification

THROUGH: Ian Appleyard, Director of Human Resources Management
Secretary to the Board

SUBJECT: Approval of New Classification Specification for Street and Sidewalk
Construction and Maintenance Planner

Based upon a classification review at the request of the Oakland Department of Transportation (DOT), Human Resources Management has proposed the creation of a new classification specification for **Street and Sidewalk Construction and Maintenance Planner**.

The department is taking a proactive approach to provide more comprehensive construction and maintenance planning efforts and asset management. Due to this need, a new construction and maintenance planner classification will be established. The position will report to a Public Works Supervisor II in the Great Streets division.

A summary of the duties expected to be performed by the new classification is provided below:

Coordinate and plan resources for street and sidewalk construction and maintenance services including materials, staffing, and equipment; input data and monitor and generate reports using the work management system; and perform related duties as assigned.

No position has been allocated in the budget yet but discussions about future funding have begun. With City Council approval, it could be added as early as July 2021 as part of the two-year budget cycle. The new job description will be used for the future recruitment process once a vacant position is established.

The International Federation of Professional and Technical Engineers (IFPTE, Local 21) was notified of the proposed new classification specification in November 2020. Representatives met in December 2020 and February 2021. The union confirmed in an email dated March 17, 2021 that they have no objections to the creation of the proposed new classification specification.

The salary ordinance amendment to formally add the classification to the City's Salary Schedule is being drafted. The item is tentatively scheduled for May 2021 City Council meetings.

Additionally, the "common class" status of this classification has not been determined. The "Common Class" Project is currently underway, and more information regarding this classification will be available at a later date.

Staff recommends that the Civil Service Board approve the proposed new **Street and Sidewalk Construction and Maintenance Planner** classification specification.

Attachments: Proposed new Street and Sidewalk Construction and Maintenance Planner classification specification.



STREET AND SIDEWALK CONSTRUCTION AND MAINTENANCE PLANNER

Class Code: XXXXX FTE

Civil Service Classified

DRAFT

DEFINITION

Under general direction in the Oakland Department of Transportation (OakDOT), coordinates and plans resources for street and sidewalk construction and maintenance services including materials, staffing, and equipment; inputs data and monitors and generates reports using the work management system; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification that has major responsibility for planning and coordinating a broad range of projects and street and sidewalk programs. This classification is distinguished from the higher level Public Works Supervisor II in that it does not have supervisory responsibility over staff but is accountable for accomplishment of all needed work.

The incumbent receives general supervision from the Public Works Supervisor II.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

Assist with the preparation of long-range and special maintenance plans.

Prepare and monitor purchase orders and contracts for materials and contractors.

Assist with coordination of street and sidewalk concrete, paving, and general construction projects with City departments and other public agencies.

Review stock levels of materials, update inventory, and make recommendations about orders.

Develop forms, procedures, and documents for recording materials and work.

Prepare reports on scheduling and completion of projects, labor hours and how staff hours are utilized, work accomplished, maintenance and work backlog; establish and maintain labor time standards; prepare weekly schedules for approval; assess urgency of work and recommend priorities.

Research information; input data; operate a personal computer and analyze information.

Establish and maintain a variety of records related to concrete, paving, and general construction, maintenance, and repair processes and activities.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles and practices of asphalt, concrete, and general construction.
- Safety principles, practices, and procedures related to construction and paving equipment and materials.
- Work analysis; cost estimating; inventory control.
- Drawings, plans, and specifications.
- Computer systems and software applications.

2021-04-15 for CSB

Ability to:

- Prepare labor and materials estimates.
- Promote safe work practices.
- Assess and replenish inventory of supplies and equipment.
- Assist with purchase orders, contracts, and specification documents.
- Monitor project budgets.
- Communicate effectively in both oral and written form.
- Prepare and analyze reports of a general or technical nature.
- Utilize computer systems and software applications including work management systems.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

MINIMUM QUALIFICATIONS

Any combination of education and experience that is equivalent to the following minimum qualifications may be acceptable:

Education:

Equivalent to the completion of a high school diploma. A Bachelor's degree in construction management or a related field is desirable.

Experience:

Five (5) years of experience in the construction and paving of concrete infrastructural assets and the maintenance and repair of a variety of construction equipment and systems. Prior experience with project planning and resource utilization is desirable.

LICENSE OR CERTIFICATE

Successful incumbents in this position are expected to operate automotive vehicles in the performance of assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. Individuals who are appointed to this position will be required to maintain a valid California Driver’s License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

OTHER REQUIREMENTS

None required.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY		
Established: _/_/_	CSB Resolution #: 44365	Salary Ordinance #:
Exempted: Y <input type="checkbox"/> N <input type="checkbox"/>	Exemption Resolution #:	
Revision Date: / /	CSB Resolution #:	
Re-titled Date: / /	CSB Resolution #:	Salary Ordinance #:

2021-04-15 for CSB



CITY OF OAKLAND

STAFF REPORT

DATE: April 15, 2021

TO: THE HONORABLE CIVIL SERVICE BOARD

FROM: Jaime Pritchett, Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager

THROUGH: Ian Appleyard, Director of Human Resources Management

SUBJECT: Quarterly Update Regarding Pending Classification Studies Pursuant to Rule 3.04(f) of the Personnel Manual (Civil Service Rules)

The Personnel Manual (Civil Service Rules) section 3.04 (f) “Quarterly Updates” requires that the Personnel Director provide quarterly updates regarding outstanding Classification Studies to the Board and include an explanation of the delay for all studies that have been in progress for more than one year. The Board was last provided with a report in January 2021 (for quarter end December 31, 2020). This report also provides an update on classification specifications that are currently under review.

Classification Studies

Attachment A is a report of all outstanding classification studies for the quarter ending on March 31, 2021. During this reporting period, two (2) studies were completed, one (1) study was canceled, and three (3) new studies were received. There are currently seventeen (17) active classification studies.

EXPLANATION OF DELAYS

Eight (8) studies have passed the one-year mark:

- Police Services Technician – Anticipated completion by 4/30/2021
- Information Specialist II – Anticipated completion by 4/16/2021
- Police Records Specialist - **Completed 2/17/2021**
- Administrative Assistant I – Anticipated completion by 2/26/2021
- Treasury Analyst III
- Police Records Supervisor
- Police Records Specialist
- Program Analyst II

The delays are largely attributed to competing demands among staff and complex studies that require more research and examination than usual. Layers of analysis and meetings with additional parties add to the complexities and time involved as do changes in incumbents’ supervisors. Competing priorities make it difficult to dedicate significant blocks of time to evaluating the many factors in each study. While abiding by the Shelter-in-place order from Alameda County in response to the Coronavirus pandemic, the City organization has adapted several of its business practices during the pandemic; many staff are fully telecommuting and the

department is striving to become more agile in dealing with emerging challenges during this unprecedented time. Further, we experienced some attrition among the Human Resource Analyst staff in September and have had to reassess priorities and workload during the last quarter. The vacancies are currently affected by the hiring freeze.

Despite these considerations, HRM remains focused on addressing overdue studies. Of the eight (8) studies that exceeded the one-year mark, staff completed a single study and expect to conclude several more within the next one-to-three months. Completing the oldest studies remains the highest priority, and HRM is still working to eliminate the backlog completely. Staff expects to continue enlisting assistance from an external consultant to help with addressing the queue as well.

The Human Resource Analysts have been trained on how to conduct classification studies, and all continue to carry at least one classification study each. Progress remains slow but steady, and staff are demonstrating gains as their knowledge of classification studies grows. Building capacity among staff remains the most strategic approach to ensure skilled staff are available and that incoming classification study requests can be addressed as quickly as possible in the near future.

Classification Specification Review

Attachment B is a report of outstanding requests for classification specification reviews for the quarter ending March 31, 2021 showing a total of ninety-six (96) classifications: during this reporting period there were five (5) classification revisions or creations completed and approved by the Civil Service Board and six (6) classification specification reviews were canceled; three (3) classifications are being advanced by HRM to the Board for the April 15, 2021 meeting; an additional thirteen (13) are in the queue for discussion with the representative union and advancement to the Board in the near future; there are sixty (60) classification specification reviews assigned and under review by analysts; and there are an additional nine (9) for which HRM has received requests that have not yet been assigned. Classification creation and revision work will be distributed among all analysts as part of the overall efforts to increase their flexibility and our responsiveness to organizational needs.

Status	Qty
Approved by CSB or Closed During Quarter	11
Scheduled to CSB for Approval	3
Under Review for Scheduling of Meet & Confer with Representative Union	13
Assigned to Analyst for Review	60
Pending for Assignment	9
TOTAL	96

For questions regarding this report, please contact Jaime Pritchett, Principal Human Resource Analyst, at (510) 238-4735.

Attachment A – Classification Studies (Desk Audits) January 1, 2021 – March 31, 2021

Attachment B – Classification Specifications under review January 1, 2021 – March 31, 2021

**City of Oakland - Human Resources Management
Classification Studies**

ATTACHMENT A

	Department	Classification	Date Received	Date Complete	Days Elapsed	Pending 1+ yr?	Status
1	OPD	Police Services Technician II	10/24/2018			Yes	Anticipated completion by 4/30/2021.
2	ITD	Information Systems Specialist II	8/14/2019			Yes	Anticipated completion by 4/16/2021.
3	OPD	Police Records Specialist	10/3/2019	2/17/2021	503	Yes	Completed.
4	HSD	Administrative Assistant I	10/24/2019			Yes	Anticipated completion by 5/21/2021.
5	FINANCE	Treasury Analyst III	11/19/2019			Yes	Assigned, in initial stages.
6	OPD	Police Records Supervisor	3/4/2020			Yes	In progress.
7	OPD	Police Records Specialist	3/9/2020			Yes	In progress.
8	EWD	Program Analyst II	3/11/2020			Yes	In progress.
9	FINANCE	Tax Auditor III	6/5/2020			No	Assigned, in initial stages.
10	PBD	Planner IV	8/4/2020			No	In progress.
11	EWD	Project Manager	8/12/2020			No	In progress.
12	OPW	Custodial Services Supervisor I	8/26/2020	3/19/2021	N/A	No	Canceled (employee retired).
13	OPW	Administrative Assistant II	9/23/2020			No	Pending assignment.
14	HSD	Data Entry Operator, Senior	10/27/2020			No	Pending assignment.
15	OPW	Administrative Assistant II	10/30/2020	1/20/2021	82	No	Completed (by consultant).
16	HCD	Mortgage Advisor	11/4/2020			No	Assigned, in initial stages.
17	OFD	Fire Personnel Operations Specialist	12/29/2020			No	Pending assignment.
18	OPW	Parking Meter Repair Worker	2/18/2021			No	New assignment.
19	LIBRARY	Library Assistant, Senior	2/19/2021			No	New assignment.
20	HRM	Benefits Coordinator	3/5/2021			No	New assignment.

**City of Oakland - Human Resources Management
Status of Classification Specification Reviews**

ATTACHMENT B

CLASS	DEPT	TITLE	REP	TYPE	NOTES
CLOSED THIS QUARTER (11)					
PP143	HSD	Senior Center Director	UH1	SPEC REVISION	Approved at 1/21/2021 CSB Meeting
EM270	CPRA	Inspector General	U31	SPEC REVISION	Approved at 1/21/2021 CSB Meeting
SC190	CAO	Neighborhood Services Coordinator	TW1	SPEC REVISION	Approved at 2/18/2021 CSB Meeting
ET131	PBD	Permit Technician II	SD1	SPEC REVISION	Approved at 2/18/2021 CSB Meeting
TBD	DWES	Deputy Director of Workplace & Employment Standards	UK2	NEW SPEC	Approved at 3/18/2021 CSB Meeting
TR203	CAO	Animal Care Attendant	SC1	SPEC REVISION	Canceled per department
MA109	CAO	City Administrator Analyst	U31	NEW SPEC	Canceled per department
SS121	CAO	Executive Asst to the Assistant City Administrator	U31	SPEC REVISION	Canceled per department
SS126	CAO	Executive Asst to the City Administrator	U31	SPEC REVISION	Canceled per department
AP340	ITD	Telephone Services Specialist	IE1	SPEC REVISION	Canceled per department
TR187	DOT	Transportation Planner, Senior	UM2	SPEC REVISION	Canceled per department
SCHEDULED (3)					
EM177	OPW	Manager, Capital Contracts	UM1	SPEC REVISION	Scheduled for 4/15/2021 CSB Meeting
TBD	DOT	Streets & Sidewalk Construction and Maintenance Planner	TF1	NEW SPEC	Scheduled for 4/15/2021 CSB Meeting
TR190	OPW	Tree Worker	SC1	SPEC REVISION	Scheduled for 4/15/2021 CSB Meeting
PENDING MEET & CONFER (13)					
TBD	ITD	Application Developer III	TBD	SPEC REVISION	Met with Local 21 on 10/15; in progress
ET111	CITYWIDE	Engineer, Assistant I	TF1	SPEC REVISION	Met with Local 21 on 11/19; in progress
ET112	CITYWIDE	Engineer, Assistant II	TF1	SPEC REVISION	Met with Local 21 on 11/19; in progress
TR146	DOT/OPW	Heavy Equipment Operator	SB1	SPEC REVISION	Met with Local 1021 on 2/22; in progress
TC115	FINANCE	Human Resource Operations Technician	TW1	SPEC REVISION	Met with Local 21 on 2/18; in progress
AP221	LIBRARY	Library Aide	SD1	SPEC REVISION	Met with Local 1021 on 3/15; in progress
AP223	LIBRARY	Library Assistant	SD1	SPEC REVISION	Met with Local 1021 on 3/15; in progress
AP224	LIBRARY	Library Assistant, Senior	SD1	SPEC REVISION	Met with Local 1021 on 3/15; in progress
ET130	PBD	Permit Technician I	SD1	SPEC REVISION	For 4/19 meeting with Local 1021
PS162	OPD	Police Communications Dispatcher	SC1	SPEC REVISION	Urgent assignment to revise spec and add lateral path
AP290	PBD	Process Coordinator II	SD1	SPEC REVISION	For 4/19 meeting with Local 1021
PP133	OPRYD	Recreation Leader II, PPT	SC1	SPEC REVISION	Met with Local 1021 on 11/23; pending City response/research
TBD	OPW	Tree Crew Leader	TBD	NEW SPEC	For 4/19 meeting with Local 1021
IN PROGRESS (60)					
AF031	CITYWIDE	Accountant III	UH1	SPEC REVISION	Finalizing proposed spec revisions with departments
TBD	ITD	Application Developer IV	TBD	NEW SPEC	Finalizing proposed draft for department review
PS104	OFD	Captain of Fire	FQ1	SPEC REVISION	Preparing proposed spec revisions for department

**City of Oakland - Human Resources Management
Status of Classification Specification Reviews**

ATTACHMENT B

CLASS	DEPT	TITLE	REP	TYPE	NOTES
PS107	OPD	Captain of Police	UN2	NEW SPEC	Collecting job analysis information for draft class spec
EM131	LIBRARY	Chief Curator of AAMLO	UM1	SPEC REVISION	Preparing proposed spec revisions for department
AP146	POLICE COMM	Complaint Investigator II	TW1	SPEC REVISION	Awaiting proposed spec revisions from department
TBD	OFD	CORE Instructor, PT	TBD	NEW SPEC	Department reviewing proposed draft
TBD	CAO	CPRA Attorney	TBD	NEW SPEC	Drafting new class spec
AP400	CAO	CPRA Policy Analyst	UM2	SPEC REVISION	Finalizing proposed spec revisions and title change with department
SC130	OPW	Custodial Services Supervisor I	UH1	SPEC REVISION	Finalizing proposed spec revisions with department
EM135	OPD	Deputy Chief of Police	UN2	NEW SPEC	Drafting new class spec
AP252	CITYWIDE	Development Specialist III	TW1	SPEC REVISION	Preparing proposed spec revisions for department
EM103	FINANCE	Director of Finance	UK1	NEW SPEC	Drafting new class spec
EM264	DOT	Director of Transportation	UK1	NEW SPEC	Drafting new class spec
TBD	DOT	Director of Transportation, Assistant	TBD	NEW SPEC	Drafting new class spec per dept August 2020
ET114	CITYWIDE	Engineer, Assistant I		SPEC REVISION	Finalizing proposed spec revisions with department
PS119	OFD	Engineer of Fire	FQ1	SPEC REVISION	Finalizing proposed spec revisions with department
SS119	OPW	Engineering Intern	UG1	SPEC REVISION	Evaluation project is underway
PP121	OPW	Environmental Services Intern	TW1	NEW SPEC	Evaluation project is underway
SS126	CAO	Executive Assistant to the City Administrator	U31	SPEC REVISION	Finalizing proposed spec revisions with department
EM224	OFD	Fire Division Chief	UU1	SPEC REVISION	Preparing proposed spec revisions for department review
PS129	OFD	Fire Fighter	FQ1	SPEC REVISION	Finalizing proposed spec revisions with department
PS139	OFD	Fire Investigator	FQ1	SPEC REVISION	Preparing proposed spec revisions for department review
EM168	OFD	Fire Marshal (Sworn)	UU1	SPEC REVISION	Finalizing proposed spec revisions with department
SC160	HSD	Head Start Supervisor	UH1	SPEC REVISION	Finalizing proposed spec revisions with department
TBD	HSD	Home Base Visitor	TBD	NEW SPEC	In the queue for future meeting with Local 1021
TBD	HSD	Home Base Visitor, Supervising	TBD	NEW SPEC	In the queue for future meeting with Local 21
AP214	LIBRARY	Librarian I	SD1	SPEC REVISION	Preparing proposed spec revisions for department
AP217	LIBRARY	Librarian II	SD1	SPEC REVISION	Preparing proposed spec revisions for department
AP220	LIBRARY	Librarian, Senior	SD1	SPEC REVISION	Preparing proposed spec revisions for department
PS194	OPD	Lieutenant of Police	PP1	NEW SPEC	Collecting job analysis information for draft class spec
SS140	LIBRARY	Literacy Assistant	SD1	SPEC REVISION	Preparing proposed spec revisions for department
SS141	LIBRARY	Literacy Assistant, Senior	SD1	SPEC REVISION	Preparing proposed spec revisions for department
SS142	CITYWIDE	Management Intern	TA1	NEW SPEC	Evaluation project is underway
SS153	CITYWIDE	Office Assistant II	SD1	SPEC REVISION	Integrating feedback from departments

**City of Oakland - Human Resources Management
Status of Classification Specification Reviews**

ATTACHMENT B

CLASS	DEPT	TITLE	REP	TYPE	NOTES
TR164	OPD	Parking Control Technician	SC1	SPEC REVISION	In the queue for meeting with Local 1021
AF025	FINANCE	Parking Meter Collector	SD1	SPEC REVISION	Preparing proposed spec revisions for department
TBD	FINANCE	Parking Meter Collector, Senior	TBD	NEW SPEC	Drafting new class spec; need union meeting date
TR168	OPW	Parking Meter Repair Worker	SB1	SPEC REVISION	Held one meeting with Local 1021; collecting additional information; will schedule a follow-up meeting when research has concluded.
TBD	FINANCE	Payroll Manager	TBD	NEW SPEC	Initiated survey work; will begin drafting class spec
SS164	CITYWIDE	Planning Intern/Housing Intern	UG1	SPEC REVISION	Evaluation project is underway
PS161	OPD	Police Cadet	UG1	NEW SPEC	Draft developed; pending supervisor review & department feedback
PS163	OPD	Police Communications Operator	SC1	SPEC REVISION	Meetings will resume with Local 1021
PS164	OPD	Police Communications Supervisor	UH1	SPEC REVISION	Finalizing proposed spec revisions with department
EM200	FINANCE	Purchasing Manager	UM1	NEW SPEC	Drafting new class spec
TBD	HCDD	Rent Adjustment Program Assistant/Coordinator	TBD	NEW SPEC	Drafting new class spec
AF059	FINANCE	Revenue Analyst, Principal	UM2	SPEC REVISION	Finalizing proposed spec revisions with department
PS179	OPD	Sergeant of Police	PP1	NEW SPEC	Collecting job analysis information for draft class spec
TR175	OPW	Sewer Maintenance Leader	SC1	SPEC REVISION	Future Local 1021 meeting date to be determined
TR176	OPW	Sewer Maintenance Worker	SC1	SPEC REVISION	Future Local 1021 meeting date to be determined
TR186	OPW	Sign Technician I (Traffic Sign Maker)	SC1	SPEC REVISION	Finalizing proposed spec revisions with department
IS119	PBD	Specialty Combination Inspector	SD1	SPEC REVISION	Preparing proposed spec revisions for department
IS120	PBD	Specialty Combination Inspector, Senior	SD1	SPEC REVISION	Preparing proposed spec revisions for department
SS195	CITYWIDE	Student Trainee	UG1	SPEC REVISION	Evaluation project is underway
AF004	FINANCE	Tax Auditor I	SD1	SPEC REVISION	Preparing proposed spec revisions for department
AF022	FINANCE	Tax Auditor II	SD1	SPEC REVISION	Preparing proposed spec revisions for department
TR185	OPW	Traffic Painter	SB1	SPEC REVISION	Preparing proposed spec revisions for department
TR188	OPW	Tree High Climber	SC1	SPEC REVISION	Received proposed spec revisions from department; under review prior to submission to union
AP348	EWD	Urban Economic Analyst III	TW1	SPEC REVISION	Preparing proposed spec revisions for department
TBD	OFD	US&R Instructor, PT	TBD	NEW SPEC	Department reviewing proposed draft.
PENDING ASSIGNMENT (9)					
EM118	CITYWIDE	Assistant to the Director	UM1	SPEC REVISION	UM1/UM2 follow up; update draft spec
EM127	CLERK	City Clerk, Assistant	UM1	SPEC REVISION	UM1/UM2 follow up; update draft spec
MA113	CAO	Controller	UK2	DRAFT/REVISE	Pending analyst assignment
TR120	OPW	Custodian	SC1	SPEC REVISION	Discussion about revising MQs

**City of Oakland - Human Resources Management
Status of Classification Specification Reviews**

ATTACHMENT B

CLASS	DEPT	TITLE	REP	TYPE	NOTES
EM220	PBD	Director of Building & Planning	UK1	NEW SPEC	Pending analyst assignment
EM230	EWD	Director of Economic & Workforce Development	UK1	NEW SPEC	Draft pending CAO approval
EM154	HCDD	Director of Housing & Community Development	UK1	NEW SPEC	Draft pending CAO approval
SS120	ATTY	Exec Asst to Asst City Attorney	UM1	SPEC REVISION	UM1/UM2 follow up; update draft spec
NEW	CAO	Neighborhood Services Program Manager	TBD	NEW SPEC	Pending analyst assignment



HEARING REQUEST FORM – CIVIL SERVICE BOARD

Request must state the specific reason for the appeal request and the section or provision of the Rules under which the appeal is being submitted.

Today's Date February 08, 2021

Appellant Information

Appellant Full Name Lavatai Lisa
Last First MI

Address [REDACTED]
City State ZIP Code

Primary Phone [REDACTED] Alternate Phone ()

E-mail Address [REDACTED] / llavatai@oaklandca.gov

Basis of Appeal (Please cite Civil Service Rules section.): Rule 3 - Classification of Positions Section 3:01 (d) and (e)

I am appealing the findings of my classification study performed by CPS HR Consulting.

Date of Alleged Rules Violation 01.20.2021 City Department HRM / ~~Public Works~~ Benefits

Representative Information

Representative Name Jesse Kadjo

Address 1440 Broadway Suite 610
Street Address Apartment/Unit #

Oakland California 94612
City State ZIP Code

Primary Phone (510) 646-5870 Alternate Phone ()

E-mail Address jkadjo@ifpte21.org

Representative Type: Union Local 21 Attorney Other

I am available the following third Thursdays of the month over the next three months to present the appeal:

Please email me when the appeal is scheduled and we will ensure our presence.

Estimated Number of Hours to Present:

City of Oakland

Department of Human Resources Management

Classification Study Benefits Representative

SUBMITTED BY:

Karen Rodriguez
Consultant

CPS HR CONSULTING

2450 Del Paso Blvd, Ste 220
Sacramento, CA 95834

t: 916-471-3507

www.cpshr.us



Table of Contents

I.	Background/Introduction	1
II.	Overview/Classification Study Tasks	1
III.	Analysis – Current Class Concepts	1
	Classification Specification review:	5
	Employee Interview:	7
	Supervisor interview:	7
IV.	Recommended Position Allocation and Analysis	8
V.	Next Steps	9
VI.	Appendix A – Position Allocation Recommendation	10
VII.	Appendix B – Classification Specifications	11
VIII.	Appendix C – Position Description Questionnaire	29
IX.	Appendix D – Organizational Chart	40

I. Background/Introduction

Under contract with the City of Oakland, CPS HR Consulting (CPS HR) was tasked with analyzing classification data to evaluate whether the position duties for an incumbent were assigned to the proper classification.

CPS HR relied primarily upon the information provided in the City's Position Description Questionnaire (PDQ) completed and signed by the incumbent. The City's classification specifications for Benefits Analyst, Benefits Representative, and Benefit Technician were reviewed for comparison with the job duties. Additionally, the incumbent forwarded Alameda County's classification specifications related to Deferred Compensation. Those were also reviewed for comparison as part of this study. The PDQ was reviewed by the incumbent's supervisor, who added comments regarding the incumbent's duties. A job evaluation (desk audit) interview with the incumbent, Lisa Lavatai, was conducted via Microsoft Teams on December 23, 2020. The supervisor, Tami Honda was interviewed via conference call on December 22, 2020, with a follow up email sent on December 24, 2020. During these interviews, the rationale behind the classification study request, the department's organizational structure, as well as the nature and scope of the duties performed were discussed.

II. Overview/Classification Study Tasks

In conducting the classification study, CPS HR:

1. Reviewed the PDQ completed by the incumbent, Lisa Lavatai.
2. Reviewed the comments submitted by the incumbent's supervisor, Tami Honda.
3. Reviewed the City's classification specifications for the Benefits Analyst, Benefits Representative, and Benefit Technician to compare the duties on each classification specification with the duties performed by the incumbent. The incumbent also provided classification specifications from Alameda County for consideration.
4. Interviews occurred with the incumbent and with the incumbent's supervisor on December 23, 2020 and December 22, 2020, respectively.
5. Information was reviewed and analyzed to evaluate the proper classification for the duties performed by the incumbent.
6. A draft Classification Study Report was developed and submitted via email to the City on January 8, 2021.
7. A final Classification Study Report was submitted dated January 20, 2021.

III. Analysis – Current Class Concepts

An accurate and up-to-date classification system provides an organization with the necessary tools for successfully administering recruitment, performance management, compensation, and

succession planning programs. In addition to providing the basis for these types of human resources management and process decisions, position classification can also effectively support systems of administrative and fiscal control. This classification study request was for a single position in the City of Oakland, Department of Human Resources Management.

CPS HR conducted an analysis of the position using an individual PDQ, interview with the incumbent, and interview with the assigned supervisor. The incumbent, Lisa Lavatai has been performing these duties for six years. She has been in the Benefits Representative classification since January 2017. She initially performed duties for deferred compensation as a Benefits Technician.

Ms. Lavatai indicated that the purpose of her job is to provide administrative support to the City of Oakland's Deferred Compensation Committee, the Plan, active participants, and retirees. Ms. Lavatai works closely with the ICMA-RC who is the Third Party Administrator (TPA). As noted on the PDQ completed by the incumbent, the duties listed are summarized as follows:

- Reconcile five bi-weekly deferred compensation loan reports. After reconciliation, review loan reports, provide notes and additional information, and determine next steps with TPA— **35%**
- Respond to questions and assists employees related to Deferred Compensation— **20%**
- Process new enrollment, maintenance, and termination interfaces in Oracle; save and upload information to TPA; process wire interfaces and save them on shared drive before uploading to TPA; communicate with TPA staff multiple times daily — **15%**
- Prepare for Deferred Compensation Committee meetings, including coordinating with TPA on various reports and with the investment consultant on agenda items, capital market snapshots, budget reports, legal or regulator updates, fund searches, and other items to be distributed to the committee members prior to the meeting; preparing minutes for the meeting, requesting the WebEx call in number, and preparing the sign-in sheet.— **10%**
- Process deferred compensation distributions and Coronavirus related distributions for full-time and part-time employees— **10%**
- Respond to emails and voicemails, verify employees in Oracle, follow up with employees, process rollovers for separating employees, qualified domestic relations orders, hardship request approvals, and death claims, etc. — **10%**

During the desk audit interview, Ms. Lavatai indicated that she also performs duties assisting employees with benefits including enrollment, changes, questions, and other issues related to medical, dental, and life insurance. She indicated she did not include these duties in the position description questionnaire because she thought this study was just about her deferred compensation duties. She indicated that she spends approximately 30% of her time performing duties related to employee benefits and 70% of her time performing duties related to deferred

compensation.

The data submitted by the incumbent on the PDQ and in the interview provided information regarding the nature of the work associated with this classification and how it has changed, the tasks currently performed, the knowledge and abilities needed to perform those tasks, as well as other relevant classification information, including the following factors:

Decision Making – This factor consists of the decision-making responsibility and degree of independence or latitude that is inherent in the position and the impact of the decisions. Ms. Lavatai indicated the type of decisions that she makes independently include processing plan-to-plan transfers, purchase of service credit, rollover out of the plan, rollovers, contribution refunds, loan refunds, and loan suspensions.

Scope and Complexity – This factor defines the breadth and difficulty of the assigned function or program responsibility inherent in the classification. Ms. Lavatai identified typical issues as responding to questions about contributions, because people do not always know how to read their paychecks. The most complex part of her job is performing research regarding loan reconciliations. She will receive a report from the TPA that lists everyone who missed a loan payment, whereby the incumbent will then check their employment status to see if they are on an approved leave. If they are on approved leave, she informs the TPA to suspend the loan payment, which can be suspended for up to one year. Once the employee returns to work, the TPA will re-amortize the loan and the incumbent has to enter the new balance, payment amount, and payoff date in the payroll system.

Contact with Others Required by the Job – This factor measures the types of contacts and the purpose of the contacts. Ms. Lavatai has a variety of contacts within the city departments, vendors, Deferred Compensation Committee, and employees to provide information and process transactions.

Supervision Received and Exercised – This factor describes the level of supervision received from others and the nature of supervision provided to other workers. It relates to the independence of action inherent in a position. Ms. Lavatai receives supervision from a Benefits Coordinator. The incumbent does not provide any supervision or lead work to others.

Knowledge, Skills, and Abilities – This factor defines the knowledge, skills, and abilities necessary to perform assigned responsibilities. The knowledge identified by the incumbent on the PDQ was knowledge of guidelines and laws related to the deferred compensation plan and the ability to be a good communicator, detailed oriented, and a convergent thinker. During the interview with the incumbent, the following additional knowledge, skills, and abilities were identified: knowledge of deferred compensation and related investment programs, retirement laws and provisions, computers and software, grammar and spelling, basic arithmetic; and ability and skills to interpret and explain legislation and guidelines related to deferred comp, meet critical deadline, calculate payment or contribution amounts, gather data and research and resolve questions, maintain confidentiality, prepare reports and other correspondence, and establish and maintain effective

working relationships.

Other information relevant to classification studies:

Point in Time Analysis – A classification study primarily captures the essential nature of positions that are expected to continue at a single point in time. Therefore, recommendations cannot be based upon all possible future changes, particularly in a rapidly changing environment where organizational needs, technologies, and skill requirements are continuously evolving.

Preponderant Duties – Classification studies often find that positions are assigned a wide range of duties and that incumbents have various levels of responsibility at any one time; therefore, the positions must be analyzed based on their preponderant duties. Preponderance is a measure of importance, and the most preponderant duties of a position are those that support the primary purpose of the position. Sometimes the most time-consuming duties of a position are preponderant; however, consideration must sometimes be given to the responsibility and complexity of certain duties that do not occupy most of the incumbent’s time. Overall, the determination of preponderance is a judgment call based on a consistent set of factors.

Level and Not Volume of Work – Position classification reflects the level of work performed by an employee and is generally independent of volume. For example, if one employee processes double the work of another, yet the percentages of time spent on those tasks and other duties are comparable, a single classification should be appropriate for both positions. In fact, study questionnaires do not ask for, and the consultants do not consider, the relative productivity of employees when evaluating positions. Likewise, classifications are not distinguished by the amount of time spent by incumbents on tasks or the volume of work assigned to positions since problems of excessive workload are properly solved by redistributing work or adding employees, not by creating new classifications.

Classification of the Position, Not the Employee – Position classifications should be consistent regardless of who holds the position. As such, a classification study process classifies positions, not individual employees. Furthermore, classification does not consider the capabilities of individual employees or the efficiency and effectiveness of an incumbent. It is not a measure of how well an individual employee performs, but of the actual duties assigned to the employee. Thus, classification is not a tool to reward individual achievement, nor should classifications be created simply to reward length of service. Employees, supervisors, and managers often view job content through employee performance characteristics which are unrelated to the classification concept of evaluating the work which the organization has determined should be assigned to a specific position, irrespective of how well an employee performs that work.

Position Versus Classification – Position and classification are two words that are often thought of as interchangeable, but in fact, have very different meanings. In a position plan, a position is an assigned group of duties and responsibilities performed by one person. Sometimes the word “job” is appropriately used in the place of position. In contrast, a classification may contain only one position, or may consist of several positions. When there are several positions assigned to one

classification, it means that the same title is appropriate for each position because the scope, level, duties, and responsibilities of each position assigned to the classification are sufficiently similar (but not necessarily identical); the same core knowledge, skills, and other requirements are appropriate for all positions, and the same salary range is equitable for all positions.

Classification Versus Allocation – Classification is the process of identifying and describing the various kinds of work in an organization and grouping similar positions together based on job family, classification series, and classification distinctions. Allocation is more specifically tied to the placement and/or budgeting of positions within an organization. Thus, agencies may allocate a position within an organization based on the results of the classification analysis for that position.

Classification Specification review:

In determining the appropriate City of Oakland classification for the incumbent, CPS HR considered the incumbent's current Benefits Representative classification, as well as the Benefits Analyst and Benefits Technician classifications.

The Benefits Analyst is the journey level administrative classification in the Benefits series, it performs a variety of professional administrative assignments including responsibility to investigate, analyze, and study procedures, policies, and content of the employee benefits program; advise and counsel employees, surviving spouses, or domestic partners on available benefit plans and programs; and research and resolve individual employee problems and complex administrative issues concerning benefits. Duties listed on the classification specification include the following: analyze, research, and resolve routine and complex problems involving benefit accounts, eligibility, enrollment, premiums, data, and system issues; analyze and assess new programs and packages to determine the feasibility and implications of introduction and implementation; analyze and assess current programs; recommend improvements and modifications to the current benefits options offered; compile and analyze data and financial records in conformance with, or in response to reporting, and auditing requirements; and prepare and update Administrative Instructions and bulletins for staff and employees regarding benefit programs. The Benefit Analyst is distinguished from the Benefits Representative by the requirement to perform analysis and make recommendations that require synthesizing a variety of sources of information that regularly do not have a binary outcome, whereas the Benefits Representative is more transactional in nature and performs routine technical duties within established guidelines and procedures.

The Benefits Representative is the journey level class in the Benefits series, it performs a variety of technical duties within established guidelines and procedures. The position performs technical and para-professional administrative procedures and tasks related to the City's employee benefits program; to facilitate enrollment and maintenance of employees, retirees, and dependents in benefit programs and plans including health, dental, vision, disability, COBRA, deferred compensation, unemployment, and life insurance. Typical duties include: advise and inform employees, retirees, and dependents regarding available benefits; counsel employees regarding COBRA disability insurance programs; process applications and enrollment forms for various

benefit programs by checking for accuracy and completeness, verifying eligibility and transmitting forms to appropriate departments, agencies, or plan administrators; process changes in employee status, personal information, plan selection, or other benefit related options; perform calculations related to benefit data, premium rates, allowances, refunds, and related matters; research and resolve problems related to employee benefit coverage, discuss and resolve problems with employees, benefit carriers, and program administrators; and input, verify, and retrieve benefits data from the HRIS computer system.

The Benefits Technician is the entry-level technical class in the Benefits Series. The position performs technical and clerical tasks, and typical duties include: counsel employees, retirees, and eligible dependents regarding health benefits, deferred compensation programs, retirement benefits, life insurance, worker's compensation, and disability coverage; compute pension plan benefits, retirement allowances, health plan premiums, refunds, and transfer of members contribution; research account problems with members, intervene with benefits carriers to resolve problems and answer questions; review and authorize payment of retirement and death benefits, initiate emergency retirement procedures; prepare statistical reports, reconcile financial records, review and correct employee status change reports; post entries in financial records, process invoices for payment.

Additionally, the incumbent requested CPS HR to review the classification specifications for the Deferred Compensation related classifications within Alameda County. These classifications below were reviewed for structure and level of duties only, as they are outside the City's classification system.

The Deferred Compensation Program Manager in Alameda County, per the classification specification is delegated the responsibility for the general administration of the Countywide Deferred Compensation Program and is responsible for overall plan administration oversight and is a first line supervisor for the program staff. This position develops and monitors policies and procedures; develops and monitors plan statistics and plan performance evaluation reports; provides technical expertise involving issues related to plan operation and the application of laws, rules, and contract provision.

The Deferred Compensation Specialist in Alameda County, per the classification specification provides professional level plan administration of the county-wide defined contribution plans, the 457 (b) Deferred Compensation Plan, and the 401 (a) Employee Retirement Plan; provides knowledgeable guidance, plan information, and ongoing assistance to the plan participants, eligible employees, beneficiaries, alternate payees, and sub plan organization's operation staff. This position acts as the lead to technical and clerical staff, which involves assigning and scheduling work.

The Deferred Compensation Technician in Alameda County, per the classification specification provides specialized plan administration and participant support duties to the County's Deferred Compensation Plan participants; responds to deferred compensation administration inquiries; assists participants with the accurate completion of various forms; process deferred compensation

payroll modifications and catch-up calculations; monitors the Third Party Plan Administrator website for reports requiring action and perform the necessary tasks to update the information where appropriate.

Employee Interview:

During the desk audit interview, Ms. Lavatai identifies herself as the Deferred Compensation Plan Administrator. Ms. Lavatai indicated that her duties do not match the classification specification because the classification specification is focused on benefits and her job is very specialized to deferred compensation. The tasks described by the incumbent include providing administrative and clerical support for the Deferred Compensation Committee and the plan participants; preparing material for the meeting packets prior to the meetings for review by committee members; researching the status of employees who missed loan payments in the payroll system to see if they are on an approved leave, updating the loan balance, payment amount, and loan payoff date in the payroll system after the TPA provides the recalculation; processing forms for enrollment and contribution changes by entering or updating the amount in Oracle; and responding to questions regarding contributions, loan payoff, contribution changes, 50+ catch-up, roll overs, and transfers. The incumbent uses Oracle, which is the City's HRIS system, and accesses the TPA's automated system (EZLink) to provide information to be processed. Items to be processed include distribution, refunds, death claims, membership renewal, and conference reimbursement. The incumbent is also responsible for verifying the employee contributions before uploading the interface for the wire transfer in the shared drive with the TPA. The incumbent works closely with the TPA staff to provide information regarding participant data. The incumbent also works closely with the Financial Consultant who prepares capital market snapshots, budget reports, legal or regulator updates, fund searches, and other items that the incumbent distributes to the Deferred Compensation Committee members prior to meetings.

Ms. Lavatai works with the TPA's Retirement Specialist who works onsite at the City. The Retirement Specialist will meet with employees to help them maximize their investments. This will generate forms that the incumbent will enter into Oracle. She also works closely with the TPA Plan Coordinator on a day-to-day basis. These interactions are usually related to suspending loans, asking to expedite payments, etc. Ms. Lavatai responds to questions from employees who have difficulty understanding their contributions. She will explain the process to them and if they have entered the wrong amount, she will assist employees in resolving the issue.

Supervisor interview:

Ms. Lavatai's supervisor, Tami Honda, was also interviewed. Ms. Honda indicated that Ms. Lavatai used to be in the Benefits Technician classification where she performed the Deferred Compensation related duties. After Ms. Lavatai was promoted to the Benefits Representative, the City was unable to fill the Benefits Technician position, so Ms. Lavatai continued to perform those duties. While automation efforts have reduced some of the manual data entry workload, Ms. Honda indicated that she still had to move most of the Benefits Representative assignment duties

to another employee because Ms. Lavatai continued to perform the Deferred Compensation duties. Ms. Honda indicated that Ms. Lavatai does not perform typical Benefit Representative duties such as for COBRA or disability programs; she does not handle the calculation of benefit rates or data; does not conduct new employee orientation or Benefits 101; and does not process monthly bills related to the dental, vision, health care, or other benefits. Ms. Lavatai only handles bills specific to deferred comp – which is what she handled as the Benefits Technician. While there has been an increase in the benefits enrollment workload volume, Ms. Lavatai is only processing enrollment forms for changes for employees in her assigned departments. She also does some research and resolves coverage issues for her assigned departments. While these are typical Benefit Representative duties, Ms. Honda indicated that Ms. Lavatai is only performing Benefits Representative duties about 25% of the time. Ms. Honda stated the majority of the work Ms. Lavatai is performing is at the Benefits Technician level, not at the Benefit Representative level.

The following recommendation is made based on our assessment of each of the allocation factors and occupational concepts described above.

IV. Recommended Position Allocation and Analysis

■ Incumbent:	Lisa Lavatai
■ Current Classification:	Benefits Representative
■ Recommended Classification:	Benefit Technician

After meeting with both Ms. Lavatai and her supervisor, it is apparent that she is not performing the essential duties of her Benefits Representative classification a preponderance of the time because she has continued to perform the duties of her previous Benefits Technician classification, even after being promoted, due to staffing vacancies with the Department of Human Resources Management.

Ms. Lavatai considers herself a Benefits Analyst because she feels the duties associated with deferred compensation, including the autonomy to move money, are more complex than working with other benefits and she is working out of class. She said that if you replace the work “benefits” with “deferred compensation” on the Benefits Analyst classification specification, it will describe her duties. However, a review of the Benefits Analyst classification shows with the exception of one or two tasks, the duties are not similar to those performed by the incumbent. The incumbent’s ability to move funds from one plan to another is limited to verifying the employee’s eligibility and faxing the verification to ICMA-RC following prescribed guidelines.

The incumbent indicates that she manages over 1300 loans, but the TPA actually manages the loans and instructs the incumbent when there are issues that require research in the City’s systems. The TPA reconciles loan information and sends the incumbent a report identifying exceptions that she is responsible for resolving and providing information back to the TPA.

Even though Ms. Lavatai identifies herself as the Plan Administrator, ICMA-RC as the TPA, is responsible for running the plan, making loans and distributions, and monitoring compliance with plan rules and federal regulations. Ms. Lavatai's role is to be the conduit of information between ICMA-RC and the City's payroll system. Ms. Lavatai performs duties that require technical knowledge about the deferred compensation process and access to the City's HRIS. These duties are very deadline driven based on the payroll schedule.

The incumbent provides support to the Deferred Compensation Committee, but these duties appear to be clerical in nature. The incumbent did not describe performing analytical duties or duties that require making independent decisions without specific guidelines.

Both the Benefits Representative and the Benefits Technician classification specifications are broad and meant to encompass a variety of benefit related duties. Both of these classification specifications include a reference to deferred compensation, so either classification may be appropriate, depending on duties and various classification factors. Because these are two distinct classifications that perform technical duties within established guidelines and procedures, it is the expectation that the level of work performed at each level would be different, with the Benefits Representative performing journey level work and the Benefits Technician performing more entry level support functions.

The duties performed by the incumbent are clerical and technical support functions, consistent with the Benefits Technician classification for the City of Oakland. This is supported by the incumbent continuing to perform the same duties that she performed as a Benefits Technician after she was promoted to the Benefits Representative due to staffing issues. This conclusion is further supported by looking at the level of duties performed by the Deferred Compensation Technician and the structure of the Deferred Compensation positions within the County of Alameda, although these classifications are outside the City's classification structure.

V. Next Steps

This report outlines the classification study of one Benefits Representative position assigned to the City of Oakland's Department of Human Resources Management. It is recommended that the Human Resources Management Department take the necessary steps to reclassify the incumbent or fill the vacant Benefits Technician position so the incumbent can be relieved of the duties related to deferred compensation and begin to perform the full range of the duties appropriate for her classification.

Should you have questions or concerns, please feel free to contact Karen Rodriguez at (916) 471-3348 or email krdriguez@cpsr.us at any time.

VI. Appendix A – Position Allocation Recommendation

LAST NAME	FIRST NAME	CURRENT CLASSIFICATION TITLE	RECOMMENDED CLASSIFICATION TITLE
Lavatai	Lisa	Benefits Representative	Benefits Technician

VII. Appendix B – Classification Specifications



CITY OF OAKLAND

CITY OF OAKLAND
Revision Date: Feb 27, 1997

Benefits Analyst

Class Code:
AP111Bargaining Unit: TW1 - Local 21 Admin, Prof,
Technical & Other

SALARY RANGE

\$39.40 - \$48.38 Hourly
\$6,402.33 - \$7,860.97 Monthly
\$76,827.96 - \$94,331.64 Annually

DEFINITION:

Under general supervision in the Human Resources Management Department, investigates, analyzes and studies procedures, policies and content of the employee benefits program; advises and counsels employees, surviving spouses or domestic partners on available benefit plans/programs and enrollment procedures; informs and enrolls employees in benefit plans and programs; researches and resolves individual employee problems and complex administrative issues concerning benefits; serves as a technical expert to departmental staff regarding the content and administration of benefits; initiates, compiles, calculates, and processes adjustments and manual payments; prepares reports and audits for the City's benefits options; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This position is the journey level administrative staff in the Benefits series. This position performs a wide variety of administrative assignments. Responsibilities include providing technical consultation to staff and management on benefits-related issues; researching and analyzing problems, and preparing reports and recommendations. It is distinguished from the Benefits Representative which performs routine technical duties within established guidelines and procedures.

This position receives direction from management level personnel. It may provide lead direction or supervision to Benefits Representatives and clerical support staff.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to the following:

- Serve as technical consultant to management and benefits staff regarding the content and administration of the benefits programs.
- Analyze, research and resolve routine to complex problems involving benefit accounts, eligibility, enrollment, premiums, data and system issues.
- Review benefits publications and related sources of information to remain informed of legislative changes, new policies, rules and regulations; prepare comprehensive reports and offer recommendations to management.
- Analyze and assess new programs and packages to determine the feasibility and implications of introduction and implementation; analyze and assess current programs; recommend improvements and modifications to the current benefits options offered.

- Compile and analyze data and financial records in conformance with, or in response to, reporting and auditing requirements.
- Gather and analyze benefit data for labor negotiations, contract renewal, and budgeting purposes.
- Assist in the planning, development, coordination, and maintenance of various benefit programs and system changes/implementation, including development of technical procedures and requirements relating to benefit programs and systems.
- Assist in reviewing, developing, modifying, and implementing procedures to improve service delivery.
- Prepare responses to benefit surveys; develop and produce employee benefit information reports.
- Prepare and update Administrative Instructions (AI's) and bulletins for staff and employees regarding benefit programs.
- Reconcile monthly benefit premium statements to ensure coverage and premium amounts are accurate.
- Track, monitor, and maintain ongoing coverage for city employees and eligible dependents in city-sponsored plans; verify and approve coverage changes for enrollees.; and
- Process and submit enrollment and eligibility files to benefit vendors to ensure appropriate coverage is in place.
- Provide information and advice to employees, surviving spouses, and domestic partners on available benefit plans/programs and enrollment procedures.
- Develop training programs for technical and non-technical personnel; conduct training sessions; prepare materials including presentations, handouts, and technical manuals.

MINIMUM QUALIFICATIONS:

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable:

Education:

A Bachelor's degree from an accredited college or university in business administration, public administration, or closely related field.

Experience:

Two years of progressively responsible experience in employee benefits administration which includes researching and resolving complex employee benefit issues; compiling and analyzing benefit data; and assisting with the planning and coordination of benefit programs and systems.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Federal, state, and local laws and regulations which govern the provision of employee benefits, such as COBRA, HIPAA, ACA and relevant IRS codes.
- Principles and practices of employee benefits administration applicable to a public agency in California.
- Employee benefit programs including retirement, health and dental, vision, disability, deferred compensation, life insurance and worker compensation.
- Benefit contract administration.
- Benefit claims investigation procedures; data collection and analysis; report preparation.
- English language syntax, spelling and grammar.
- Report format, content, and preparation.
- Training principles and techniques.
- Personal computer operations, financial/payroll software applications, and human resources information systems.

Ability to:

- Communicate effectively in both oral and written form.
- Prepare clear, concise, and accurate reports.
- Read, analyze, evaluate, and summarize written materials and statistical data; collect, analyze and interpret a wide variety of benefit-related information and data; perform statistical analyses.
- Work collaboratively with management, staff, employees, benefit carriers and plan administrators; maintain confidentiality of employee records and benefit utilization.
- Organize and execute work plans in a timely manner.
- Review and interpret legislation, regulations, guidelines and procedures related to benefits administration; develop and implement modifications to program content and administration; research and resolve problems involving benefit claims.
- Function effectively in stressful and difficult situations.
- Develop and deliver training sessions and materials.
- Prepare technical manuals.
- Utilize personal computers including word processing, database and spreadsheet applications.
- Establish and maintain effective working relationships with those contacted in the course of the assigned duties.

LICENSE OR CERTIFICATE / OTHER REQUIREMENTS:

Successful incumbents in this position are expected to operate automotive vehicles in the performance of assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

Designation as a Certified Employee Benefit Specialist (CEBS) is highly desirable.

OTHER REQUIREMENTS

None required.

CLASS HISTORY:

Revision Date: 04/21/2016 CSB Resolution #: 44807

Established: 02/27/1997 CSB Reso#: 44365



CITY OF OAKLAND

CITY OF OAKLAND
Revision Date: Jul 12, 2011

Benefits Representative

Class Code:
AP112Bargaining Unit: TW1 - Local 21 Admin, Prof,
Technical & Other

SALARY RANGE

\$34.03 - \$41.78 Hourly
\$5,530.22 - \$6,789.96 Monthly
\$66,362.64 - \$81,479.52 Annually

DEFINITION:

To perform technical and administrative procedures and tasks related to the City's employee benefits program; to facilitate enrollment and maintenance of employees, retirees and dependents in benefits programs and plans including health and dental, vision, disability, COBRA, deferred compensation, unemployment and life insurance.

DISTINGUISHING CHARACTERISTICS:

This is the journey level class in the Benefits series. It performs a variety of technical duties within established guidelines and procedures. It is distinguished from the Benefits Specialist which is an advanced level class with considerable administrative and analytical responsibility in such areas as budgeting, financial and utilization analysis, benefit plan development, long term benefit planning, benefit contract administration, and benefit laws and regulations. Receives supervision from the Benefits Specialist or management personnel. Does not supervise, but may assign and direct clerical personnel.

EXAMPLES OF DUTIES:

- Advise and inform employees, retirees and dependents regarding available benefits.
- Counsel employees regarding COBRA disability insurance programs.
- Process applications and enrollment forms for various benefit programs by checking for accuracy and completeness, verifying employee eligibility and transmitting forms to appropriate departments, agencies, or plan administrators.
- Process changes in employee status, personal information, plan selection or other benefit related options.
- Perform calculations related to benefit data, premium rates, allowances, refunds, and related matters.
- Assist in conducting new employee orientations by presenting benefit information.
- Verify monthly bills to benefit carriers; notify carriers of changes in employee status and plan selection.
- Research and resolve problems related to employees' benefit coverage; discuss and resolve problems with employees, employee benefit carriers and program administrators.
- Confer with vendors and plan administrators regarding premium rates, levels of coverage and related benefits information.
- Input, verify and retrieve benefits data from the HRIS computer system.
- Advise separating employees regarding options for continuation of health benefits in conformance with Federal law.
- Develop statistical reports and charts; research and reconcile financial records; process invoices for payment.

- Respond to benefit related inquiries from employees, departmental managers, benefit carriers and administrators.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Perform related duties as required.

MINIMUM QUALIFICATIONS:

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education:

Graduation from high school.

Experience:

Two years of increasingly responsible experience in benefits administration, payroll or accounting.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Laws, regulations and procedures related to employee benefit programs.
- HRIS computer application software.
- English, grammar, spelling and punctuation.
- Business mathematics and accounting.

Ability to:

- Communicate effectively both orally and in written form.
- Make effective oral presentations.
- Organize and execute workplan in a timely manner.
- Utilize computers and related software.
- Follow and interpret administrative guidelines and procedures related to employee benefit programs.
- Gather information and prepare clear and precise reports.
- Establish and maintain effective working relationships with staff, employees, benefit carriers and plan administrators.
- Maintain confidentiality of employee records and benefit utilization.
- Research and resolve benefit related problems and claims.
- Perform various arithmetic and statistical computations related to rates, premiums, refunds, deductions, and contributions.

LICENSE OR CERTIFICATE / OTHER REQUIREMENTS:

None required.

CLASS HISTORY:

Established: 04-27-1995; CSB Reso#: 44336



Benefits Technician

Class Code:
AP115

Bargaining Unit: TW1 - Local 21 Admin, Prof,
Technical & Other

SALARY RANGE

\$28.00 - \$34.38 Hourly
\$4,549.30 - \$5,586.32 Monthly
\$54,591.60 - \$67,035.84 Annually

DEFINITION:

Under supervision in the Office of Personnel, provides benefits assistance to City employees, retirees and eligible dependents, including benefits counseling, enrollment and rate calculation, processing and disbursement of benefits, and problem resolution; reconciles financial records; gathers data for fiscal reports and audit requests; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is the entry-level technical class in the Benefits series. Incumbents perform a variety of technical duties within established guidelines and procedures. It is distinguished from the Benefits Representative, which is the journey-level technical class in the series. It is further distinguished from the Benefits Analyst, which is a journey-level professional class with considerable analytical responsibility. Receives general supervision from the Human Resources Information Services Manager, an Assistant to Director, or other management staff.

EXAMPLES OF DUTIES:

- Counsel employees, retirees, and eligible dependents regarding health benefits, deferred compensation programs, retirement benefits, life insurance, workers compensation and disability coverage.
- Complete benefits applications; process enrollment forms, status changes and terminations.
- Compute pension plan benefits, retirement allowances, health plan premiums, refunds and transfer of member contributions.
- Research account problems for members; intervene with benefits carriers to resolve problems and answer questions.
- Review and authorize payment of retirement and death benefits; initiate emergency retirement procedures for terminally ill employees.
- Deliver employee benefits orientations and pre-retirement seminars.
- Respond verbally and in writing to inquiries from the public, governmental agencies, carriers, or City departments.
- Prepare statistical reports; reconcile financial records; review and correct employee status change reports.
- Post entries in financial records; process invoices for payment.

- Operate computers to enter, verify and retrieve data.
- Perform general clerical functions as typing, duplicating, proofreading, filing and mail distribution.

MINIMUM QUALIFICATIONS:

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education:

Graduation from high school. An Associate degree is desirable.

Experience:

Two years increasingly responsible clerical or administrative experience in benefits administration or personnel.

KNOWLEDGE AND ABILITIES:

Working knowledge of:

- Health benefits and insurance carriers.
- Disability, COBRA, worker's compensation, state disability and related insurance coverage, laws and provisions.

Knowledge of:

- Deferred compensation and related investment programs.
- Retirement laws and provisions.
- Contract administration; claims investigation procedures.
- Personal computers and applicable software.
- English grammar and spelling.
- Basic arithmetic including fractions and percentages.

Ability to:

- Interpret and explain legislation, provisions and requirements relating to health benefits, disability and workers compensation, life insurance, investment plans, and retirement benefits.
- Meet critical deadlines.
- Calculate rates, premiums, refunds and related member deductions and contributions.
- Gather data, research and resolve claims and related benefits problems.
- Operate personal computers and applicable software.
- Speak effectively before groups.
- Write reports and other correspondence.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.

LICENSE OR CERTIFICATE / OTHER REQUIREMENTS:

None required.

CLASS HISTORY:

WORKING DRAFT

Established:

CSB Reso#:



County of Alameda

Deferred Compensation Program Manager (#1539)

Bargaining Unit: Unrep - General Mgmt (U15)
 \$49.51-\$60.15 Hourly / \$3,960.80-\$4,812.00 BiWeekly /
 \$8,581.73-\$10,426.00 Monthly / \$102,980.80-\$125,112.00 Yearly

DESCRIPTION

Under general direction, provides overall plan administration oversight to the Countywide Deferred Compensation Program; develops and monitors policies and procedures; develops and monitors plan statistics and plan performance evaluation reports; provides technical expertise involving issues related to plan operation and the application of laws, rules and contract provisions; serves as coordinator for sub plans under the umbrella of the County's plan program account.

DISTINGUISHING FEATURES

This classification is located in the Office of the Treasurer-Tax Collector and reports directly to the Treasurer-Tax Collector. The incumbent is delegated the responsibility for the general administration of the Countywide Deferred Compensation Program which includes the 457(b) and the 401(a) defined contribution plans. This classification is distinguished from the next lower level classification in the deferred compensation unit in that this position is responsible for overall plan administration oversight of the Countywide Deferred Compensation Program and is a first line supervisor for the Program.

EXAMPLES OF DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all duties listed.

1. Researches, compiles, and analyzes data relating to the Countywide Deferred Compensation Program and makes recommendations on issues relating to the Program to the Treasurer-Tax Collector.
2. Works with the third party administrator (TPA) of the Deferred Compensation Program to resolve issues that fall within the existing policy, or that require new policies to be established.
3. Reviews and evaluates monthly and quarterly reports submitted by the TPA to the department to monitor program administration; initiates improvements and changes as needed to assure program objectives are met.
4. Reviews all investment options, including investment products, and takes a leadership role while working with investment advisors in narrowing the selection of replacement fund options that fall out of compliance with the Deferred Compensation Plan's Investment Policy.
5. Briefs the Treasurer-Tax Collector on the Deferred Compensation Plan's Investment Policy issues; acts as the administrative staff for and presents issues and proposals related to the Investment Policy to the Deferred Compensation Plan Ad Hoc Committee.
6. Develops and prepares reports and other data for communication of important issues as appropriate to the Treasurer-Tax Collector, Board of Supervisors, IRS, sub plan organization's operations staff, and other interested parties.
7. Supervises personnel; counsels staff on technical problems; assigns and reviews work.
8. Participates in the selection of unit personnel; responsible for their training and orientation, and for performance evaluations; evaluates performance of staff and recommends retention, assignment, discipline, and promotion.
9. Participates in the development and preparation of bid specifications for contracts relating to the Deferred Compensation Program; evaluates proposals submitted and makes recommendations to the Treasurer-Tax Collector.
10. Coordinates annual participant educational seminars and monitors marketing presentations conducted by the TPA.
11. Reviews and evaluates current level of service, as required under contracts with the TPA and investment provider.
12. Provides final approval of recommendations made by the deferred compensation staff and each sub plan organization's in house deferred compensation operations staff for hardship withdrawal requests in accordance with the Plan Document and Internal Revenue Code Sections governing deferred compensation.
13. Consults with County Counsel, outside counsel, and the TPA, on new legislation and regulations; develops and writes proposals to adopt and implement the same.
14. Coordinates quarterly sub plan meetings and provides guidance, education and support to each sub plan organization's in house deferred compensation operations staff.
15. Ensures access to reports, financial statements, contracts and related plan documents, as appropriate, to the Legislative Audit Bureau, the Internal Auditor, the Treasurer-Tax Collector, and other interested parties.
16. Attends various conferences, seminars and webinars in order to stay informed of current best practices.
17. Assists the Treasurer-Tax Collector in coordinating financial wellness programs with the Human Resource Services Department, the County Administrator's Office Risk Management Unit, and the Alameda County Employee's Retirement Association (ACERA).

18. Coordinates quarterly meetings with the Deferred Compensation Plan Ad Hoc Committee.

MINIMUM QUALIFICATIONS

EITHER I

Education:

A Bachelor's degree from an accredited college or university. (Additional experience as outlined below may be substituted for the education on a year-for-year basis.)

AND

Experience:

The equivalent of one year full-time experience in the class of Administrative Specialist II working in a deferred compensation unit, or three years experience in the class Retirement Specialist III.

OR II

Education:

A Bachelor's degree from an accredited college or university. (Additional experience as outlined below may be substituted for the education on a year-for-year basis.)

AND

Experience:

At least three years of progressive experience in the areas of administration of a 457(b), 401(a), or 401(k) deferred compensation plan and the equivalent of one year full-time experience supervising employees, who process employee benefits and/or payroll.

NOTE: The Civil Service Commission may modify the above Minimum Qualifications in the announcement of an examination

KNOWLEDGE AND SKILLS

NOTE: The level and scope of the following knowledge and abilities are related to duties listed under the "Examples of Duties" section of this specification.

Knowledge of:

- State and federal laws, rules, and regulations governing defined contribution programs as authorized by IRS Code 457 Deferred Compensation Plan and 401(a) or similar tax-defined contribution plans.
- Philosophy, principles, and practices of deferred compensation programs.
- Principles and practices of public administration and supervision.
- Training methods and techniques.
- Effective techniques of interpersonal relations and program development.

Ability to:

- Develop policies and procedures.
- Implement and monitor deferred compensation programs.
- Communicate effectively, orally and in writing.
- Make presentations to individuals and groups.
- Network and negotiate.
- Learn complex regulations and legislative requirements related to deferred compensation plans and interpret them into day-to-day operations of the plans.
- Understand investment principles, monitoring investment options and analysis.
- Plan, organize, and direct operations for county-wide deferred compensation plans.
- Initiate and manage projects and complex change processes; develop solutions.
- Develop and maintain effective working relationships with plan participants, county officials, third-party administrators, investment advisors, sub plan administrators, and support staff.
- Exercise independent judgment in applying and interpreting rules, regulations, legislation, and policy guidelines.
- Research, compile, and analyze information related to plan administration.
- Make decisions.
- Provide leadership.
- Exercise management control.

- Demonstrate interpersonal sensitivity.

CLASS SPEC HISTORY

JP:po 10/24/08
 Newspecs: 1539.doc
 CSC Date: 1/28/2009
 DRH:cs Revised/Retitled 05/14/12
 Old Title: Deferred Compensation Manager
 CSC Date: 6/13/12
 DRH:cs Administrative Change 7/9/13
 DRH:ac Revised/Retitled 4/11/19
 Old Title: Deferred Compensation and Personnel Manager
 CSC Date: 5/22/19

BENEFITS

Alameda County offers a comprehensive and competitive benefits package that affords wide-ranging health care options to meet the different needs of a diverse workforce and their families. We also sponsor many different employee discount, fitness and health screening programs focused on overall well being. These benefits include but are not limited to*:

For your Health & Well-Being

- Medical – HMO & PPO Plans
- Dental – HMO & PPO Plans
- Vision or Vision Reimbursement
- Share the Savings
- Basic Life Insurance
- Supplemental Life Insurance (with optional dependent coverage for eligible employees)
- Accidental Death and Dismemberment Insurance
- County Allowance Credit
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity and Legal Services
- Employee Assistance Program

For your Financial Future

- Retirement Plan - (Defined Benefit Pension Plan)
- Deferred Compensation Plan (457 Plan or Roth Plan)

For your Work/Life Balance

- 11 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Management Paid Leave**
- Catastrophic Sick Leave
- Group Auto/Home Insurance
- Pet Insurance
- Commuter Benefits Program
- Guaranteed Ride Home
- Employee Wellness Program (e.g. At Work Fitness, Incentive Based Programs, Gym Membership Discounts)
- Employee Discount Program (e.g. theme parks, cell phone, etc.)
- Child Care Resources
- 1st United Services Credit Union

*Eligibility is determined by Alameda County and offerings may vary by collective bargaining agreement. This provides a brief summary of the benefits offered and can be subject to change.

** Non-exempt management employees are entitled to up to three days of management paid leave. Exempt management employees are entitled to up to seven days of management paid leave.



County of Alameda

Deferred Compensation Specialist (#1540)

Bargaining Unit: ACMEA - General Mgmt (R15)
 \$34.28-\$45.90 Hourly / \$2,742.40-\$3,672.00 BiWeekly /
 \$5,941.87-\$7,956.00 Monthly / \$71,302.40-\$95,472.00 Yearly

DESCRIPTION

Under general supervision, to provide professional-level plan administration of the county-wide defined contribution plans, the 457(b) Deferred Compensation Plan and the 401(a) Employee Retirement Plan; provide knowledgeable guidance, Plan information and ongoing assistance to plan participants, retired participants, eligible employees, beneficiaries, alternate payees and sub plan organization's operations staff; process a variety of complex deferred compensation documents subject to state and federal regulations and guidelines; and to perform other related duties as required.

DISTINGUISHING FEATURES

The class of Deferred Compensation Specialist is distinguished from the next lower classification of Deferred Compensation Technician in that the incumbent of the latter class are paraprofessionals performing specific technical assignments in which they are required to have a broad-based general knowledge of defined contribution plans sufficient to provide first line guidance to eligible employees, active plan participants and retired plan participants in response to requests for information about the County's Deferred Compensation Plan. The Deferred Compensation Specialist is a single class position found only in the Treasurer-Tax Collector's Office which requires in-depth knowledge of applicable state and federal laws, IRS rules and regulations, policies and office procedures related to deferred compensation plans.

EXAMPLES OF DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all duties listed.

1. In-depth expertise to interpret laws, rules, policies and procedures in areas including but not limited to: 457(b) age 50 catch up; military leaves; hardship withdrawals and appeals; joinders/qualified domestic relations orders; beneficiary updates; purchase of service credits; roll overs and other processes that could have a potential legal impact or loss of participant's tax deferred status, if not handled timely and properly.
2. Develops and creates unique written correspondence to participants on complex issues.
3. Maintains relevant internal controls relating to participant transactions and other overall Plan transactions and activities that are not automatically flagged systematically by the Third Party Administrator.
4. Creates and maintains participant files; scans and maintains all files relating to deferred compensation, including legal opinions, correspondence, periodicals, statements, etc.
5. Communicates in writing, by telephone, email and walk-ins, with active participants, retired participants and eligible county employees, beneficiaries, alternate payees and the public on a variety of complex and sensitive issues.
6. Reviews County's Deferred Compensation webpage to assure Plan's webpage provides current and pertinent information. Communicate updates to each sub plan organization's deferred compensation operations staff.
7. Maintains deferred compensation statements, newsletters and reports.
8. Attends County's Deferred Compensation Information Seminars with outside Third Party Plan Administrator at various County locations and provides guidance to eligible employees on Plan participation; attends Health Fairs to provide Plan exposure.
9. Maintains ongoing liaison between County and Third Party Plan Administrator.
10. Determines eligibility of hardship withdrawal requests in compliance with Internal Revenue Code; discusses with Deferred Compensation Manager to make recommendations and resolve qualifying issues.
11. Reviews complex calculations for eligible three year catch-provision participants to determine correct deferral amounts in

compliance with IRC requirements.

12. Acts as lead to the Deferred Compensation Technician and clerical staff, which involves assigning and scheduling work.

13. May be required to attend out-of-state educational conferences.

14. Schedules, and attends, and takes minutes for Quarterly Sub Plan meetings and Deferred Compensation Plan Ad Hoc Committee Meetings.

15. Performs such special projects such as researching information, summarizing data, evaluating alternatives, preparing narrative or statistical reports, and updating office processes.

16. Develops marketing plans and techniques to reach out to County employees who have not enrolled in the Plan.

17. Maintains confidentiality and determines appropriate release of participant data.

MINIMUM QUALIFICATIONS

Either I
Education:

A Bachelor's degree from an accredited college or university with major course work in Business or Public Administration, Accounting, Economics, Human Services or closely related field. (Additional years of education may be substituted for the required years of experience, for either pattern, on a year-for-year basis.)

And

Experience:

The equivalent of two years of full-time experience in the class of Deferred Compensation Technician, Retirement Specialist I or equivalent or higher level class in the Alameda County classified service. (Non-classified includes District Attorney's Office Hospital Authority, and the Consolidated Courts.)

Or II
Experience:

The equivalent of three years of full-time professional experience working in a deferred compensation unit performing tasks related to the operations of a 457(b), 401(a), or 401(k) deferred compensation plan, and one year performing payroll, benefits administration that include lead or supervision experience.

NOTE: The Civil Service Commission may modify the above Minimum Qualifications in the announcement of an examination

KNOWLEDGE AND SKILLS

Knowledge of:

- Principles of personnel and public administration
- Laws and regulations controlling County fiscal, accounting, collections, and recording operations
- Principles of banking and cashiering operations
- Generally accepted accounting and auditing standards principles and practices
- Methods of financial analysis
- Computer systems for accounting, collections and recording
- Automated remittance processing of large volume and large dollar collections
- Use of spreadsheet, word processing, and other computer applications relevant to performance of related work
- Extensive knowledge of the California Revenue and Taxation Code, California Government Code (Treasury and Investments sections), and a working knowledge of Uniform Commercial Code

Ability to:

- Make informed decisions
- Direct the work of staff and others; adapt and lead in changing work situations
- Communicate effectively both in oral and written medium
- Problem-solving, research - be able to navigate county system, and financial documents to perform analysis and provide resolution
- Prepare analytic reports, develop procedures for various business processes
- Apply principles of accounting, personnel administration, and office management to work practices
- Plan, manage, and perform complex accounting and administrative tasks
- Ability to participate in inter-disciplinary work groups

- Use personal computer-based spreadsheet and other financial and administrative programs for making reports and correspondence
- Work with the public and other county department personnel.

CLASS SPEC HISTORY

Newspecs: 1540
 DRH:cs 8/9/14
 CSC Date: 10/1/14

BENEFITS

Alameda County offers a comprehensive and competitive benefits package that affords wide-ranging health care options to meet the different needs of a diverse workforce and their families. We also sponsor many different employee discount, fitness and health screening programs focused on overall well being. These benefits include but are not limited to*:

For your Health & Well-Being

- Medical – HMO & PPO Plans
- Dental – HMO & PPO Plans
- Vision or Vision Reimbursement
- Share the Savings
- Basic Life Insurance
- Supplemental Life Insurance (with optional dependent coverage for eligible employees)
- Accidental Death and Dismemberment Insurance
- County Allowance Credit
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity and Legal Services
- Employee Assistance Program

For your Financial Future

- Retirement Plan - (Defined Benefit Pension Plan)
- Deferred Compensation Plan (457 Plan or Roth Plan)

For your Work/Life Balance

- 11 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Management Paid Leave**
- Catastrophic Sick Leave
- Group Auto/Home Insurance
- Pet Insurance
- Commuter Benefits Program
- Guaranteed Ride Home
- Employee Wellness Program (e.g. At Work Fitness, Incentive Based Programs, Gym Membership Discounts)
- Employee Discount Program (e.g. theme parks, cell phone, etc.)
- Child Care Resources
- 1st United Services Credit Union

*Eligibility is determined by Alameda County and offerings may vary by collective bargaining agreement. This provides a brief summary of the benefits offered and can be subject to change.

** Non-exempt management employees are entitled to up to three days of management paid leave. Exempt management employees are entitled to up to seven days of management paid leave.



County of Alameda

Deferred Compensation Technician (#1541)

Bargaining Unit: SEIU 1021 - Misc Sub/Para Prof (012)
 \$30.00-\$36.42 Hourly / \$2,400.00-\$2,913.60 BiWeekly /
 \$5,200.00-\$6,312.80 Monthly / \$62,400.00-\$75,753.60 Yearly

DESCRIPTION

Under general supervision, provides specialized plan administration and participant service support duties to the County's Deferred Compensation Plan participants; provide back up for the Deferred Compensation Specialist; respond to deferred compensation administration inquiries from the Deferred Compensation Manager, Deferred Compensation Specialist, plan participants and plan retirees; assist participant with the accurate completion of various forms required by the plan; process deferred compensation payroll modifications and catch-up calculations; monitor the Third Party Plan Administrator website for reports requiring action and perform the necessary tasks to update the information where appropriate; perform other related duties as required.

DISTINGUISHING FEATURES

This single class position is found only in the Treasurer-Tax Collector's Office. The Treasurer-Tax Collector is the designated Deferred Compensation Plan Officer for the County.

The incumbent in this class is required to have a broad-based general knowledge of defined contribution plans sufficient to provide first line guidance to eligible employees, active plan participants and retired plan participants in response to requests for information about the County's Deferred Compensation Plan. The Deferred Compensation Technician may be involved in routine, day-to-day back up support to the Deferred Compensation Specialist.

This class is distinguished from the Deferred Compensation Specialist in that the responsibilities of the latter classes normally involve independent decision-making, development or oversight, of a program or function, the more limited availability or nature of supervision received and a greater scope and complexity of activities, regulations and guidelines.

EXAMPLES OF DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all duties listed.

1. Maintains deferred compensation forms request phone line, responsible for accurately sending forms to requesting eligible employees, active participants and retired participants.
2. Maintains deferred compensation records logs and statistics, prepares spreadsheets and reports as requested.
3. Maintains and tracks action items in the Third Party Administration website and performs required tasks to update the information as appropriate. This includes producing the weekly loan report.
4. Answers routine inquiries and gives guidance about the County's Deferred Compensation Plan to active and retired plan participants and eligible.
5. Schedules and arranges small departmental information seminars as requested.
6. Schedules and arranges County-wide annual Deferred Compensation education seminars. Arranges for locations in various County campuses.
7. Coordinates one-on-one meetings with Financial Advisor.
8. Maintains deferred compensation forms, supplies and retirement workbooks. Opens all mail and processes as appropriate and/or forwards the contents on a daily basis to the Deferred Compensation Specialist. Processes payroll modification and enrollment forms including HRMS entries.
9. Researches payroll records in preparation for IRC 457(b) Plan catch-up provision eligibility and calculation of catch-up contribution capacity.

10. Creates complex calculation worksheets for eligible three year catch-provision participants of sub plans to determine deferral amounts in compliance with IRC requirements and enter data into HRMS.
11. Provides back-up support to Deferred Compensation Specialist.
12. Scans and verifies deferred compensation forms and participant file documents in the FileNet system. Reviews bi-weekly and quarterly imaging exception reports and makes needed corrections.
13. Approves and processes deferred compensation payroll modifications in the County's Human Resource Management System (HRMS) in compliance with related Internal Revenue Codes. Notify participant of errors and explains required change(s).
14. Maintains confidentiality and determines appropriate release of participant data.
15. Prepares a variety of correspondence, forms, legal documents, reports, articles, labels, specifications, memoranda, and other written communication as requested or as detailed in procedural guides.
16. Assists with the implementation of a variety of programs and projects and performs related work as required.

MINIMUM QUALIFICATIONS

Education:

An Associate Degree from an accredited college with course work in Business, Accounting or related field.

And
Experience:

The equivalent of two years full-time experience as a Specialist Clerk II or in an equivalent or higher level classification with at least one year performing, benefits administration, statistical or fiscal work in the Alameda County classified service.

Or

Experience:

The equivalent of three years full-time experience performing Benefits Administration duties that included statistical or fiscal work.

NOTE: The Civil Service Commission may modify the Minimum Qualifications in the announcement of an examination.

KNOWLEDGE AND SKILLS

NOTE: The level and scope of the following knowledge and abilities are related to duties listed under the "Examples of Duties" section of this specification.

Knowledge of:

- Basic personnel and payroll transactions.
- Effective customer service techniques.
- Information gathering and research methods.
- Document Imaging.
- State and federal laws and regulations governing the defined contribution plans.
- Word processing and spreadsheet applications and data entry skills
- Correct usage of English, including punctuation, spelling and grammar.

Ability to:

- Ability to meet multiple deadlines.
- Handle multiple tasks and prioritize work on a daily basis.
- Listen attentively in order to discern participants' and department employees' needs.
- Make accurate mathematical computations.
- Communicate effectively in oral and written form.
- Independently analyze and solve operational problems.

CLASS SPEC HISTORY

Newspecs: 1541
DRH:cs 10/22/14
CSC Date: 10/1/14

BENEFITS

Alameda County offers a comprehensive and competitive benefits package that affords wide-ranging health care options to meet the different needs of a diverse workforce and their families. We also sponsor many different employee discount, fitness and health screening programs focused on overall well being. These benefits include but are not limited to*:

For your Health & Well-Being

- Medical – HMO & PPO Plans
- Dental – HMO & PPO Plans
- Vision or Vision Reimbursement
- Share the Savings
- Basic Life Insurance
- Supplemental Life Insurance (with optional dependent coverage for eligible employees)
- County Allowance Credit
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity and Legal Services
- Employee Assistance Program

For your Financial Future

- Retirement Plan - (Defined Benefit Pension Plan)
- Deferred Compensation Plan (457 Plan or Roth Plan)

For your Work/Life Balance

- 11 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Catastrophic Sick Leave
- Group Auto/Home Insurance
- Pet Insurance
- Commuter Benefits Program
- Guaranteed Ride Home
- Employee Wellness Program (e.g. At Work Fitness, Incentive Based Programs, Gym Membership Discounts)
- Employee Discount Program (e.g. theme parks, cell phone, etc.)
- Child Care Resources
- 1st United Services Credit Union

*Eligibility is determined by Alameda County and offerings may vary by collective bargaining agreement. This provides a brief summary of the benefits offered and can be subject to change.

VIII. Appendix C – Position Description Questionnaire



DEPARTMENT OF HUMAN RESOURCES MANAGEMENT
RECRUITMENT & CLASSIFICATION DIVISION

DHRM Use Only
Time/Date Stamp

Interoffice Letter

TO: City Employees
FROM: Classification Supervisor
RE: Policy on Classification Studies

Requests for Classification Studies can only be approved for incumbents that meet the following **criteria**:

1. The position held by the incumbent must be classified (not exempt from Civil Service).
2. The incumbent must have served at least one year in the position per Section 3.05 of the Personnel Manual.

A completed Position Description Questionnaire (PDQ) form must be submitted along with the Classification/Compensation Request Form to initiate your classification study. Upon receipt, DHRM staff will be assigned to conduct an analysis to determine if the position that you currently fill has been assigned to the correct job classification in the City's classification plan. Once your paperwork has been reviewed, the DHRM Analyst will contact you to set up a meeting to interview you and review your work products. This is commonly referred to as the "desk interview." A Position Audit Report will be issued, which verifies and augments the information you provided in the PDQ form along with additional information provided by your supervisor. Based on this analysis, our staff will make a recommendation regarding your position to your department head. It is important to understand that reclassification is not automatic, and an employee working in a position that performs duties outside of his/her assigned classification does not have the right to be placed into a higher level job.

Based upon the outcome of the classification study, the final recommendation may include any of the following options:

- A. No change in job classification is required. The position is appropriately classified.
- B. Some duties and responsibilities currently being performed by the incumbent are not appropriate for his/her current classification/position; the duties should be reassigned to others in the organization. The incumbent should remain as classified.
- C. The duties and responsibilities of the position are not consistent with the classification allocation, and the incumbent should be reclassified to a different classification.
 1. If reclassification to a higher grade is recommended and the department concurs, the incumbent may recognize an increase in salary. However, *it is not the City's policy to award retroactive pay.*
 2. If the analysis indicates that the incumbent should be reclassified to a lower position or in cases of a citywide or department-wide class study, the employee will be "Y" rated in compliance with Section 3.06b of the Personnel Manual. While this outcome is less common, it does occur.
- D. As specified in Section 3.04e of the Personnel Manual, in the event an incumbent does not agree with the outcome of her/his Classification study, the employee has the right to file an appeal within fifteen (15) working days of notice after which a hearing will be held and the Civil Service Board will issue a final decision in the matter.
- E. In the event the City of Oakland experiences a reduction-in-force to balance a budget deficit and if a higher classification is recommended, your new classification may be impacted.
- F. Any salary changes that result from a final classification action are effective one pay period following final approval and notification as described in Section 3.05d of the Personnel Manual.

I have read and fully understand this advisory:

Lisa Lavatai
Print Name

[Signature]
Signature of Incumbent

10/30/2020
Date



DEPARTMENT OF HUMAN RESOURCES MANAGEMENT
 RECRUITMENT & CLASSIFICATION DIVISION

POSITION DESCRIPTION QUESTIONNAIRE
PART I: INCUMBENT DATA

The purpose of this Position Description Questionnaire (PDQ) form is to obtain information about your current position including the duties you perform, your level of authority and responsibility, and the skills and abilities needed. The information you provide will be used to determine the correct classification of the position you hold. We recommend you first read through the entire document so that you understand the information we are asking for in each section. It is very important that you provide accurate, detailed information about your current job duties.

DIRECTIONS:

1. Please complete all sections of the questionnaire and give specific examples that accurately describe your work. Please review your answers for specificity and completeness.
2. When complete, make a copy for your own records and forward the original documents to your supervisor.
3. If you have any questions, please email the Classification Unit at class.comp@oaklandnet.com.

SECTION A - BACKGROUND INFORMATION

Name: LISA LAVATAI	
Email: llavatai@oaklandca.gov	Phone Number: 510.238.6769
Department/Division/Unit: Human Resources Management/Recruitment, Classification & Benefits	
Work Location Address: 150 Frank H Ogawa Plaza, Suite 3332, Oakland, CA 94612	
Current Classification: (Exact Title) Benefits Representative	<input checked="" type="checkbox"/> FT <input type="checkbox"/> PPT <input type="checkbox"/> PT <input type="checkbox"/> Other:
Current Working Title, if applicable: (concurrent with present work duties being performed) Benefits Analyst	
# of months performing current duties: 6 years	Are you receiving "acting pay"? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If so, how long?
Have you ever participated in a Classification Study, requested a desk audit, or been reclassified? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes, please provide the estimated date and describe the final outcome:	
Have you ever competed in a selection process for any other position with the City of Oakland? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes, please specify for which recruitments using exact titles:	

SECTION B - DUTIES

In one or two sentences, please state the overall purpose of your job:
 I am the Deferred Compensation Plan Administrator for the City of Oakland's 457 Deferred Comp Plan. I provide administrative support to the City of Oakland's Deferred Compensation Committee, the Plan, the active participants/employees and retirees. I am a liaison between the Committee, participants, Plan Sponsor (ICMA-RC) and Financial Consultant (HYAS Group)

1. Please list the major and essential duties you currently perform and describe in detail what you do.
2. For each duty listed, provide your best estimate of the frequency by inserting the corresponding number that best describes the amount of time spent.
3. In the right hand column, provide your best estimate of the percent of your total working time normally spent on each task so that the total percentage for all duties = 100%.

Duties	Frequency	
	Frequency	Percentage
There are 5 def comp loan reports I reconcile bi-weekly. These reports are early payoff loans, refinanced loans, re-amortized loans and CARES Act loans that require recalculating amount owed to close the loan element in Oracle when payroll processes. New loans issued are reviewed to ensure they have been setup for payment. Loan payments missed must be researched to see if the EE was on an approved leave, if so, for how long and further step to suspend payments. After reconciling loan reports, conference call with ICMA-RC to review loan reports, provide notes, provide add'l information on EE, determine next steps.	2 = Weekly	35
Def Comp Distributions and Coronavirus Related Distributions for FT and PT employees. When I receive a request for a distribution, I have to verify the employee is eligible for the withdrawal by either retirement, separation of service, RMD or CRD. Once verified, provide term date in EZLink, confirm with ICMA-RC the employee is eligible for the distribution, sign the distribution form and return to ICMA-RC for processing.	1 = Daily	10
Def Comp Committee meeting preparation. It takes a week to prepare for this meeting so the packet is sent by 4-8 days prior to the meeting. This is determined by the length of the agenda and items that require add'l time for review prior to the meeting. I coordinate closely with ICMA-RC for various reports that need to be reconciled prior to the distribution to the Committee members. I also coordinate with the Hyas Group on agenda items, capital market snapshots, budget reports, legal or regulatory updates, fund searches, review of the Statement of Investment Policies and other various items that are distributed to the Committee members prior to the meeting. I also prepare the minutes from the previous month's meeting, request the WebEx Call-In number, prepare the sign in sheet and notes for the upcoming meeting. Depending on the number of agenda items and if it's a quarterly meeting preparation can take 5 to 8 days.	3 = Monthly	10
Def Comp issues that require assistance. These are a wide range of issues from missed contributions, wrong contributions, contributions made in error that require refunds, Participant Not On File is when a def comp wire sent money to ICMA-RC and there is no account to deposit the money to so I have to manually look up the participant and manually enroll them within 48 hours so the money can post or ICMA-RC will return the money back to the City. This occurs often because TPTs are not always enrolled in the def comp PT plan. Inquiries how to pay off a loan, how to increase contributions, how to take advantage of the 50+ CatchUp and enroll, what is the PreRetirement CatchUp, why did contributions just stop, how to enroll in the def comp plan, is there a 50+ CatchUp for Roth, how to roll money into the plan, how to transfer money from the PT plan to the FT plan, and at least 300 more types of questions.	1 = Daily	20
respond to emails, respond to voicemails, verify employees are in Oracle, F/U with employee for add'l information, def comp rollovers for EEs separating and calculating how much they can rollover prior to entering in Oracle and signing then sending to dept payroll rep and Central Payroll, bi-annual rollover in June and December, hardship request appeals need to be reviewed and researched then prepared to send to Committee members, QDROs sent to ICMA-RC and notify counsel ICMA-RC's contact info, authorize QDRO when finalized then create folder and file, purchase service credit requires reviewing CalPERS docs and completing ICMA-RC required forms before signing and scanning to drop off in EZLink for processing, process death claims, NAGDCA membership renewal, NAGDCA conference reimbursements, scheduling education trainings in classrooms	6 = As Needed	10
I run the New Enrollment, Maintenance and Termination Interfaces for the FT and PT plans in Oracle, then save and upload into ICMA-RC's EZLink system on a bi-weekly basis. I run the FT and PT Wire Interfaces in Oracle and save them on the shard drive before uploading them into ICMA-RC's EZLink on payday and the Monday after payday. I talk to Mike McGhee 2 to 5 times a day for various def comp reasons and email Donna Davis at ICMA-RC 5 to 25 times a day for various def comp reasons. This is a \$550M plan with an 88% participation rate, approximately 7500 FT, PT and retiree participants and over 1350 active loans that I administer without an assistant.	1 = Daily	15
Total (must be add up to 100%):		100

SECTION C - IMPORTANT & ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

Knowledge: refers to the concepts and information gained through experience, training and/or education and can be measured through testing.

Skills/Abilities: refers to the proficiency and capability which can be demonstrated and are typically manual in nature and/or can be measured through testing.

What are the knowledge, skills and abilities needed to perform this job?

This plan is required to follow the Internal Revenue Service guidelines and any applicable State laws set forth by the IRS. In addition to following the IRS guidelines, our Plan also follows a Statement of Investment Policies and Guidelines, and operates under an Administrative Services Agreement and Bylaws. Being a good communicator, detailed oriented and convergent thinking are skills and abilities needed to perform this job successfully.

What additional knowledge and skills could be learned on the job?

The Deferred Compensation Plan is a retirement savings plan for employees/participants. There are various situations that arise everyday with people and their money. When a person contacts you with their problem or situation, providing assistance and a resolution is a learned skill on the job.

SECTION D - WRITTEN PROCEDURES/GUIDELINES/MANUALS/POLICIES

If you have any procedure manuals, guidelines, policies, references, tables, laws, rules, etc. to assist you in performing your duties and responsibilities, please identify and describe such materials and how they are used:

This plan is required to follow the Internal Revenue Service guidelines and any applicable State laws set forth by the IRS. In addition to following the IRS guidelines, our Plan also follows a Statement of Investment Policies and Guidelines, and operates under an Administrative Services Agreement and Bylaws. Also, there is Administrative Manual for day-to-day operations I composed with the Plan Sponsor Coordinator.

SECTION E - DECISION MAKING/PROBLEM SOLVING

List examples of decisions or commitments you regularly make without prior approval. Who is directly affected and how?

As the Deferred Comp Plan Administrator, there are many decisions or commitments I make on a daily basis without prior approval such as Plan to Plan Transfers, Purchase of Service Credit, Rollover Out of the Plan, Rollovers, contribution refunds, loan refunds, loan suspensions. The employee/participant is directly affected because it's their money that needs to be rolled over, refunded and/or suspended.

What types of questions or issues would you usually take to your supervisor for advice or resolution? Give specific examples.

I typically only take issues that I know will be escalated to upper management. Example, EE makes a \$3000 Roth contribution change in March. EE doesn't look at paychecks for 5 months before realizing \$3000 is not being contributed because the EEs net pay does not cover the contribution. EE wants the City to reverse 5 mos of paychecks to make the Roth contributions so EE could purchase funds at March prices when they were lower. EE blamed numerous departments and escalated the situation to the IT Director, HR Director, Treasurer, Finance Director and the Plan's Relationship Manager. EE took no ownership of miscalculating the contribution amount. I informed my supervisor of this situation and informed her that this will get escalated to the dept. directors and it did.

Briefly describe two typical problems or difficult/sensitive situations you have been called upon to deal with in performing your duties and how you dealt with/solved each situation.

Problem

#1: There was one loan in particular, that I remember, involved a participant who contacted me regarding a loan that was deemed as a distribution, claiming it was no fault of their own. The participant tried to get this issue resolved for six years with the previous TPA with no resolution. With extensive research it took me six months to finally get this issue resolved. The participant wrote a thank you letter to the head of our agency thanking me for listening and following up to resolve the mistake.

Problem#2: Another example centered around a hardship request. The current TPA hardship request process requires a hard application and supporting documents to be faxed or mailed. The participant spent \$40 dollars for the faxing of the documents. The TPA then requested additional documents, which caused further costs to the participant. The participant called me for assistance, expressing frustrations and anxiety. After I provided the TPA with the additional documents, they denied the request. The participant contacted me again, more frustrated and explained the document that they provided had the pertinent information the TPA needed for approval. I then explained to the participant that there is an appeal process for hardship denials and assisted the participant with the appealing the decision. The Committee reviewed the documents, noting the oversight of the additional document and approved the appeal. The participant wrote a list of concerns and frustrations with the process to the Deferred Comp Committee to address with the TPA. The hardship request process has now been streamlined to applying online and being able to upload documents, and receive funds via ACH deposit. The participant sent me a letter expressing gratitude and appreciation for my personal assistance with an emergency situation.

SECTION F - SUPERVISION EXERCISED

Do you directly supervise anyone? No Yes

If yes, please specify number of staff and identify the exact classification titles:

(Empty response area for Section F)

SECTION G - EQUIPMENT AND MACHINE OPERATION/COMPUTER SOFTWARE

In the performance of your duties, are you required to operate any equipment such as computers and software, calculators, forklifts, copiers, fax machines, hand/power tools, etc.? No Yes

If yes, please list the equipment, machines, tools and/or software programs that you use and the purposes for which you use them.

Equipment, Machine, Software, etc. and Purpose	
1	Equipment I use are computers, printers, scanners, fax machines, adding machine/calculator, label maker
2	Software I use is CalPERS, HRIS Oracle R12 and 11i, Microsoft Word, Excel, Adobe Acrobat Reader/Writer, Outlook, TEAMS, Zoom, Office 365
3	I use the internet to access EZLink. This is the deferred comp Plan Sponsor's site for full access to the City and participants accounts.
4	
5	
6	
7	
8	

Does your work require you to drive an automobile or other vehicle? No Yes

If yes, describe the type of vehicle, the purpose of use, and frequency:

I don't typically drive for my job. However, I do drive to OPOA and OPW on Edgewater once a year to represent deferred comp at their benefits day/fair.

SECTION H - WORKING RELATIONSHIPS/HUMAN INTERACTION

Please list your contacts below. For each type of contact, indicate the purpose of the contact by inserting one of the corresponding numbers provided below on each line.

PURPOSE OF CONTACTS		
1 = Provide information/service	5 = Negotiate within policy	
2 = Coordinate services, projects, and/or activities	6 = Negotiate involving policy changes	
3 = Solve problems for services, projects, and/or activities	7 = Other (specify below in remarks)	
4 = Supervise and direct others		
Type of Contact (List Classification titles)	MAIN PURPOSE	
1	Within work section/unit: Work closely with Plan Sponsor's Onsite Retirement Specialist, Mike McGhee with employees with various transactions	7
2	Within Department: Work with Erika Turner in Risk and Denise Carter in Benefit to coordinate a table for deferred comp information at the annual health fair.	1
3	Within City: To schedule deferred comp announcements be sent by Andrea Mariano and Judith Dalke to through Citywide Training.	1
4	Vendors or outside agencies: Schedule conference room for the Deferred Comp Committee that includes the Def Comp Committee members, the Hvas Group (Financial Consultant) and ICMA-RC (Plan Sponsor)	7
5	Other Federal, State, local or non-profit agencies: N/A	Select One
6	Committees, Boards & Commissions: <small>Schedule conference room for the Deferred Comp Committee that includes the Def Comp Committee members, the Hvas Group (Financial Consultant) and ICMA-RC (Plan Sponsor)</small>	7
7	General public: Communicate with front counter personnel (Alanna and Alyssa) for mail and employees seeking assistance	1
8	Other (specify): Provide assistance to employees visiting the front counter, calling, emailing or scheduling appointments.	7

SECTION I - PHYSICAL ACTIVITIES/REQUIREMENTS

This section helps us understand the physical activities and requirements that are absolutely necessary for you to successfully perform your job.

Does your work require any physical exertion such as bending, lifting, carrying, climbing or work in tight spaces, etc? No Yes

If yes, describe the circumstances of such activities and indicate corresponding amounts of weight, if applicable.

SECTION J - EMPLOYMENT HISTORY

EDUCATION						
Name, City and State of High School, Colleges/Universities	Units Completed		Course of Study/Major	Type of Degree?	Completed?	
	Semester	Quarter			Y	N
St Elizabeth High School			Gen Ed	HS diploma	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vista Community College/UC Berkeley	3		Gen Ed		<input type="checkbox"/>	<input checked="" type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>
Other relevant courses and training	Name & Location of Institute		Length of course	Date Completed		
Professional licenses or certificates	Certificate Number		Date Issued	Expiration Date		

SECTION K - COMMENTS

Is there an existing City classification which you believe captures the work that you perform?
 No Yes

If yes, provide exact classification title: Deferred Comp is a specialized classification. The closest current City classification is Benefits Analyst. If you replace the word "benefits" with "deferred compensation" it describes my work better than a Benefits Representative. Also, my predecessor (former Def Comp Plan Admin) for this Plan was a Benefits Analyst. Attached are Alameda County's Deferred Comp Mgr, Def Comp Specialist and Def Comp Tech positions showing the same duties I perform for this plan a time study I completed.

I certify to the best of my knowledge that the information contained in this questionnaire is an accurate description of my current duties and responsibilities as required by the position I hold.

[Handwritten Signature]

30-Aug-2020

Signature of Employee

Date

DHRM USE ONLY	
<input type="checkbox"/> Complete PDQ = assign to staff	
<input type="checkbox"/> Incomplete PDQ = return to department	
Analyst: _____	Date: _____
Comments/notes:	

SECTION C - COMMENTS

The incumbent's responses to the questionnaire adequately describe the duties, authority and responsibility of the work currently performed. <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
The incumbent's responses to the questionnaire <input checked="" type="checkbox"/> overstate / <input type="checkbox"/> understate the duties, authority and responsibility of the work currently performed.
Comments: Duties were overstated in a several areas. The questionnaire indicated that her working title is Benefits Analyst. The title of the current position is Benefits Representative. The deferred compensation loan reconciliation is done by the ICMA Plan Sponsor Services Manager. The ICMA Services Manager provides the incumbent loan reports that identify loans that need attention, such as missed loan payments, new loans, and early pay-off loans . The incumbent researches missed loan payments and enters loan data provided by ICMA in Oracle (HRIS) as required. The ICMA Service Manager holds a bi-weekly call with the incumbent to review the loan reports. The incumbent's duties also include assisting employees with medical, dental, and vision plan enrollments, questions and issues. This is approximately 25% of the incumbent's current essential duties. This was not listed on the incumbent's questionnaire. The time study document overstated the estimated hours for tasks and duplicate tasks were listed. The incumbent also does not perform all tasks listed on the time study document.

I have reviewed the incumbent's responses to Part I of the Position Description Questionnaire (PDQ) Form. I understand that the documents are time sensitive and need to be submitted to DHRM's Classification Supervisor within two weeks of receiving Part I from the incumbent.



Signature of Supervisor

12/10/2020
Date

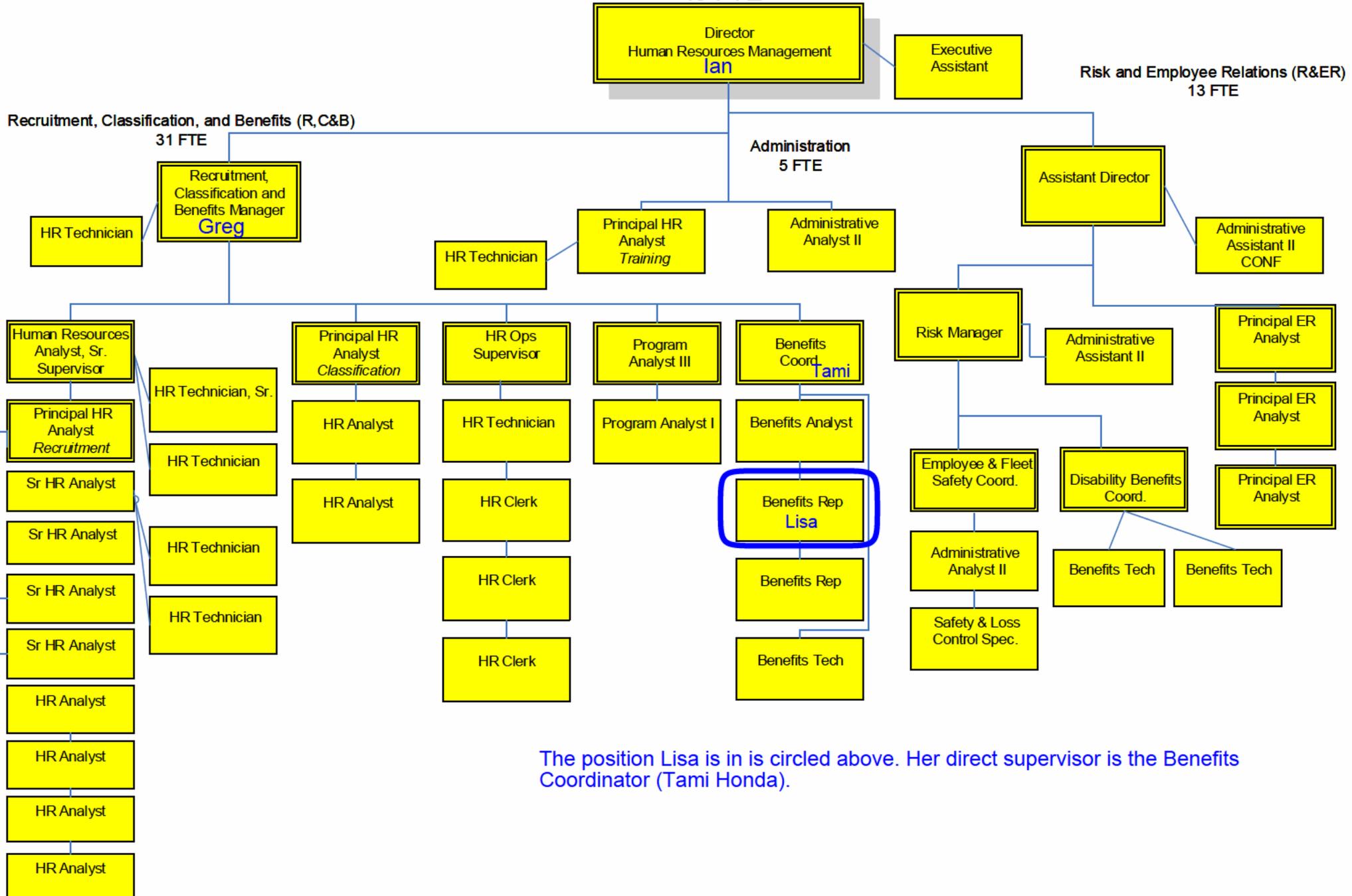
Signature of Agency Head/Director

Date

IX. Appendix D – Organizational Chart

HUMAN RESOURCES MANAGEMENT (HRM) DEPARTMENT

49 FTE



The position Lisa is in is circled above. Her direct supervisor is the Benefits Coordinator (Tami Honda).

TABLE OF CONTENTS

- Exhibit A CPS HR Consulting Classification Study Benefits Representative Report
- Exhibit B Benefits Representative Classification Study Report – Appeal Points of Report
Attachments are supporting documentation:
- Attachment 1 - Employment history/letters with City of Oakland, Human Resources Dept.
 - 07/2013 Exempt Limited Duration Employment Agreement
 - 07/2014 Email from Benefit Analyst Gloria Alcala informing me that I will be administering the Deferred Comp benefit per Anil Comelo (HR Director) and Deb Grant (Risk & Benefits Manager)
 - 10/24/2014 Benefits Technician Offer Letter of employment from Anil Comelo, HR Director. This offer had to be rescinded.
 - 11/07/2014 New Benefits Technician Offer Letter of employment from Anil Comelo, HR Director
 - 01/10/2017 Benefits Representative Offer Letter of employment from Ian Appleyard, HR Director.
 - Attachment 2 – Various emails from Tami Honda referencing my assigned departments for Benefit Rep duties as Benefits Representative.
 - Attachment 3 – Benefits Contact Sheet from the Benefits Guide listing who is the benefits representative for each benefit for years 2019, 2020, and 2021
 - Note – Michael K. Lee’s assigned departments and benefit programs in 2019
 - Note – Adrienne Cooper is assigned Michael K. Lee’s assigned departments for benefits
 - Attachment 4 – Various emails from Tami Honda referencing Benefits Representative Donella Williams is not assigned any departments (Michael K. Lee’s assigned departments) administering benefits and is still performing the work assigned to her previous position as Benefits Technician
 - Attachment 5 – Benefit Contact Sheet taken from the Benefits Guide listing the contact for each program from years 2014, 2015, 2016, 2017 and 2018. You can see the history of what benefit rep is assigned to each benefit program and/or assigned departments.
 - Note: I am the Deferred Comp representative from 2015 to present
 - Note: 2019, 2020, and 2021 are Attachment 3
 - Attachment 6 – Email from Ian Appleyard, HR Director informing me he is initiating a classification study on the Benefits Representative position I currently hold and to begin tracking my Deferred Comp duties. There is a two-week deadline to submit the PDQ and all supporting documents.
 - Email thread from Jaime Pritchett regarding the PDQ
 - Attachment 7 – Time Study I submitted as part of my supporting documentation listing duties I perform for Deferred Comp and Benefits Administration that was not used as part of the classification study.
 - Attachment 8 – Memo from Ian Appleyard, HR Director demoting the Benefits Representative position to Benefits Technician.

DATE	<p align="center">CPS HR CONSULTING INTERVIEW OF THE CLASSIFICATION STUDY WITH SUPERVISOR TAMI HONDA AND HER RESPONSES</p> <p>Text in bold blue are statements from Ms. Honda taken directly from the CPS HR Consulting Classification Report. The bullet points in black are my responses to Ms. Honda's comments/responses.</p>	ATTACHMENT
01.20.2021	<p>After Ms. Lavatai was promoted to the Benefits Representative, the City was unable to fill the Benefits Technician position, so Ms. Lavatai continued to perform those duties.</p> <ul style="list-style-type: none"> I received acting pay from 07.01.2016-01.16.2017 performing benefits administration duties as a Benefits Representative. After I was hired as a Benefits Representative on 01.17.2017, my supervisor Tami Honda informed the Benefits Unit that Deb Grant would post the Benefits Tech position after the first quarter of 2017 (April 2017). HR Management never posted the Benefits Tech position in the first quarter as stated. Honda did not provide a reason to the Consultant for the delayed posting. In fact, the position was eventually eliminated in July 2017 (FY17-18) In the report, the CPS Consultant stated I was completing Deferred Comp duties because the City had vacancies (vacancies in what positions)? I was required to perform all duties assigned to both the Benefits Tech and Benefits Rep positions without additional compensation 	1
01.20.2021	<p>While automation efforts have reduced some of the manual data entry workload, Ms. Honda indicated that she still had to move most of the Benefits Representative assigned duties to another employee</p> <ul style="list-style-type: none"> Ms. Honda did not specify to the consultant which of my Benefit rep duties were reassigned to another employee. Ms. Honda did not specify to the consultant which employee classification would be assigned my Benefits Rep duties. On approximately June 25, 2020, Ms. Honda reassigned my new hire enrollment duties to a Benefits Tech (Adrienne Cooper). She told me because the Benefits Tech was already sending out the new hire Welcome Letter and packet and to avoid confusion for the new employee, the Benefits Tech would process the new hire paperwork and the benefit eligible employee enrollment form which is to occur within the first 60 days of their hire date. Ms. Honda failed to inform the CPS Consultant that a Benefits Tech was hired in January 2020. Prior to the Benefit Tech processing new hires for my department in June 2020, I was processing all the enrollments for my assigned departments. The Consultant was not informed by Ms. Honda that if an employee enrolls in health benefits after the 60th day of their hire date, then I enroll the employee and their dependents. Ms. Honda inaccurately stated to the CPS Consultant that I am only performing 25% of the Benefits Rep duties. She failed to inform the Consultant that the Benefits Rep hired in September 2020 has not been assigned any Benefits Rep duties. 	2

p. 2/62

	<ul style="list-style-type: none"> Ms. Honda incorrectly informed the CPS Consultant that I only process enrollment changes for my assigned departments. I am the Benefits Representative for half of the City of Oakland's benefit eligible employees. I assist them with all benefit related matters. 	
01.20.2021	<p>While there has been an increase to the benefits enrollment workload volume, Ms. Lavatai is only processing enrollment forms for changes for employees in her assigned departments.</p> <ul style="list-style-type: none"> The Consultant was not informed by Ms. Honda that the benefits duties are divided between two Benefits Reps (Michael K. Lee and myself). Each rep is assigned to certain departments, so the number of employees is evenly divided. The Consultant was not informed by Ms. Honda that the Benefits Rep (Donella Williams) hired in September 2020 is still performing Benefits Tech duties administering FMLA, CFRA, PDL and The Hartford Short-term and Long-term Disability programs. The Consultant was not informed by Ms. Honda that 70% of the other Benefits Rep assignments were reassigned to the Benefits Tech position. When Benefits Rep Michael K. Lee resigned in October 2019, Ms. Honda performed his benefit rep duties for his assigned departments until a Benefits Tech (Adrienne Cooper) was hired in January 2020. Most of Michael K. Lee's benefit rep duties for his assigned departments were reassigned to Benefits Tech (Adrienne Cooper). None of my duties were assigned to another employee. 	2
01.20.2021	<p>She also does research and resolves coverage issues for her assigned departments.</p> <ul style="list-style-type: none"> This statement provided by Ms. Honda is misleading regarding the duties performed by the Benefits Rep. I am the benefits contact for my assigned departments. I research and resolve all benefit related issues in those departments. Managing employee health benefits is 85% of a Benefits Representative duties. 	2
01.20.2021	<p>Ms. Honda indicated that Ms. Lavatai is only performing Benefits Representative duties about 25% of the time. Ms. Honda stated the majority of the work Ms. Lavatai is performing is at the Benefits Technician level, not at the Benefits Representative level.</p> <ul style="list-style-type: none"> The first part of the statement is incorrect. 75% of my Benefits Rep work has not been reassigned to another employee. The correct information is the other Benefits Rep hired in September 2020 is not performing Benefits Rep work assigned to her position. She is still performing work assigned to a Benefits Tech. Attached is the Risk and Benefits Contact list located in the Benefits Handbook dated from 2019 to January 2021. Duties and departments previously assigned to Benefits Representative Michael Lee have been reassigned to Benefits Technician, Adrienne Cooper. Duties assigned to Benefits Tech Adrienne Cooper are duties normally performed by a Benefits Rep. (These duties were performed by former Benefit Rep Michael Lee). 	2 & 3

Employee: Lisa Lavatai

Department: Human Resources Management

Classification Study performed by CPS HR Consulting Firm

01.20.2021	<p>Ms. Lavatai's supervisor, Tami Honda was also interviewed. Ms. Honda indicated that Ms. Lavatai used to be in the Benefits Technician classification where she performed the Deferred Compensation related duties. After Ms. Lavatai was promoted to the Benefits Representative, the City was unable to fill the Benefits Technician position, so Ms. Lavatai continued to perform those duties. While automation efforts have reduced some of the manual data entry workload, Ms. Honda indicated that she still had to move most of the Benefits Representative assignment duties to another employee because Ms. Lavatai continued to perform the Deferred Compensation duties.</p> <ul style="list-style-type: none">• The CPS Consultant conducting the interview was misinformed by Ms. Honda about the City being unable to fill the Benefits Technician position. CPS Consulting was not informed by Ms. Honda that management chose not to post the Benefits Tech position in the 1st Quarter or 2017. Ms. Honda also failed to inform CPS HR Consulting that she was asked about the status of the Benefits Tech position by me in the 2nd Quarter of 2017. (i.e. the posting of the position) to which I never received a sufficient response. Eventually, the position was eliminated. When I asked who is going to perform the work, Ms. Honda responded, "we'll have to figure it out." I was required to continue performing Deferred Comp duties (not part of the City's budget) and the new hire benefits work that was previously performed by Denise Carter.• Ms. Honda did not specify to the consultant how much data entry hours was reduced. On a monthly basis, it only reduced approximately 5 hours of data entry specific to loans and contribution changes.• Ms. Honda misinformed the CPS consultant about the assignment of the Benefits Representative duties to other employees and when the change occurred. On approximately June 25, 2020, Honda informed the Benefits Unit that Adrienne Cooper, a Benefits Tech would be processing new hire and newly eligible employee's health enrollment. The rationale behind this decision, Ms. Cooper already sends out the new hire welcome packet. This also helps minimize the confusion for new hires. Their benefit enrollment paperwork is also returned to her for processing.• Prior to Benefits Representative Michael K. Lee's departure in October 2019, the benefits work was divided between Mr. Lee and me. Ms. Honda failed to inform the consultant of the Benefit Rep's work structure and the division of work.• Attached is the Risk and Benefits Contact Sheet from 2014 to January 2021. Benefits Rep. Ebony Brunson was the Deferred Comp Plan Administrator in 2014. I, Lisa Lavatai have been the Deferred Comp contact from 2015-present.• The 2019 Risk & Benefits Contact Sheet shows Michael K. Lee and I as Benefits Reps and the departments and programs assigned to us.• The 2020 Risk & Benefits Contact Sheet shows Benefits Technician Adrienne Cooper as the contact for new enrollments and the benefits contact for the departments previously assigned to Michael K. Lee.• The 2021 Risk and Benefits Contact Sheet shows the same benefit contact information as 2020.• Ms. Honda informed the CPS consultant that she reassigned most of Ms. Lavatai's benefits duties to another employee. In fact, it was former Benefits Rep Michael Lee that had most of his Benefit Rep duties reassigned to Benefits Technician, Adrienne Cooper.	4 & 5
------------	--	-------------

p. 4/62

<p>While automation efforts have reduced some of the manual data entry workload, Ms. Honda indicated that she still had to move most of the Benefits Representative assigned duties to another employee because Ms. Lavatai does not perform typical Benefits Rep duties, such as COBRA or disability programs; she does not handle the calculation of benefit rates or data; does not conduct new employee orientation or Benefits 101; and does not process monthly bills related to dental, vision, health care or other benefits.</p> <ul style="list-style-type: none"> • Ms. Honda did not inform the consultant that a lot of the things listed below are handled externally or assigned to other departments in HRM. <ul style="list-style-type: none"> ○ COBRA – has been outsourced to a third party, Navia Benefit Solutions who also handles our FSA program. ○ Disability programs – assigned to the Risk Management Division. This includes the Hartford Short- and Long-Term disability program and State Disability Insurance. ○ Medical rates calculated – CalPERS sets our medical rates. ○ Dental rates calculated – are based on our contract with Delta Dental. ○ Vision rates calculated – are based on our contract with VSP. ○ New Employee Orientation- assigned to the Training Unit. ○ Benefits 101 – Assigned to former Benefits Rep Michael K. Lee to balance meetings because I have the monthly Deferred Comp Committee meeting. Mr. Lee requested to alternate months between him and myself. Benefits Analyst, Denise Carter volunteered to help with this presentation. I substituted when Michael K. Lee or Denise Carter was unable to do the presentation. This occurred before Shelter in Place (SIP). ○ Monthly bills – all bills (including dental, vision, health care and other benefits) are paid by (2) Admin Analyst IIs assigned to our department. ○ Ms. Honda inaccurately stated the bill paying process for Deferred Comp. It appears Ms. Honda did not provide an accurate structure of the Deferred Comp plan and how the plan sponsor (ICMA-RC) holds the Plan's assets in a trust. The Plan's funds are not public funds nor part of the City's budget. • Omitting this information by Ms. Honda gives the consultant the impression these duties are normally performed by a Benefits Rep. I was not performing these duties; these duties are assigned to other HRM division employees. • No detailed information was provided by Ms. Honda to the consultant about my Deferred Comp duties. As the Deferred Comp rep, I did the following: I was part of the team who created in Oracle new loan elements, Roth elements and Health Reimbursement Account elements. I created all the testing scenarios for the new loan and Roth elements. I also tested the scenarios and provided the outcome on each test -which ones worked and which ones did not. • It was not mentioned to the CPS Consultant that the deferred comp duties I perform are clerical, technical, administrative and analytical in nature. 	<h1>4</h1>
--	------------

	<p style="text-align: center;">Initiation of Class Study by HR Director Ian Appleyard</p> <p>HR department head, Ian Appleyard informed me on 10.14.2020 he was initiating a classification study on my position. He asked me to start tracking only my Deferred Comp related duties.</p> <ul style="list-style-type: none">• I completed the PDQ based on instructions given to me by Mr. Appleyard. I did not provide information regarding administration of Benefits Rep duties. <p>On 10.15.2020 I received a classification study packet from Jaime Pritchett, Principal Human Resource Analyst with a deadline of October 30, 2020 to submit the PDQ and any pertinent materials. I submitted the PDQ packet on 10.30.2020. Ms. Pritchett acknowledged receipt on 11.02.2020.</p> <ul style="list-style-type: none">• I was given two weeks to complete and submit the classification study packet. <p>On 12.15.2020 I received an email and voicemail from Karen Rodriguez of CPS HR Consulting informing me she was hired by the City of Oakland to conduct a classification study on my position. Shortly thereafter, I was contacted by Jaime Pritchett via email confirming an outside consultant would be doing the class study. Ms. Honda was interviewed on 12.22.2020, I was interviewed on 12.23.2020. Ms. Honda was interviewed a second time on 12.24.2020. A draft report of the findings was emailed to HRM on 01.08.2021. The final report was released on 01.20.2021. There are several questions I have about the report.</p> <ul style="list-style-type: none">• Why was Ms. Honda interviewed before and after my interview? Based on information provided by Ms. Pritchett regarding the steps of a class study, there would be one interview with Honda and one interview with myself.• Why was a draft of the report only sent to HRM? What additional information was given by HRM to CPS before the final report was issued?• The process and integrity of the class study involving my position comes into question.<ul style="list-style-type: none">○ Department head Ian Appleyard initiated the classification study on my position, specifically the Deferred Comp part.○ The classification study is for a position that is 100% program funded. The board who oversees the program did not initiate or approve the class study.○ I was informed of the class study, given 10 working days to complete and submit the PDQ packet to HRM.○ HRM hires CPS HR Consulting to expedite the class study.○ On January 8, 2020, CPS HR Consulting only sends HRM a DRAFT of the report. Normally when drafts are submitted, the interviewees review it and offer suggestions to revise or edit the report. I was never informed of a DRAFT report or saw a copy of the report. <th data-bbox="1347 1806 1390 2009"></th>	
		<p style="text-align: center;">6 & 7</p>

	<ul style="list-style-type: none"> ○ HRM initiated the case study, selected the firm to conduct the case study, given two opportunities to provide answers and information on the case study and received a DRAFT of the report prior to it being finalized. I was never given a chance to review the report for accuracy. ○ A Time Study Excel spreadsheet was submitted by me that lists each task performed and the amount of time spent on those tasks for the Deferred Comp program and for benefits administration. It appears the Time Study spreadsheet was not included in the finalized case study. ○ It does not appear I was treated fairly. I believe there was bias shown towards me during this process. ○ Attached is the Time Study spreadsheet I submitted as part of my PDQ. <p>Ms. Honda misled, and failed to provide information to the Consultant about duties I perform. There is no Benefits Rep position in the City of Oakland that performs all the duties listed in the job description. She did not provide accurate information about the duties assigned to me and other HRM staff.</p>	
	<p style="text-align: center;">Final Findings of CPS HR Consulting</p> <p>The CPS Consultant stated the following in her findings report (on page 4 last sentence that continues to page 5) When there are several positions assigned to one classification, it means that the same title is appropriate for each position because of the scope, level, duties, and responsibilities of each position assigned to the classification are sufficiently similar (but not necessarily identical); the same core knowledge, skills, and other requirements are appropriate for all positions, and the same salary range is equitable for all positions.</p> <ul style="list-style-type: none"> • This is not true for work performed by the Benefit Technicians. <ul style="list-style-type: none"> ○ One Benefits Technician is assigned to FMLA, Unemployment and California State Disability Insurance ○ One Benefits Technician is assigned to benefit duties previously assigned to a Benefits Rep. • Deferred Compensation is not in the Benefits Technician job description. The Benefits Technician job spec is a DRAFT and has been for over 4 years. • There are 4 Benefits Representatives in the City of Oakland: <ul style="list-style-type: none"> ○ 2 Benefit Reps are in Retirement and manage CalPERS retirement and medical reimbursements for retirees. ○ 1 Benefits Rep is in HRM/Benefits and manages FMLA, CRFA, PDL, Baby Bonding and The Hartford Short- and Long-Term Disability. ○ I am the fourth Benefits Rep assigned to HRM/Benefits. I manage the entire Deferred Compensation program, deal with medical, dental, and vision for several assigned departments (HRM, Finance, City Auditor, City Council, City Clerk, Economic Workforce Dev, ITD, Housing & Community Dev, Mayor's Office, Library, OPW, OPR, Planning & Building Services) 	<h1>8</h1>

p. 7/62

Employee: Lisa Lavatai

Department: Human Resources Management

Classification Study performed by CPS HR Consulting Firm

	<ul style="list-style-type: none">• The Deferred Compensation duties have been previously assigned to Benefits Reps and one Benefits Analyst<ul style="list-style-type: none">○ The employees below assigned to administer the Deferred Compensation Program were:<ol style="list-style-type: none">1. Sharon Nichols Benefits Representative 08.1976-01.20072. Endeliza Hampton Benefits Representative 12.2006-06.20103. Ebony Brunson Benefits Representative 09.2010-03.20144. Gloria Alcalá Benefits Analyst 04.2014-07.20145. Lisa Lavatai ADD/DELETE Benefits Technician position 07.2014-01.2017 as a Benefits Tech6. Lisa Lavatai Benefits Representative 01.2017-present <p>CPS classification study report on page 4 paragraph 3 states: Level and Not Volume of Work – Position classification reflects the level of work performed by an employee and is generally independent of volume. Likewise, classifications are not distinguished by the amount of time spent by incumbents on tasks or the volume of work assigned to positions since problems of excessive workload are properly solved by redistributing work or adding employees, not creating new classifications.</p> <ul style="list-style-type: none">• I am performing the duties of two full time positions. Administering the Deferred Compensation Plan and administering employee health benefits.• I completed a spreadsheet listing the duties I perform on Deferred Compensation and Employee health benefits. It shows the list of duties and time spent on each duty.• The CPS HR Consulting report states I am not performing the essential duties of my Benefits Rep classification because I am performing the duties of a Benefits Tech. In essence, the consultant believes Deferred Comp is a Benefits Tech duty. As stated earlier, this position is still a draft.<ul style="list-style-type: none">○ How did the CPS consultant arrive at this conclusion? It's based on the time spent performing duties in each position.• Two of the items I submitted were job specs for the Alameda County's Deferred Compensation Manager and Deferred Compensation Specialist. <p>*Note: CPS Consultant states in their report that I submitted three job descriptions, the Alameda County's Deferred Compensation Manager, Deferred Compensation Specialist and Deferred Compensation Technician for her to review. I only submitted the two which are listed above. I did not include the Alameda County's Def Comp Technician job description, which is referenced in the final report of the CPS HR Consulting class study.</p> <ul style="list-style-type: none">○ Who provided the Alameda County Deferred Comp Tech job description to the consultant?○ CPS HR Consulting used a document (Alameda County Def Comp Tech job description) I did not submit as part of my packet and did not use the Time Study Excel spreadsheet I provided.	
--	--	--

p. 8/62

Employee: Lisa Lavatai
Department: Human Resources Management
Classification Study performed by CPS HR Consulting Firm

	<p>I informed Principal Human Resource Analyst Jaime Pritchett in an e-mail the number of documents that were provided in the class study packet. (i.e. the Time Study Excel spreadsheet, the Alameda County Deferred Comp Manager and Specialist job descriptions to compare the Deferred Comp duties) that totaled seven. I also confirmed with CPS HR Consultant Karen Rodriguez the seven items I submitted were received.</p> <ul style="list-style-type: none">○ What other documents or information was submitted to CPS HR Consulting that I am not aware of?	
--	---	--

P. 9/62

Summary of Information in the Grid:

- HRM was heavily involved in the initiation of the class study from beginning to end.
- The class study was initiated by the HR Director after the City Auditor's report
- The Deferred Comp (DC) committee did not agree or support the class study initiated by HR Director Appleyard. They provide the funding for DC tasks which is not part of the City's budget.
- Although I was interviewed, I never saw the CPS HR Consulting draft report. Key information I submitted was not included in the final report.
- The HR Director recently re-assigned DC duties to a Benefit Tech who is currently being trained in a position that was never finalized between the Union and HRM and involves millions of dollars in retirement funds.
- DC work is program specific and falls under IRS guidelines.
- DC is a retirement plan and should be assigned to the Retirement Division.
- The DRAFT spec of the Benefits Tech does not clearly outline specific DC duties.
- A major part of the class study report references Benefits Rep work and not much reference to the DC work. Per Director Appleyard, I was only to provide information that applies to my DC work.
- Because I expressed my concerns about performing two full time jobs, I believe I was retaliated against by HRM Management.



City of Oakland
Exempt Limited Duration Employment Agreement

The City of Oakland is offering you temporary employment under the following terms:

1. Your period of employment with the City will be: Beginning Date: 7/22/2013 Ending Date: 1/17/2014
2. Your days of work will be: **MON** **TUE** **WED** **THR** **FRI** **SAT** **SUN**
3. Your hours of work will be: 8:30 a.m. to 5:00 p.m.
(You are not authorized to work more than forty hours a work week without the express written permission of your supervisor.)
4. Your supervisor will be: Deborah Grant
5. Your rate of pay for all services will be \$ 24.26 per hour subject to the withholding of all taxes required by law. (Do not complete this section until aproved by Personnel.)

Benefits eligibility is determined by the lengh of the appointment and employee representation unit.

Exempt Limited Duration employees may not be placed in permanent employment without successfully competing in an examination process. Exempt Limited Duration Employees do not accrue seniority.

Exempt Limited Duration Appointments may not exceed one year.

If you understand the terms of this offer and accept them, please sign below.

Applicant Name: Lisa Lavatai

Applicant Signature: *Lisa Lavatai*

(Please Print)

Date: 7/24/2013

Agency/Department Representative Signature: *Ketana Kasari*

Date: 7/19/2013

From: Alcala, Gloria
Sent: Thursday, July 31, 2014 8:37 AM
To: Lavatai, Lisa
Cc: Grant, Deborah (Cornwell)
Subject: RE: Transferring of Duties (Deferred Comp)

Good Morning,

I'm dropping off the Voice Recorder.

Thank you,

GLORIA ALCALA
Benefits Analyst
Human Resources Management Department
150 Frank H. Ogawa Plaza, 3rd Floor
(510) 238-7445
Fax: (510) 238-6560

From: Alcala, Gloria
Sent: Wednesday, July 30, 2014 10:59 AM
To: Lavatai, Lisa
Cc: Grant, Deborah (Cornwell)
Subject: RE: Transferring of Duties (Deferred Comp)

Lisa,

I'm providing you with the following files:

- 2014 ICMA-RC Transmittal file
- 7 EW files
- 1 QDRO file
- Catering file for DC

Thank you,

GLORIA ALCALA
Benefits Analyst
Human Resources Management Department
150 Frank H. Ogawa Plaza, 3rd Floor
(510) 238-7445
Fax: (510) 238-6560

From: Alcala, Gloria
Sent: Tuesday, July 29, 2014 4:15 PM
To: Lavatai, Lisa

Cc: Grant, Deborah (Cornwell)
Subject: Transferring of Duties (Deferred Comp)

Lisa,

Per Deb and Anil I'm to provide you with the deferred comp. benefit effective immediately. Per Anil he asked me to note what I'm providing you with, please see below:

- Bills and additional information for an Emergency Withdrawal for Andrew Church, please make copies and mail originals back to Mr. Church
- 33 TPT Enrollment forms
- 6 FT Enrollment form
- 1 Roll over form
- July 9, 2014 D.C. minutes
- Two loan payments
- 1 Judgment
- 4 forms to be researched, (notes are on the forms)
- Delinquent Loan Notices 11
- 13 Contribution Change Form
- 1 envelope from ICMA-RC (Not open)
- 1 envelope from NAGDCA addressed to Ebony Brunson
- 1 envelope from NAGDCA addressed to Derek Hogerheide
- 1 envelope from Institutional Investor Forums addressed to Derek Hogerheide
- 2 Withdrawal form

Upon receipt of any defer comp. forms, calls etc., I'll forward them to you.

Thank you,

GLORIA ALCALA
Benefits Analyst
Human Resources Management Department
150 Frank H. Ogawa Plaza, 3rd Floor
(510) 238-7445
Fax: (510) 238-6560

CITY OF OAKLAND



150 FRANK H. OGAWA PLAZA • OAKLAND, CALIFORNIA 94612 - 2019

Human Resources Management Department
Administration

TDD (510) 238-6930

October 24, 2014

Lisa Lavatai

RE: Offer of Employment

Dear Ms. Lavatai:

This letter is to confirm your acceptance and appointment to serve in the capacity of Benefits Technician, in Human Resources Management, Risk and Benefits Division at the City of Oakland. The agreed upon monthly salary will be \$4,180.41 (Step 3). Please note that the city of Oakland has a 26-pay period schedule.

Your starting date of employment is Monday, October 27, 2014. Please plan to report to Deb Grant, Risk and Benefits Manager, at 8:30 a.m. for your initial briefing at 150 Frank H. Ogawa Plaza, 2nd floor, Human Resources Management.

Upon satisfactory review of this offer letter, please return a signed original to Victoria Chak, HR-Executive Assistant, within seven (7) days of the date of this letter to indicate your acceptance. Once you have accepted and returned the offer letter, please contact Gladys Flores, HR-Administrative Analyst II, at (510) 238-6676, to set up an appointment to complete your new-hire paperwork. You will receive a comprehensive description of your benefit package at a new hire orientation, which will be scheduled after you commence employment.

If there is anything I can do to assist in your transition, please do not hesitate to contact me at (510)238-6450.

Sincerely,

Anil Comelo, Director
Human Resources Management

I, Lisa Lavatai, agree to accept the Benefits Technician position with Human Resources Management, Risk & Benefits Division at the City of Oakland, effective, Monday, October 27, 2014.

Lisa Lavatai

24 OCT 2014

Date

CITY OF OAKLAND



150 FRANK H. OGAWA PLAZA * 3RD FLOOR * OAKLAND, CALIFORNIA 94612

Human Resources Management Department
Administration

TDD (510) 238-6930

November 7, 2014

Lisa Lavatai



RE: Offer of Employment

Dear Ms. Lavatai:

This letter is to confirm your acceptance and appointment to serve in the capacity of Benefits Technician, in Human Resources Management, Risk and Benefits Division at the City of Oakland. The agreed upon monthly salary will be \$4,180.41 (Step 3). Please note that the City of Oakland has a 26-pay period schedule.

Your starting date of employment is Monday, November 10, 2014. Please plan to report to Deb Grant, Risk and Benefits Manager, at 8:30 a.m. for your initial briefing at 150 Frank H. Ogawa Plaza, 2nd floor, Human Resources Management.

Upon satisfactory review of this offer letter, please return a signed original to Victoria Chak, HR-Executive Assistant, within seven (7) days of the date of this letter to indicate your acceptance. Once you have accepted and returned the offer letter, please contact Gladys Flores, HR-Administrative Analyst II, at (510) 238-6676, to set up an appointment to complete your new-hire paperwork. You will receive a comprehensive description of your benefit package at a new hire orientation, which will be scheduled after you commence employment.

If there is anything I can do to assist in your transition, please do not hesitate to contact me at (510)238-6450.

Sincerely,

Anil Comelo, Director
Human Resources Management

I, Lisa Lavatai, agree to accept the Benefits Technician position with Human Resources Management, Risk & Benefits Division at the City of Oakland, effective, Monday, November 10, 2014.

Lisa Lavatai

7 NOV 2014
Date



150 FRANK H. OGAWA PLAZA • OAKLAND, CALIFORNIA
Human Resources Management Department
Administration

94612 - 2019
TTD(510) 238-6930

January 10, 2016

Lisa Lavatai



RE: Offer of Employment

Dear Ms. Lavatai:

This letter is to confirm your acceptance and appointment to serve in the capacity of Benefits Representative, in Human Resources Management, Risk and Benefits Division at the City of Oakland. The agreed upon monthly salary will be \$5495.98 (Step 3), which reflects the four percent Cost of Living Adjustment that is effective January 14, 2017.

Your start date is Monday, January 16, 2017. Please report to Tami Honda, Benefits Coordinator, at 8:30 a.m. at 150 Frank H. Ogawa Plaza, 3rd Floor, Human Resources Management.

Upon satisfactory review of this offer letter, please return a signed original to Denise Aaron, HR-Executive Assistant, within seven (7) days of the date of this letter to indicate your acceptance.

If there is anything I can do to assist in your transition, please do not hesitate to contact me at (510) 238-6450.

Sincerely,

Ian Appleyard
Director - Human Resources Management

I, Lisa Lavatai, agree to accept the Benefits Representative position with Human Resources Management, Risk & Benefits Division at the City of Oakland, effective, Monday, January 16, 2017

Lisa Lavatai

01-10-2017
Date

Lavatai, Lisa

From: Cooper, Adrienne
Sent: Wednesday, March 31, 2021 9:13 AM
To: Lavatai, Lisa
Cc: Honda, Tami
Subject: [REDACTED]

Good morning,

She exceeded her 60th day as a new hire March 23rd. Please see her documents for enrollment in the Benefits box dated 3/29 and flagged for convenience. I've already let her know in a separate email you are her point of contact.

Thanks and have a great day,

Adrienne Cooper | Benefits Technician

150 Frank Ogawa Plaza, Ste. 2352

Oakland, CA 94612

P: (510) 238 - 6474 | F: (510) 238 - 6560

E: acooper2@oaklandca.gov

For benefit forms and plan descriptions, please visit: oaklandca.gov/benefits



ATTACHMENT 2

Lavatai, Lisa

From: Honda, Tami
Sent: Wednesday, January 27, 2021 2:26 PM
To: Lavatai, Lisa
Cc: Cooper, Adrienne
Subject: RE: Employee Benefit Request - [REDACTED]

Sorry, my mistake; I have a lot going on. [REDACTED] office is still assigned to you. The process hasn't changed, Adrienne is continuing to handle all:

- New Hire Employee Enrollments
- Newly Benefit Eligible Employee Enrollments – this is defined as employees who transfer from a non-benefit eligible position to a benefit eligible assignment (i.e. TPT to FT, TPT to PPT, etc.)

The EBR she forwarded was to add a dependent. Please let me know if you have any other questions. Thanks!

Tami Honda

City of Oakland
Benefits Coordinator
150 Frank Ogawa Plaza, Suite 3332, Oakland, CA 94612
Phone: (510) 238-6891
Email: THonda@oaklandnet.com
FAX: (510) 238-6560

From: Lavatai, Lisa <LLavatai@oaklandca.gov>
Sent: Wednesday, January 27, 2021 2:17 PM
To: Honda, Tami <THonda@oaklandca.gov>
Subject: RE: Employee Benefit Request - [REDACTED]

Tami,
The [REDACTED] Office is assigned to me according to the employee hand booklet (attached) which is why I asked if the process changed.

Thank you,

Lisa Lavatai

Deferred Comp | Benefits Representative
City of Oakland
Human Resources Management | Benefits Division
150 Frank H. Ogawa Plaza, Suite 2352 | Oakland, CA 94612
(510) 238-6769 Phone | (510) 238-2976 FAX
email: llavatai@oaklandca.gov



*Success is not in never failing,
but in rising everytime we fall!*

You may visit the following benefit websites to confirm eligibility and verify coverage:

<https://my.calpers.ca.gov>, www.deltadentalins.com, www.vsp.com; <https://www.naviabenefits.com/>

Kaiser Permanente 800-464-4000 Grp #3 / Blueshield 800-334-5847 Grp #PH0001 / Anthem BlueCross 877-737-7776 Grp #CB050A / United Healthcare 877-359-3714

Deferred Compensation

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

Frequently asked benefit question

<https://www.oaklandca.gov/documents/benefit-faqs>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Honda, Tami

Sent: Wednesday, January 27, 2021 2:13 PM

To: Lavatai, Lisa <LLavatai@oaklandca.gov>

Cc: Cooper, Adrienne <ACooper2@oaklandca.gov>

Subject: RE: Employee Benefit Request - [REDACTED]

Hi Lisa,

The process hasn't changed and the [REDACTED] Office is still assigned to Adrienne. Can please you assist in processing the dependent enrollment for [REDACTED] in CalPERS? She has a slew of enrollments she's working on right now. Thank you.

Tami Honda

City of Oakland

Benefits Coordinator

150 Frank Ogawa Plaza, Suite 3332, Oakland, CA 94612

Phone: (510) 238-6891

Email: THonda@oaklandnet.com

FAX: (510) 238-6560

From: Lavatai, Lisa <LLavatai@oaklandca.gov>

Sent: Wednesday, January 27, 2021 12:12 PM

To: Honda, Tami <THonda@oaklandca.gov>

Cc: Cooper, Adrienne <ACooper2@oaklandca.gov>

Subject: RE: Employee Benefit Request - [REDACTED]

Importance: High

Tami,

Is the [REDACTED] Office still one of my departments? It is listed in the Employee Benefits booklet as my responsibility. You informed me in June that Adrienne would be handling new enrollments and newly eligible enrollments only for my departments due to her sending welcome letters to them. You added that I would still maintain responsibility and main contact for all other benefit related matters. Has this process changed?

Please advise.

p. 18/62

*Thank you,
Lisa Lavatai*

Deferred Comp | Benefits Representative
City of Oakland
Human Resources Management | Benefits Division
150 Frank H. Ogawa Plaza, Suite 2352 | Oakland, CA 94612
(510) 238-6769 Phone | (510) 238-2976 FAX
email: lavatai@oaklandca.gov



*Success is not in never failing,
but in rising everytime we fall!*

You may visit the following benefit websites to confirm eligibility and verify coverage:

<https://my.calpers.ca.gov>, www.deltadentalins.com, www.vsp.com; <https://www.naviabenefits.com/>

Kaiser Permanente 800-464-4000 Grp #3 / Blueshield 800-334-5847 Grp #PH0001 / Anthem BlueCross 877-737-7776 Grp #CB050A / United Healthcare 877-359-3714

Deferred Compensation

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

Frequently asked benefit question

<https://www.oaklandca.gov/documents/benefit-faqs>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Cooper, Adrienne
Sent: Wednesday, January 27, 2021 11:55 AM
To: Lavatai, Lisa <LLavatai@oaklandca.gov>
Cc: Honda, Tami <THonda@oaklandca.gov>
Subject: FW: Employee Benefit Request - [REDACTED]
Importance: High

Late notice, my apologies but I am up to my eyeballs in enrollments! This is a dependent add for [REDACTED] office. I completed OAB, CalPERS needs to be updated.

From: [REDACTED]
Sent: Thursday, January 07, 2021 9:22 AM
To: Benefits Admin <BenefitsAdmin@oaklandca.gov>
Subject: Re: Employee Benefit Request - [REDACTED]

Here you go. Can you let me know how to address the last element of the form which requests a tax statement? Or is that calculated on your end?

p. 19/62

Lavatai, Lisa

From: Williams, Donella
Sent: Friday, October 2, 2020 8:56 AM
To: Lavatai, Lisa; Akanji, Michael; Baptiste, Mary
Subject: RE: FMLA i

I am still doing leaves Lisa nothing has changed.

Regards,

Donella Williams

Benefits Representative

City of Oakland | Human Resources Management Department | Risk Division
150 Frank H. Ogawa Plaza | 3rd Floor | Oakland, CA 94612
(510) 238-6488 Office | (510) 238-4749 Fax
dwilliams3@oaklandca.gov



CITY OF OAKLAND
www.oaklandnet.com

 Please consider the environment before printing this email

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Lavatai, Lisa
Sent: Thursday, October 1, 2020 5:41 PM
To: Williams, Donella <DWilliams3@oaklandca.gov>; Akanji, Michael <MAkanji@oaklandca.gov>; Baptiste, Mary <MBaptiste@oaklandca.gov>
Subject: FMLA i
Importance: High

Hi –
I am sending this email to all of you because I know Donella got promoted to Benefits Rep but didn't know when her transition date out of Disability is.

Please provide status on the following:



If they are any type of leave, please provide the date the leave started. Thanks.

Thank you,

p. 20/62

Lavatai, Lisa

From: Lavatai, Lisa
Sent: Wednesday, July 15, 2020 10:14 AM
To: Honda, Tami
Subject: RE: Add Child to Insurance

Tracking:	Recipient	Delivery	Read
	Honda, Tami	Delivered: 7/15/2020 10:14 AM	Read: 7/15/2020 10:52 AM

Hi Tami,
I have noted newly eligible employees does not include existing employees that have experienced loss of coverage. Sorry about that mishap.

Thank you,
Lisa Lavatai



Success is not never failing, but in rising everytime we fall!

Deferred Compensation

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/enroll-in-employec-benefits>

You may visit the following benefit websites to confirm eligibility and verify coverage:

<https://my.calpers.ca.gov>, www.deltadentalins.com, www.vsp.com; <https://www.naviabenefits.com/>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Honda, Tami
Sent: Tuesday, July 14, 2020 10:51 AM
To: Lavatai, Lisa <LLavatai@oaklandca.gov>
Subject: RE: Add Child to Insurance

Hi Lisa,
In addition to all new hire/newly benefit eligible enrollments, Adrienne is handling the medical, dental, vision enrollments, questions, etc. for the groups Michael handled. However, she's not handling Deferred Comp, monthly OPOA and Fire, NonPERS Kaiser reports, billing and reconciliation, Benefit Guide updates, Guaranteed Ride Home program, and other assignments Michael handled.

You can continue forwarding me the Deferred Comp for Michael's group for now. Please let me know if you have any other questions.

Tami Honda
City of Oakland
Benefits Coordinator
150 Frank Ogawa Plaza, Suite 3332, Oakland, CA 94612
P: (510) 238-6891
E: THonda@oaklandnet.com

From: Lavatai, Lisa <LLavatai@oaklandca.gov>
Sent: Tuesday, July 14, 2020 10:10 AM
To: Honda, Tami <THonda@oaklandca.gov>
Subject: RE: Add Child to Insurance

Hi Tami,
Thanks for the link, this is the first time I have seen this. So, on the benefits contact, Adrienne has replaced Michael, correct?

*Thank you,
Lisa Lavatai*

<< OLE Object: Picture (Device Independent Bitmap) >>

Success is not never failing, but in rising everytime we fall!

Deferred Compensation

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

You may visit the following benefit websites to confirm eligibility and verify coverage:

<https://my.calpers.ca.gov>, www.deltadentalins.com, www.vsp.com; <https://www.naviabenefits.com/>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Honda, Tami
Sent: Tuesday, July 14, 2020 8:33 AM
To: Lavatai, Lisa <LLavatai@oaklandca.gov>
Subject: RE: Add Child to Insurance

Hi Lisa,
Adrienne is handling all new hire enrollments and healthcare enrollments for Michael's groups. Please provide employee's Adrienne's contact information when you receive enrollments for the groups that Michael handled. Below is a link to the Contact List posted on the benefits webpage. Please let me know if you have any questions. Thanks!

<https://cao-94612.s3.amazonaws.com/documents/Benefit-Contacts-and-Links.pdf>

BENEFITS CONTACTS

Benefit Program	City of Oakland Contact	Benefit Carrier	Carrier Website & Mobile App
The Club At City Center	Denise Carter BenefitsAdmin@oaklandca.gov	The Club at City Center	
Benefit Enrollment Questions - New Hires and New Benefit Eligible Employees	Adrienne Cooper - 510-238-6474 ACooper2@oaklandca.gov		
COBRA	Denise Carter - 510-238-7446 DCarter@oaklandca.gov	Navia Benefit Solutions 877-980-9675	www.naviabenefits.com
Commuter Benefits	Denise Carter - 510-238-7446 dcarter@oaklandca.gov Lisa Lavatai - 510-238-6769 llavatai@oaklandca.gov	Navia Benefit Solutions 800-920-9675	www.naviabenefits.com Mobile App: MyNavia App
Deferred Compensation	Michael McGhee - ICMA-RC (Investment Option Inquiry Only) 510-238-6485	ICMA 800-669-7400	https://www.icmarc.org/city-of-oakland-457-plan.html Mobile App: ICMA-RC
Disability Benefits - (Non-sworn, excluding SEIU)	Donella Williams - 510-238-6488 dwilliams3@oaklandca.gov	The Hartford 800-523-2233	www.thehartford.com
Short-Term Disability Benefits Long-Term Disability Benefits	Michael Akarji - 510-238-7445 makarngi@oaklandca.gov	California Employment Development Dept. (EDD) 800-480-3287	http://askedd.edd.ca.gov/
State Disability Insurance (SDI) Benefits	Denise Carter dcarter@oaklandca.gov		
AC Transit Easy Pass (Local 21 only)	Greg Elliott - 510-238-4993 lchan2@oaklandca.gov	Claremont EAP 800-834-3773	www.claremonteap.com
Employee Assistance Program (EAP)	Lana Chan - 510-238-7971 lchan2@oaklandca.gov		
Ergonomics	Denise Carter - (510) 238-7446 dcarter@oaklandca.gov	Navia Benefits Solutions 800-669-3539	www.naviabenefits.com Mobile App: MyNavia App
Flexible Spending Accounts (FSA) Health Care FSA Day Care FSA		Alameda County Transportation Commission 510-433-0320	http://grh.alamedactc.org/
Guaranteed Ride Home	Tami Honda - 238-6891 thonda@oaklandca.gov		

Benefit Program	City of Oakland Contact	Benefit Carrier	Carrier Website & Mobile App
Health Care	Adrienne Cooper – 510-238-6474 acooper2@oaklandca.gov Departments: <i>City Administrator, City Atty., DHS, DOT, Dept. of Violence Prev., Fire, Mayor's Office, Police, Public Ethics, Race & Equity</i>	CalPERS 888-225-7377 Delta Dental PPO 800-765-6003	www.calpers.ca.gov www.deltadentalins.com Mobile App: Delta Dental www.deltadentalins.com
Medical Dental – Non-Sworn Delta Dental PPO	Lisa Lavatai – 510-238-6769 llavatai@oaklandca.gov Departments: <i>City Auditor, City Clerk, City Council, Economic Workforce Dev., Finance, Housing & Community Dev., ITD, Library, OPR, Planning & Building, Public Works</i>	Delta Dental (DeltaCare) 800-422-4234	Mobile App: Delta Dental www.deltadentalins.com Mobile App: Delta Dental
DeltaCare – Non-Sworn	Lana Chan – 510-238-7971 lanhan2@oaklandca.gov Mary Baptiste – 510-238-2270 mbaptiste@oaklandca.gov Donella Williams – 510-238-6488 dwilliams3@oaklandca.gov Michael Akanji – 510-238-7455 makanji@oaklandca.gov	Vision Service Plan (VSP) 800-877-7195	www.vsp.com Mobile App: VSP Vision Care on The Go
Health and Wellness Program	Job Accommodations (ADA & FEHA)		
Leaves Family Medical Leave Act (FMLA) Pregnancy Disability Leave	Denise Carter – 510-238-7446 dcarter@oaklandca.gov Nhan Hua – 510-238-6479 nhua@oaklandca.gov	The Hartford 800-523-2233 CalPERS 888-225-7377 California Employment Development Dept. (EDD) 866-333-4606 800-300-5616	www.thehartford.com www.calpers.ca.gov EDD Website https://askedd.edd.ca.gov/
Life Insurance (Non-Sworn) Retirement CalPERS Retirement and Retiree Health	Unemployment Benefits		
Workers' Compensation	VTD Glasses		
	Michael Akanji – 510-238-7445 makanji@oaklandca.gov Mary Baptiste – 510-238-2270 mbaptiste@oaklandca.gov Lana Chan – 510-238-7971 lanhan2@oaklandca.gov		

Contact Information

Benefits Contacts

You may contact the below benefit carriers or visit the following websites to confirm eligibility and verify coverage:

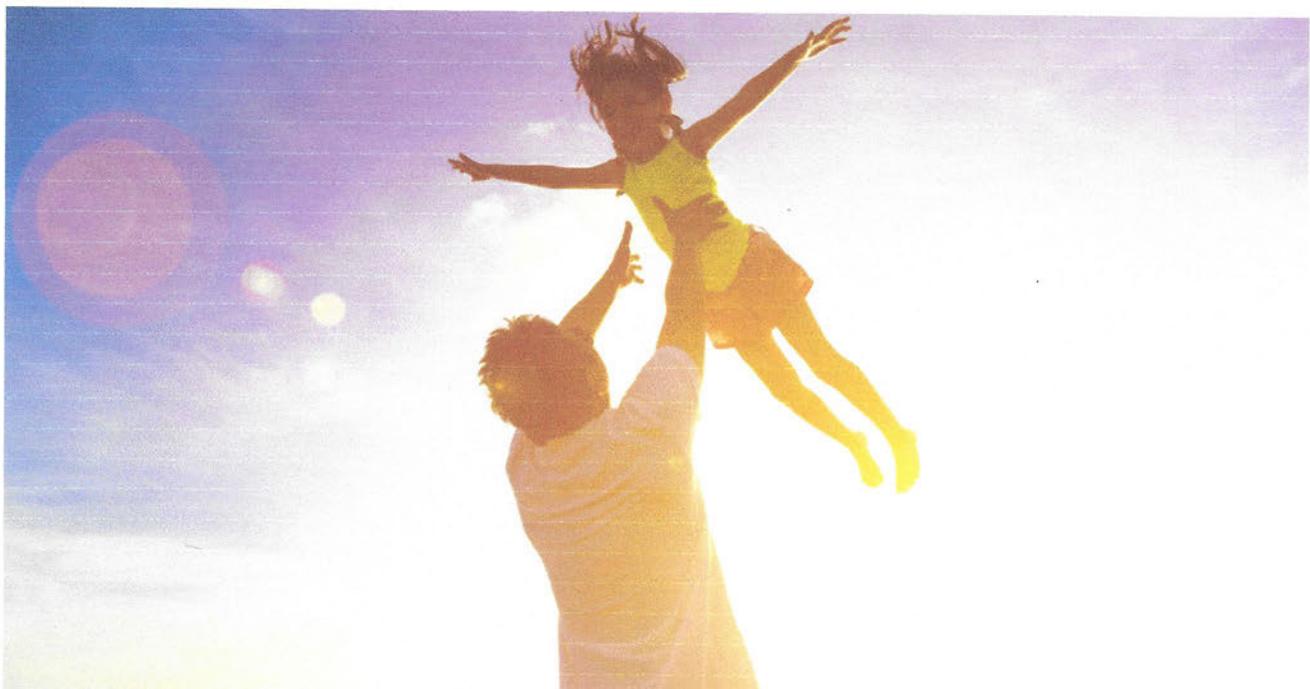
Employee Benefits Program	Benefits Representative	Contact Information
Benefits Administration	Greg Preece HR Manager	510.238.7334 gpreece@oaklandca.gov
Benefits Coordinator	Tami Honda	510.238.6891 thonda@oaklandca.gov
COBRA	Navia Benefits Solutions	877.920.9675 cobra@naviabenefits.com
Deferred Compensation	Michael McGhee ICMA-RC (Investment Option Inquiry Only)	510.238.6485 mmcghee@icmarc.org
	Lisa Lavatai	510.238.6769 llavatai@oaklandca.gov
Medical, Dental & Vision	Lisa Lavatai (All Departments except Fire, Police, DOT, DHS, City Atty, & City Admin)	510.238.6769 llavatai@oaklandca.gov
	Michael K. Lee (Police, Fire, DOT, DHS, City Atty & City Admin)	510.238.2248 mlee@oaklandca.gov
Other Benefits		
<ul style="list-style-type: none"> • Flexible Spending Arrangement Program • Health Care FSA • Day Care FSA • Commuter Benefits 	Lisa Lavatai (All Departments except Fire, Police, DOT, DHS, City Atty, & City Admin)	510.238.6769 llavatai@oaklandca.gov
	Michael K. Lee (Police, Fire, DOT, DHS, City Atty & City Admin)	510.238.2248 mlee@oaklandca.gov
<ul style="list-style-type: none"> • The Hartford • Life Insurance (Non-Sworn) 	Denise Carter	510.238.7446 dcarter@oaklandca.gov
Guaranteed Ride Home	Michael K. Lee	510.238.2248 mlee@oaklandca.gov
Non-PERS Kaiser	Michael K. Lee	510.238.2248 mlee@oaklandca.gov



Contact Information (continued)

Risk Contacts

Employee Benefits Program	Benefits Representative	Contact Information
Risk Administration	Andrew Lathrop – Manager	510.238.7165 alathrop@oaklandca.gov
<ul style="list-style-type: none"> • Administrative Support • Safety Shoe Program, Health and Wellness 	Erika Turner	510.238.7660 eturner@oaklandca.gov
<ul style="list-style-type: none"> • Employee Assistance Program • IAQ (<i>Indoor Air Quality</i>) • Threat Assessment • CAL/OSHA Programs 	Greg Elliott	510.238.4993 gelliott@oaklandca.gov
<ul style="list-style-type: none"> • Ergonomics • Safety, Health & Wellness 	Lana Chan	510.238.7971 LChan2@oaklandca.gov
<ul style="list-style-type: none"> • Risk – Contracts & Insurance 	Michael Bailey	510.986.2898 mbailey@oaklandca.gov
<ul style="list-style-type: none"> • Workers' Compensation • Fair Employment Housing Act (<i>FEHA</i>) • Americans with Disabilities Act (<i>ADA</i>) 	Mary Baptiste	510.238.2270 mbaptiste@oaklandca.gov
<ul style="list-style-type: none"> • Family Medical Leave Act (<i>FMLA</i>) • Pregnancy Disability and Bonding • The Hartford <ul style="list-style-type: none"> – Disability Insurance Long Term & Short Term (<i>Non-Sworn</i>) 	Donella Williams	510.238.6488 dwilliams3@oaklandca.gov
<ul style="list-style-type: none"> • Family Medical Leave Act <i>FMLA</i> • State Disability Insurance (<i>1021</i>) • Paid Family Leave (<i>Non-sworn</i>) • The Hartford <ul style="list-style-type: none"> – Disability Insurance Long Term & Short Term (<i>Non-Sworn</i>) • Unemployment (<i>EDD</i>) 	Michael Akanji	510.238.7445 makanji@oaklandca.gov



p.26/62

BENEFITS CONTACTS

Benefit Program	City of Oakland Contact	Benefit Carrier	Carrier Website & Mobile App
The Club At City Center	Denise Carter BenefitsAdmin@oaklandca.gov	The Club at City Center	
Benefit Enrollment Questions - New Hires and New Benefit Eligible Employees	Adrienne Cooper - 510-238-6474 ACooper2@oaklandca.gov		
COBRA	Denise Carter - 510-238-7446 DCarter@oaklandca.gov	Navia Benefit Solutions 877-980-9675	www.naviabenefits.com
Commuter Benefits	Denise Carter - 510-238-7446 dcarter@oaklandca.gov Lisa Lavatai - 510-238-6769 llavatai@oaklandca.gov	Navia Benefit Solutions 800-920-9675	www.naviabenefits.com Mobile App: MyNavia App
Deferred Compensation	Michael McGhee - ICMA-RC (Investment Option Inquiry Only) 510-238-6485	ICMA 800-669-7400	https://www.icmarc.org/city-of-oakland-457-plan.html Mobile App: ICMA-RC
Disability Benefits - (Non-sworn, excluding SEIU)	Donella Williams - 510-238-6488 dwilliams3@oaklandca.gov	The Hartford 800-523-2233	www.thehartford.com EDD Website
Short-Term Disability Benefits	Michael Akanji - 510-238-7445 makanji@oaklandca.gov	California Employment Development Dept. (EDD) 800-480-3287	https://askedd.edd.ca.gov/
Long-Term Disability Benefits	Denise Carter dcarter@oaklandca.gov		
State Disability Insurance (SDI) Benefits	Greg Elliott - 510-238-4993 lchan2@oaklandca.gov	Claremont EAP 800-834-3773	www.claremonteap.com
AC Transit Easy Pass (Local 21 only)	Lana Chan - 510-238-7971 lchan2@oaklandca.gov		
Employee Assistance Program (EAP)	Denise Carter - (510) 238-7446 dcarter@oaklandca.gov	Navia Benefits Solutions 800-669-3539	www.naviabenefits.com Mobile App: MyNavia App
Ergonomics			
Flexible Spending Accounts (FSA)			
Health Care FSA			
Day Care FSA			
Guaranteed Ride Home	Tami Honda - 238-6891 thonda@oaklandca.gov	Alameda County Transportation Commission 510-433-0320	http://grh.alamedactc.org/

p. 27/62

Benefit Program	City of Oakland Contact	Benefit Carrier	Carrier Website & Mobile App
<p>Health Care</p> <p>Medical</p> <p>Dental – Non-Sworn</p> <p>Delta Dental PPO</p>	<p>Adrienne Cooper – 510-238-6474 acooper2@oaklandca.gov Departments: City Administrator, City Atty., DHS, DOT, Dept. of Violence Prev., Fire, Mayor's Office, Police, Public Ethics, Race & Equity</p>	<p>CalPERS 888-225-7377 Delta Dental PPO 800-765-6003</p>	<p>www.calpers.ca.gov</p> <p>www.deltadentalins.com</p>
<p>DeltaCare – Non-Sworn</p>	<p>Lisa Lavatai – 510-238-6769 llavatai@oaklandca.gov Departments: City Auditor, City Clerk, City Council, Economic Workforce Dev., Finance, Housing & Community Dev., ITD, Library, OPR, Planning & Building, Public Works</p>	<p>Delta Dental (DeltaCare) 800-422-4234</p>	<p>Mobile App: Delta Dental www.deltadentalins.com</p> <p>Mobile App: Delta Dental</p>
<p>Vision – Non Sworn</p>	<p>Lana Chan – 510-238-7971 lchan2@oaklandca.gov</p>	<p>Vision Service Plan (VSP) 800-877-7195</p>	<p>www.vsp.com Mobile App: VSP Vision Care on The Go</p>
<p>Health and Wellness Program</p> <p>Job Accommodations (ADA & FEHA)</p>	<p>Mary Baptiste – 510-238-2270 mbaptiste@oaklandca.gov</p> <p>Donella Williams – 510-238-6488 dwilliams3@oaklandca.gov</p>		
<p>Leaves</p> <p>Family Medical Leave Act (FMLA)</p> <p>Pregnancy Disability Leave</p>	<p>Michael Akanji – 510-238-7455 makanji@oaklandca.gov</p>		
<p>Life Insurance (Non-Sworn)</p> <p>Retirement</p> <p>CalPERS Retirement and Retiree Health</p>	<p>Denise Carter – 510-238-7446 dcarter@oaklandca.gov</p> <p>Nhan Hua – 510-238-6479 nhua@oaklandca.gov</p>	<p>The Hartford 800-523-2233 CalPERS 888-225-7377 California Employment Development Dept. (EDD) 866-333-4606 800-300-5616</p>	<p>www.thehartford.com</p> <p>www.calpers.ca.gov EDD Website https://askedd.edd.ca.gov/</p>
<p>Unemployment Benefits</p>	<p>Michael Akanji – 510-238-7445 makanji@oaklandca.gov</p>		
<p>Workers' Compensation</p>	<p>Mary Baptiste – 510-238-2270 mbaptiste@oaklandca.gov</p>		
<p>VTD Glasses</p>	<p>Lana Chan – 510-238-7971 lchan2@oaklandca.gov</p>		

p. 28/62

Contact Information

Benefits Contacts

You may contact the below benefit carriers or visit the following websites to confirm eligibility and verify coverage:

Employee Benefits Program	Benefits Representative	Contact Information
Benefits Coordinator	Tami Honda	510.238.6891 thonda@oaklandca.gov
Benefits Enrollment Questions	Adrienne Cooper	510.238.6474 acooper2@oaklandca.gov
COBRA	Navia Benefits Solutions	877.920.9675 cobra@naviabenefits.com
Deferred Compensation	Michael McGhee ICMA-RC (Investment Option Inquiry Only)	510.238.6485 mmcgee@icmarc.org
	Lisa Lavatai	510.238.6769 llavatai@oaklandca.gov
Medical, Dental & Vision	Lisa Lavatai Departments: HRM, Finance, City Auditor, City Council, City Clerk, Economic Workforce Dev, ITD, Housing & Community Dev, Mayor's Office, Library, OPW, OPR, Planning & Bldg. Svcs.	510.238.6769 llavatai@oaklandca.gov
	Adrienne Cooper Departments: City Admin, City Attorney, Dept. Human Svcs., DOT, Public Ethics Commission, Race & Equity, Dept. of Violence Prevention, Sworn and Non-Sworn Fire and Police	510.238.6474 acooper2@oaklandca.gov
Other Benefits		
<ul style="list-style-type: none"> Flexible Spending Arrangement Program Health Care FSA Day Care FSA Commuter Benefits 	Lisa Lavatai Departments: HRM, Finance, City Auditor, City Council, City Clerk, Economic Workforce Dev, ITD, Housing & Community Dev, Mayor's Office, Library, OPW, OPR, Planning & Bldg. Svcs.	510.238.6769 llavatai@oaklandca.gov
	Tami Honda Departments: City Admin, City Attorney, Dept. Human Svcs., DOT, Public Ethics Commission, Race & Equity, Dept. of Violence Prevention, Sworn and Non-Sworn Fire and Police	510.238.6891 thonda@oaklandca.gov
<ul style="list-style-type: none"> The Hartford Life Insurance (Non-Sworn) 	Denise Carter	510.238.7446 dcarter@oaklandca.gov
Guaranteed Ride Home	Tami Honda	510.238.6891 thonda@oaklandca.gov
Non-PERS Kaiser	Tami Honda	510.238.6891 thonda@oaklandca.gov

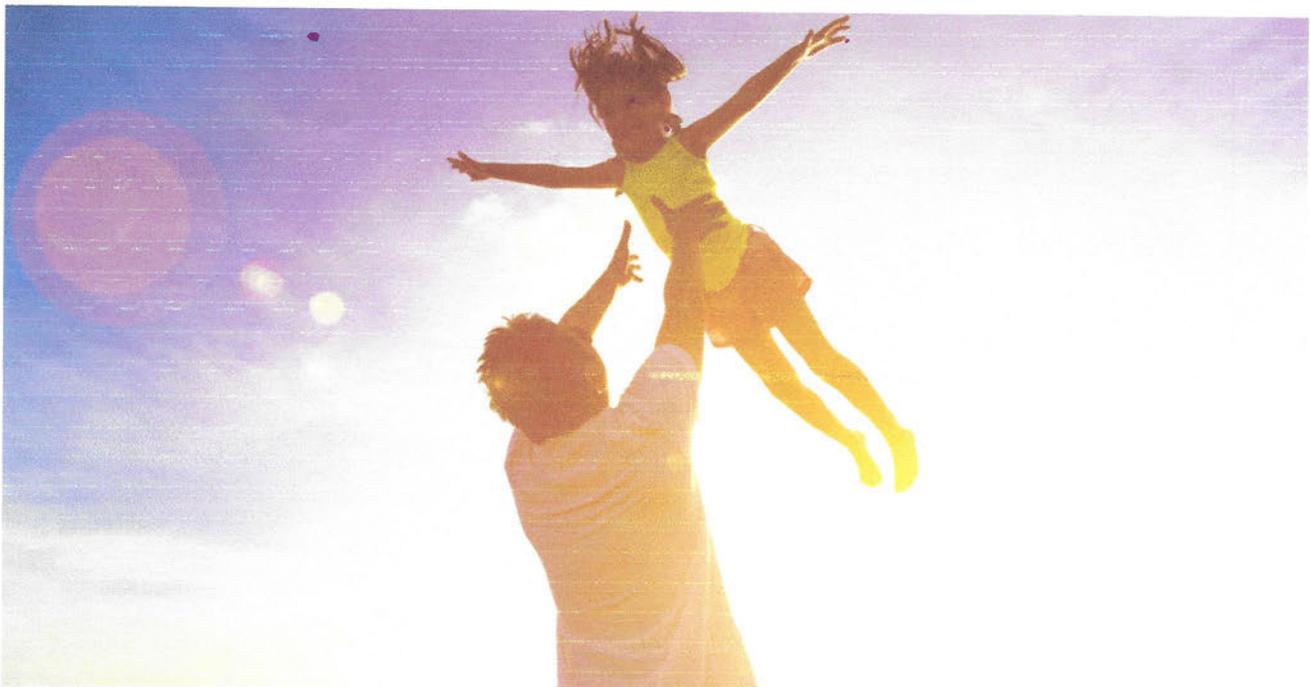


p. 29/62

Contact Information (continued)

Risk Contacts

Employee Benefits Program	Benefits Representative	Contact Information
Risk Administration	Andrew Lathrop – Manager	510.238.7165 alathrop@oaklandca.gov
<ul style="list-style-type: none"> • Administrative Support • Safety Shoe Program, Health and Wellness 	Erika Turner	510.238.7660 eturner@oaklandca.gov
<ul style="list-style-type: none"> • Employee Assistance Program • IAQ (Indoor Air Quality) • Threat Assessment • CAL/OSHA Programs 	Greg Elliott	510.238.4993 gelliott@oaklandca.gov
<ul style="list-style-type: none"> • Ergonomics • Safety, Health & Wellness 	Lana Chan	510.238.7971 LChan2@oaklandca.gov
<ul style="list-style-type: none"> • Risk – Contracts & Insurance 	Michael Bailey	510.986.2898 mbailey@oaklandca.gov
<ul style="list-style-type: none"> • Workers' Compensation • Fair Employment Housing Act (FEHA) • Americans with Disabilities Act (ADA) 	Mary Baptiste	510.238.2270 mbaptiste@oaklandca.gov
<ul style="list-style-type: none"> • Family Medical Leave Act (FMLA) • Pregnancy Disability and Bonding • The Hartford <ul style="list-style-type: none"> – Disability Insurance Long Term & Short Term (Non-Sworn) 	Donella Williams	510.238.6488 dwilliams3@oaklandca.gov
<ul style="list-style-type: none"> • Family Medical Leave Act FMLA • State Disability Insurance (1021) • Paid Family Leave (Non-sworn) • The Hartford <ul style="list-style-type: none"> – Disability Insurance Long Term & Short Term (Non-Sworn) • Unemployment (EDD) 	Michael Akanji	510.238.7445 makanji@oaklandca.gov



p.30/62

From: Honda, Tami
Sent: Monday, October 26, 2020 12:18 PM
To: Carter, Denise; Lavatai, Lisa; Cooper, Adrienne
Cc: Williams, Donella
Subject: RE: OE Assignments

Thank you Denise.

That is correct; Donella hasn't been assignment any departments at this time. Her Risk duties/work haven't been transitioned yet. She is being trained on OAB and is currently focusing on the IAFF and OPOA life and dental reports and billing.

Tami Honda
City of Oakland
Benefits Coordinator
150 Frank Ogawa Plaza, Suite 3332, Oakland, CA 94612
P: (510) 238-6891
E: THonda@oaklandnet.com

From: Carter, Denise <DCarter@oaklandca.gov>
Sent: Monday, October 26, 2020 11:37 AM
To: Lavatai, Lisa <LLavatai@oaklandca.gov>; Cooper, Adrienne <ACooper2@oaklandca.gov>
Cc: Honda, Tami <THonda@oaklandca.gov>; Williams, Donella <DWilliams3@oaklandca.gov>
Subject: RE: OE Assignments

It's my understanding that Donella has not been assigned specific departments, has not been trained and management is working on her transition. Tami can provide more feedback if necessary.

Denise Carter
Benefits Analyst
City of Oakland | Human Resources Management Department | Risk & Benefits Division
150 Frank H. Ogawa Plaza | 3rd Floor | Oakland, CA 94612
(510) 238-7446 Office | (510) 238-6560 Fax
DCarter@oaklandca.gov

Please visit the City's website for information regarding benefits and forms.
<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

From: Lavatai, Lisa
Sent: Monday, October 26, 2020 11:29 AM
To: Carter, Denise <DCarter@oaklandca.gov>; Cooper, Adrienne <ACooper2@oaklandca.gov>
Cc: Honda, Tami <THonda@oaklandca.gov>
Subject: RE: OE Assignments

Attachment 4 p. 3/62

Thanks Denise.

Tami – Donella doesn't seem to have any benefits assignments, including OE. Isn't she part of the Benefits Unit?

*Thank you,
Lisa Lavatai*



Success is not never failing, but in rising everytime we fall!

Deferred Compensation

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

You may visit the following benefit websites to confirm eligibility and verify coverage:

<https://my.calpers.ca.gov>, www.deltadentalins.com, www.vsp.com;

<https://www.naviabenefits.com/>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Carter, Denise

Sent: Monday, October 26, 2020 11:13 AM

To: Cooper, Adrienne <ACooper2@oaklandca.gov>; Lavatai, Lisa <LLavatai@oaklandca.gov>

Cc: Honda, Tami <THonda@oaklandca.gov>

Subject: OE Assignments

Good morning,

I've assigned names on the OE log for EBR processing. Let me know if you have any questions. The deadline to enter into PERS is November 13th.

Denise Carter

Benefits Analyst

City of Oakland | Human Resources Management Department | Risk & Benefits Division

150 Frank H. Ogawa Plaza | 3rd Floor | Oakland, CA 94612

[\(510\) 238-7446](tel:5102387446) Office | [\(510\) 238-6560](tel:5102386560) Fax

DCarter@oaklandca.gov

Attachment 4 p.32/62

From: Carter, Denise
Sent: Thursday, January 28, 2021 8:16 AM
To: Williams, Donella; Lavatai, Lisa; Honda, Tami
Cc: Cooper, Adrienne
Subject: RE: Benefits Guide Draft For Review

I was instructed to leave Michaels duties as shown.

Denise Carter

Benefits Analyst

City of Oakland | Human Resources Management Department | Risk & Benefits Division
150 Frank H. Ogawa Plaza | 3rd Floor | Oakland, CA 94612
[\(510\) 238-7446](tel:5102387446) Office | [\(510\) 238-6560](tel:5102386560) Fax
DCarter@oaklandca.gov

Please visit the City's website for information regarding benefits and forms.

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

From: Williams, Donella
Sent: Wednesday, January 27, 2021 8:24 PM
To: Carter, Denise <DCarter@oaklandca.gov>; Lavatai, Lisa <LLavatai@oaklandca.gov>; Honda, Tami <THonda@oaklandca.gov>
Cc: Cooper, Adrienne <ACooper2@oaklandca.gov>
Subject: Re: Benefits Guide Draft For Review

Hi Denise,

The only thing I see is that Michael Akanji is listed for STD for The Hartford and he doesn't process or handle those request. He handles SDI for the state non sworn.

Regards,
Donella

Get [Outlook for iOS](#)

From: Carter, Denise <DCarter@oaklandca.gov>
Sent: Wednesday, January 27, 2021 3:08:13 PM
To: Lavatai, Lisa <LLavatai@oaklandca.gov>; Honda, Tami <THonda@oaklandca.gov>
Cc: Cooper, Adrienne <ACooper2@oaklandca.gov>; Williams, Donella <DWilliams3@oaklandca.gov>
Subject: RE: Benefits Guide Draft For Review

It has been reviewed by management and that change was not requested. I'll let Tami clarify.

Attachment 4 p. 33/62

Denise Carter
Benefits Analyst

City of Oakland | Human Resources Management Department | Risk & Benefits Division
150 Frank H. Ogawa Plaza | 3rd Floor | Oakland, CA 94612

(510) 238-7446 Office | **(510) 238-6560** Fax

DCarter@oaklandca.gov

Please visit the City's website for information regarding benefits and forms.

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

From: Lavatai, Lisa

Sent: Wednesday, January 27, 2021 3:06 PM

To: Honda, Tami <THonda@oaklandca.gov>; Carter, Denise <DCarter@oaklandca.gov>

Cc: Cooper, Adrienne <ACooper2@oaklandca.gov>; Williams, Donella <DWilliams3@oaklandca.gov>

Subject: RE: Benefits Guide Draft For Review

Hi Denise,

When is this going to be finalized? I will no longer be administering or be the contact for deferred comp. I don't think my name should be listed as the contact for deferred comp.

Lisa Lavatai

Deferred Comp | Benefits Representative

City of Oakland

Human Resources Management | Benefits Division

150 Frank H. Ogawa Plaza, Suite 2352 | Oakland, CA 94612

(510) 238-6769 Phone | (510) 238-2976 FAX

email: llavatai@oaklandca.gov



*Success is not in never failing,
but in rising everytime we fall!*

You may visit the following benefit websites to confirm eligibility and verify coverage:

<https://my.calpers.ca.gov>, www.deltadentalins.com, www.vsp.com; <https://www.naviabenefits.com/>

Kaiser Permanente 800-464-4000 Grp #3 / Blueshield 800-334-5847 Grp #PH0001 / Anthem BlueCross 877-737-7776 Grp #CB050A / United Healthcare 877-359-3714

Deferred Compensation

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

Frequently asked benefit question

<https://www.oaklandca.gov/documents/benefit-faqs>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Honda, Tami

Sent: Wednesday, January 27, 2021 3:00 PM

To: Carter, Denise <DCarter@oaklandca.gov>

Cc: Cooper, Adrienne <ACooper2@oaklandca.gov>; Lavatai, Lisa <LLavatai@oaklandca.gov>; Williams, Donella <DWilliams3@oaklandca.gov>

Subject: RE: Benefits Guide Draft For Review

Importance: High

Hi Denise,

It looks good. Please have Keenan add/change the following:

1. Page 3 – Add VDT Glasses for Lana Chan
2. Page 4 – Add Deferred Comp ICMA-RC
 - a. Website Link: <https://www.icmarc.org/city-of-oakland-457-plan.html>
 - b. Telephone: 1-800-669-7400
3. Page 32 – Retirement Section – revise the 2nd sentence by changing “contributes” to “contributions”. It should read “All full-time and permanent part-time employees must make retirement contributions through bi-weekly deductions.”

Thank you!

Tami Honda

City of Oakland

Benefits Coordinator

150 Frank Ogawa Plaza, Suite 3332, Oakland, CA 94612

Phone: (510) 238-6891

Email: THonda@oaklandnet.com

FAX: (510) 238-6560

From: Carter, Denise <DCarter@oaklandca.gov>

Sent: Tuesday, January 26, 2021 10:27 AM

To: Honda, Tami <THonda@oaklandca.gov>; Cooper, Adrienne <ACooper2@oaklandca.gov>; Lavatai, Lisa <LLavatai@oaklandca.gov>; Williams, Donella <DWilliams3@oaklandca.gov>

Subject: Benefits Guide Draft For Review

Please see attached and provide any feedback as soon as possible.

Denise Carter

Benefits Analyst

City of Oakland | Human Resources Management Department | Risk & Benefits Division

Attachment 4

p.35/62

From: [Honda, Tami](#)
To: [Carter, Denise](#); [Cooper, Adrienne](#); [Lavatai, Lisa](#); [Williams, Donella](#)
Subject: FW: DOL clarifies and extends COBRA election deadlines - what you need to know
Date: Monday, March 1, 2021 10:48:34 AM

FYI regarding COBRA election deadlines. Navia will update the COBRA notification packages to reflect this.

Tami Honda
City of Oakland
Benefits Coordinator
150 Frank Ogawa Plaza, Suite 3332, Oakland, CA 94612
Phone: (510) 238-6891
Email: THonda@oaklandnet.com
FAX: (510) 238-6560

From: Navia Benefit Solutions <notifications@e.naviabenefits.com>
Sent: Monday, March 1, 2021 10:37 AM
To: Honda, Tami <THonda@oaklandca.gov>
Subject: DOL clarifies and extends COBRA election deadlines - what you need to know

[EXTERNAL] This email originated outside of the City of Oakland. Please do not click links or open attachments unless you recognize the sender and expect the message.

Image



To all Navia COBRA clients,

It's hard to imagine that we would still be talking about COVID and its impact on health care and other benefits after a full year, and yet here we are. That anniversary is nearly upon us, and we're writing to inform you of **newly-issued Department of Labor guidance related to the extension of COBRA deadlines and its impact on you and your COBRA beneficiaries.**

The Departments of Treasury and Labor previously issued notices in March and April of 2020 that extended or paused various benefit plan deadlines based on the declaration of the National Emergency on March 1st, 2020.

The relief extensions were set to expire at the end of one year on Sunday, February 28th, 2021, with an additional 60 days after the expiration in which COBRA beneficiaries could retroactively enroll and continue their health coverage. This past Friday, February 26th, the Department of Labor issued [EBSA Disaster Relief Notice 2021-01](#), which changes and clarifies deadlines

Attachment 4 p. 36/62

for COBRA beneficiaries. **No action is required on the part of you or your beneficiaries, and Navia will be making required system changes to enact these new guidelines:**

- **COBRA beneficiaries whose election deadlines were 3/1/2020 (the beginning of the outbreak period) or later now have 1 year beyond the normal deadline by which they can decide to retroactively continue health coverage.** As an example, assume that a COBRA beneficiary had a qualifying event in 2020 and received a notice with a deadline of June 30, 2020 to enroll for coverage. Under the new DOL guidance, this person now has until June 30th, 2021 to make their COBRA election decision. Under the original guidance, the deadline for this person would have been April 29th, 2021 (60 days after the expiration of the National Emergency period). An updated timeline diagram with a similar example of the COBRA election deadline under the new guidelines can be found [HERE](#).
- **Navia will be updating its COBRA notices and mailing details to all beneficiaries impacted by this new guidance by mid-March.** This mailing will update beneficiaries of their rights and key deadlines by which they should take action, along with election and payment instructions if they wish to retroactively extend coverage.
- **You should resume timely reporting of status changes to Navia.** Over the past year, employer deadlines to report qualified status changes for COBRA beneficiaries were suspended. The new DOL guidelines are silent with regard to reporting deadlines, and Navia recommends that you resume timely reporting of COBRA qualifying events if you have not already done so.
- **In cases of extreme hardship or complexity due to the changing nature of these deadlines, Navia will adopt common-sense measures and policies to ensure that beneficiaries do not unreasonably lose coverage.** The DOL guidance specifically states that the guiding principle of these changes is to act reasonably, prudently, and in the interest of workers to ensure that workers and their families maintain benefits for their physical and economic well-being. Navia strongly supports this principle and our updated policies and processes will reflect this.
- **We are monitoring the progress of the most recent COVID relief package through Congress which includes COBRA premium subsidies.** A version of this bill passed the House of Representatives on Friday night. If Congress passes any bill that includes COBRA subsidies and is signed into law by the President, we will notify you immediately and include additional guidance to both you and your beneficiaries.

Please refer to our COVID resource pages [HERE](#), which includes updated information and practical recommendations for all COVID-related relief acts, stimulus bills, and regulatory guidelines and clarifications.

We hope you remain safe and well, and that 2021 lets us all get back to normal work and normal lives.

Thanks,

Your Navia COBRA Service Team

Attachment 4

p. 37/62

From: [Honda, Tami](#)
To: [Lavatai, Lisa](#)
Subject: Automatic reply: benefit status
Date: Monday, February 22, 2021 8:46:25 AM

Thank you for your email. I'm will be out of the office February 22nd. I will respond to your email when I return to the office on February 23rd. If you have an urgent issue and need immediate assistance please contact Denise Carter at DCarter@oaklandca.gov, Lisa Lavatai at LLavatai@oaklandca.gov, or Adrienne Cooper at ACooper2@oaklandca.gov. Thank you.

Tami Honda
City of Oakland
(510) 238-6891

Contact Information

Employee Benefits Program	Benefits Representative	Contact Information
Risk & Benefits Administration	Deborah Grant - Manager	510.238.7165 dgrant@oaklandnet.com
HR Clerk/Administrative Support	Erika Turner	510.238.7660 eturner@oaklandnet.com
Benefits Coordinator	Tami Honda	510.238.6891 thonda@oaklandnet.com
COBRA	Denise Carter	510.238.7446 dcarter@oaklandnet.com
Deferred Compensation	Michael McGhee ICMA-RC (Investment Option Inquiry Only)	510.238.6485 mmcghee@icmarc.org
	Lisa Lavatai	510.238.6769 llavatai@oaklandnet.com
Medical, Dental, & Vision Insurance	Lisa Lavatai (All Departments except Fire & Police)	510.238.6769 llavatai@oaklandnet.com
	Michael K. Lee (Fire & Police Sworn & Non-Sworn)	510.238.2248 mlee@oaklandnet.com
Flexible Spending Arrangement Program Health Care FSA Day Care FSA	Lisa Lavatai (All Departments except Fire & Police)	510.238.6769 llavatai@oaklandnet.com
	Michael K. Lee (Fire & Police Sworn & Non-Sworn)	510.238.2248 mlee@oaklandnet.com
The Hartford Life Insurance & Disability Insurance Long Term & Short Term (Non-Sworn)	Denise Carter	510.238.7446 dcarter@oaklandnet.com
Employee Assistance Program IAQ (Indoor Air Quality) Threat Assessment CAL/OSHA Programs	Greg Elliott	510.238.4993 gelliott@oaklandnet.com
Ergonomics, Safety, Health & Wellness	Lana Chan	510-238-7971 LChan2@oaklandnet.com
Risk Contracts & Insurance	Michael Bailey	510.986.2898 mbailey@oaklandnet.com
Workers' Compensation <ul style="list-style-type: none"> Fair Employment Housing Act (FEHA) Americans with Disabilities Act (ADA) 	Mary Baptiste	510.238.2270 mbaptiste@oaklandnet.com
Family Medical Leave Act (FMLA)	Donella Williams	510.238.6488 dwilliams3@oaklandnet.com
Family Medical Leave Act (FMLA) State Disability Insurance Paid Family Leave (Non-sworn)	Michael Akanji	510.238.7445 makanji@oaklandnet.com
Guaranteed Ride Home	Michael K. Lee	510.238.2248 mlee@oaklandnet.com
Non-PERS Kaiser	Michael K. Lee	510.238.2248 mlee@oaklandnet.com
Unemployment (EDD) (Non-sworn)	Lisa Lavatai	510.238.6769 llavatai@oaklandnet.com

Contact Information (continued)

Benefit information and forms can be located at:

<http://oaknetnews.oaklandnet.com/HR-SelfServe/index.htm>

You may also contact the below benefit carriers or visit the following websites to confirm eligibility and verify coverage:

Employee Benefits Program	Phone Number	Web Site
Medical		
• CalPERS	888.225.7377	https://my.calpers.ca.gov
Dental		
• Delta Dental – Group No. 00558	800.765.6003	www.deltadentalins.com
• DeltaCare – Group No. 76003	800.422.4234	www.deltadentalins.com
Vision		
• Vision Service Plan – Group No. 00 826401	800.877.7195	www.vsp.com
Health Care and Day Care FSA		
• Navia Health Care FSA & Day Care FSA	800.669.3539	https://www.naviabenfits.com or customerservice@naviabenfits.com
COBRA Administration		
• Navia COBRA	877.920.9675	cobra@naviabenfits.com
Commuter Benefits		
• GoNavia Commuter Benefits	800.669.3539	https://www.naviabenfits.com
Life and Disability Insurance		
• The Hartford - Life Insurance & Disability Insurance Long & Short Term	800.523.2233	www.thehartford.com
Employee Assistance Program (EAP)		
• Claremont EAP	800.834.3773	www.claremonteap.com



p.40/62

Contact Information

Employee Benefits Program	Benefits Representative	Contact Information
Risk & Benefits Administration	Deborah Grant - Manager	238-7165 dgrant@oaklandnet.com
Benefits Coordinator	Tami Honda	238-6891 thonda@oaklandnet.com
COBRA	Denise Carter	238-7446 dcarter@oaklandnet.com
Deferred Compensation	Michael McGhee ICMA-RC (Investment Option Inquiry Only)	238-6485 mmcghee@icmarc.org
	Lisa Lavatai	238-6769 llavatai@oaklandnet.com
Medical, Dental, & Vision Insurance	Lisa Lavatai (All Departments except Fire & Police)	238-6769 llavatai@oaklandnet.com
	Michael K. Lee (Police & Fire Sworn & Non-Sworn)	238-2248 mlee@oaklandnet.com
Flexible Spending Arrangement Program Health Care FSA Day Care FSA	Lisa Lavatai (All Departments except (Police & Fire))	238-6769 llavatai@oaklandnet.com
	Michael K. Lee (Police & Fire Sworn & Non-Sworn)	238-2248 mlee@oaklandnet.com
Life Insurance & Disability Insurance Long Term & Short Term (Non-Sworn)	Denise Carter	238-7446 dcarter@oaklandnet.com
Employee Assistance Program	Greg Elliott	238-4993 gelliott@oaklandnet.com
Ergonomics	Lana Chan	238-7971 lchan@oaklandnet.com
Fair Employment Housing Act (FEHA) Americans for Disabilities Act (ADA)	Mary Baptiste	238-2270 mbaptiste@oaklandnet.com
Workers' Compensation	Annie Chin	238-4958 achin@oaklandnet.com
Family Medical Leave Act (FMLA)	Donella Williams	238-6488 dwilliams3@oaklandnet.com
Guaranteed Ride Home	Michael K. Lee	238-2248 mlee@oaklandnet.com
Non-PERS Kaiser	Michael K. Lee	238-2248 mlee@oaklandnet.com
Safety, Health & Wellness	Lana Chan	238-7971 lchan@oaklandnet.com
SDI Disability Insurance & Unemployment (EDD) (Non-sworn)	Lisa Lavatai	238-6769 llavatai@oaklandnet.com
Retirement (PERS)	Nhan Hua	238-6479 nhua@oaklandnet.com

P. 4/1/62

Contact Information (continued)

Benefit information and forms can be located at:

<http://oaknetnews/HR-SelfServe/OPENENROLLMENT/index.htm>

You may also contact the below benefit carriers or visit the following websites to confirm eligibility and verify coverage:

Employee Benefits Program	Phone Number	Web Site
Medical		
<ul style="list-style-type: none"> • CalPERS 	888.225.7377	https://my.calpers.ca.gov
Dental		
<ul style="list-style-type: none"> • Delta Dental – Group No. 00558 	800.765.6003	www.deltadentalins.com
<ul style="list-style-type: none"> • DeltaCare – Group No. 76003 	800.422.4234	www.deltadentalins.com
Vision Service Plan – Group No. 00826401	800.877.7195	www.vsp.com
FSA		
<ul style="list-style-type: none"> • Navia Health Care FSA & Day Care FSA 	800.669.3539	https://www.naviabenefits.com or customerservice@naviabenefits.com
<ul style="list-style-type: none"> • GoNavia Commuter Benefits 	800.669.3539	https://www.naviabenefits.com
<ul style="list-style-type: none"> • Navia Cobra 	1.877.920.9675	cobra@naviabenefits.com
Life Insurance		
<ul style="list-style-type: none"> • The Hartford - Life Insurance & Disability Insurance Long & Short Term 	800.523.2233	www.thehartford.com



p. 42/62

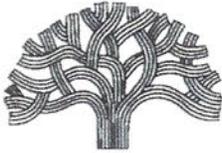
Employee Benefits Program	Benefits Representative	Contact Information
Risk and Benefits Administration	Deborah Grant, Manager	510.238.7165 dgrant@oaklandnet.com
Benefits Coordinator	Tami Honda	510.238.6891 thonda@oaklandnet.com
COBRA	Basic Pacific (Formerly CBA)	916.303.7100 cobra@BASICpacific.com
Deferred Compensation	Michael McGhee ICMA-RC (Investment Option Inquiry Only)	510.238.6485 mmcghee@icmarc.org
	Lisa Lavatai	510.238.6769 llavatai@oaklandnet.com
Dental Insurance (Non-Sworn)	Denise Carter	510.238.7446 dcarter@oaklandnet.com
Medical and Dental Insurance (Sworn - Police & Fire)	Michael K. Lee	510.238.2248 mlee@oaklandnet.com
Dependent Care Assistance Program (DCAP)	Denise Carter	510.238.7446 dcarter@oaklandnet.com
Disability Insurance (Sun Life) Long Term & Short Term (Non-Sworn)	Denise Carter	510.238.7446 dcarter@oaklandnet.com
Employee Assistance Program	Greg Elliott	510.238.4993 gelliott@oaklandnet.com
Ergonomics	Lana Chan	510.238.7971 lchan@oaklandnet.com
Fair Employment Housing Act (FEHA) Americans for Disabilities Act (ADA) Workers' Compensation	Mary Baptiste	510.238.2270 mbaptiste@oaklandnet.com
	Annie Chin	510.238.4958 achin@oaklandnet.com
Family Medical Leave Act (FMLA)	Donella Williams	510.238.6488 dwilliams3@oaklandnet.com
Guaranteed Ride Home	Michael K. Lee	510.238.2248 mlee@oaklandnet.com
Sun Life Insurance	Denise Carter	510.238.7446 dcarter@oaklandnet.com
Medical Care Assistance Program (MCAP)	Denise Carter	510.238.7446 dcarter@oaklandnet.com
Medical Insurance (Non-Sworn)	Denise Carter	510.238.7446 dcarter@oaklandnet.com

p.43/62

CONTACT INFORMATION (continued)

Employee Benefits Program	Benefits Representative	Contact Information
Non-PERS Kaiser	Michael K. Lee	510.238.2248 mlee@oaklandnet.com
Retirement (PERS)	Nhan Hua	510.238.6479 nhua@oaklandnet.com
Safety, Health and Wellness	Lana Chan	510.238.7971 lchan@oaklandnet.com
SDI Disability Insurance (EDD) (Non-Sworn)	Lisa Lavatai	510.238.6769 llavatai@oaklandnet.com
Transit / Parking Reimbursement Programs	Basic Pacific (Formerly CBA)	916.303.7090 customerservice@BASICpacific.com
Unemployment Insurance (EDD)	Denise Carter	510.238.7446 dcarter@oaklandnet.com
Vision (Non-Sworn)	Lisa Lavatai	510.238.6769 llavatai@oaklandnet.com
	Denise Carter	510.238.7446 dcarter@oaklandnet.com

Benefit information and forms can be located at: <http://oaknetnews/HR-SelfServe/OPENENROLLMENT/index.htm>



DEPARTMENT OF HUMAN RESOURCES MANAGEMENT
 BENEFIT SYSTEMS / RETIREMENT SYSTEMS
 150 FRANK H. OGAWA PLAZA - 3RD FLOOR, SUITE 3332
 OAKLAND, CA 94612-2021

TELEPHONE DIRECTORY

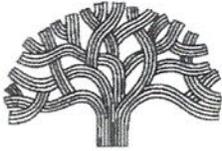
EMPLOYEE BENEFITS PROGRAM	BENEFITS REPRESENTATIVE	CONTACT INFORMATION
Risk & Benefits Administration	Deborah Grant - Manager	238-7165 dgrant@oaklandnet.com
COBRA	Custom Benefit Administrators (CBA)	(916) 303-7100 cobra@cbadministrators.com
Transit / Parking Reimbursement Programs	Denise Carter	238-7446 dcollier@oaklandnet.com
Deferred Compensation	Michael McGhee Mass Mutual Employee (Investment Option Inquiry Only)	238-6485 mmcghee@massmutual.com
	Ebony Brunson City of Oakland Plan Administrator	238-6769 ebrunson@oaklandnet.com
Dental Insurance (Non-sworn)	Gloria Alcalá	238-7445 gcalcala@oaklandnet.com
Dependent Care Assistance Program (DCAP)	Denise Carter	238-7446 dcollier@oaklandnet.com
SDI Disability Insurance (EDD) (Non-sworn)	Michael K. Lee	238-2248 mlee@oaklandnet.com
Disability Insurance (Sun Life) Long Term & Short Term (Non-sworn)	Gloria Alcalá	238-7446 gcalcala@oaklandnet.com
Employee Assistance Program	Greg Elliott	238-4993 gelliott@oaklandnet.com
Guaranteed Ride Home	Michael K. Lee	238-2248 mlee@oaklandnet.com
Life Insurance	Gloria Alcalá	238-7445 gcalcala@oaklandnet.com
Medical Care Assistance Program (MCAP)	Denise Carter	238-7446 dcollier@oaklandnet.com
Medical Insurance (Non-Sworn)	Denise Carter	238-7446 dcollier@oaklandnet.com
Medical Insurance (Sworn)	Ebony Brunson	238-6769 ebrunson@oaklandnet.com
Retirement (PERS)	Nhan Hua	238-6479 nhua@oaklandnet.com
Unemployment Insurance (EDD)	Michael K. Lee	238-2248 mlee@oaklandnet.com

NEO 2

p. 45/62

Attachment 5

2014



DEPARTMENT OF HUMAN RESOURCES MANAGEMENT
BENEFIT SYSTEMS / RETIREMENT SYSTEMS
150 FRANK H. OGAWA PLAZA - 3RD FLOOR, SUITE 3332
OAKLAND, CA 94612-2021

EMPLOYEE BENEFITS PROGRAM	BENEFITS REPRESENTATIVE	CONTACT INFORMATION
Vision (Non-sworn)	Gloria Alcala	238-7446 galcala@oaklandnet.com
Workers Compensation	Gaynell Chase	238-2270 gchase@oaklandnet.com
Family Medical Leave Act (FMLA)	Gloria Alcala	238-7445 galcala@oaklandnet.com
Fair Employment Housing Act (FEHA) Americans with Disabilities Act (ADA)	Kim Coenen	238-4958 kcoenen@oaklandnet.com
Ergonomics	Mike Spade	238-7971 mspade@oaklandnet.com
Safety, Health & Wellness	Gregory Elliott	238-4993 gelliott@oaklandnet.com
Dental (Sworn Police & Fire)	Ebony Brunson	238-6769 ebrunson@oaklandnet.com

NEO 3

p.46/62

Attachment 5 2014



HUMAN RESOURCES MANAGEMENT
 RISK & BENEFITS DIVISION
 150 FRANK H. OGAWA PLAZA - 3RD FLOOR, SUITE 3332
 OAKLAND, CA 94612-2021
 Fax (510) 238-6560

TELEPHONE DIRECTORY

EMPLOYEE BENEFITS PROGRAM	BENEFITS REPRESENTATIVE	CONTACT INFORMATION
Risk & Benefits Administration	Deborah Grant - Manager	238-7165 dgrant@oaklandnet.com
Vacant	Benefits Coordinator	
COBRA	Custom Benefit Administrators (CBA)	(916) 303-7100 cobra@cbadministrators.com
Deferred Compensation	Michael McGhee ICMA-RC (Investment Option Inquiry Only)	238-6485 mmcghee@icmarc.org
	Lisa Lavatai	238-6769 llavatai@oaklandnet.com
Dental Insurance (Non-Sworn)	Gloria Alcala	238-7445 galcala@oaklandnet.com
Medical & Dental Insurance (Sworn - Police & Fire)	Michael K. Lee	238-2248 mlee@oaklandnet.com
Dependent Care Assistance Program (DCAP)	Denise Carter	238-7446 dcarter@oaklandnet.com
Disability Insurance (Sun Life) Long Term & Short Term (Non-Sworn)	Gloria Alcala	238-7445 galcala@oaklandnet.com
Employee Assistance Program	Greg Elliott	238-4993 gelliott@oaklandnet.com
Ergonomics	Mike Spade	238-7971 mspade@oaklandnet.com
Fair Employment Housing Act (FEHA) Americans for Disabilities Act (ADA) Workers' Compensation	Mary Baptiste	238-2270 mbaptiste@oaklandnet.com
	Annie Chin	238-4958 achin@oaklandnet.com
Family Medical Leave Act (FMLA)	Donella Williams	238-6488 dwilliams3@oaklandnet.com



HUMAN RESOURCES MANAGEMENT
 RISK & BENEFITS DIVISION
 150 FRANK H. OGAWA PLAZA - 3RD FLOOR, SUITE 3332
 OAKLAND, CA 94612-2021
 Fax (510) 238-6560

EMPLOYEE BENEFITS PROGRAM	BENEFITS REPRESENTATIVE	CONTACT INFORMATION
Guaranteed Ride Home	Michael K. Lee	238-2248 mlee@oaklandnet.com
Sun Life Insurance	Gloria Alcala	238-7445 galcala@oaklandnet.com
Medical Care Assistance Program (MCAP)	Denise Carter	238-7446 dcarter@oaklandnet.com
Medical Insurance (Non-Sworn)	Denise Carter	238-7446 dcarter@oaklandnet.com
Non-PERS Kaiser	Michael K. Lee	238-2248 mlee@oaklandnet.com
Retirement (PERS)	Nhan Hua	238-6479 nhua@oaklandnet.com
Safety, Health & Wellness	Gregory Elliott	238-4993 gelliott@oaklandnet.com
SDI Disability Insurance (EDD) (Non-sworn)	Lisa Lavatai	238-6769 llavatai@oaklandnet.com
Transit / Parking Reimbursement Programs	Custom Benefit Administrators (CBA)	(916) 303-7100 customerservice@cbadministrators.com
	Denise Carter	238-7446 dcarter@oaklandnet.com
Unemployment Insurance (EDD)	Lisa Lavatai	238-6769 llavatai@oaklandnet.com
Vision (Non-sworn)	Gloria Alcala	238-7445 galcala@oaklandnet.com

Benefit information and forms can be located at: <http://oaknetnews/HR-SelfServe/OPENENROLLMENT/index.htm>

You may also contact the below benefit carriers or visit the following websites to confirm eligibility and verify coverage:

- CalPERS 1.800.225.7377
- Delta Dental (415) 977-7950 Group No. 558-3
- Delta Care 1.800.632-8555 Group No. 76003
- Vision Services Plan 1.800.622-7444 Group No. 00826401
- Medical <https://my.calpers.ca.gov>
- Dental www.deltadentalins.com
- Vision www.vsp.com

p. 48/62

Lavatai, Lisa

From: Appleyard, Ian
Sent: Wednesday, October 14, 2020 2:54 PM
To: Lavatai, Lisa
Cc: Preece, Gregory; Honda, Tami
Subject: Class Study

Hi Lisa,

I wanted to make you aware that I intend to initiate a classification study of your position accordance with Section 3.04 of the Civil Service Rules.

The goal of this study is to determine the duties and responsibilities you are performing as they relate to the Deferred Compensation Program, including Committee support. The study will also assess the amount of time you spend support the program and on other assigned duties.

You will be furnished with a Position Description Questionnaire (PDQ) from the Classification Unit shortly. Please complete the PDQ by Friday, October 30th. Also, please begin tracking your time performing work to support the Deferred Compensation Program.

Let me know if you have questions.

Thanks,
Ian

Ian Appleyard / Pronouns: He | Him | His

Human Resources Director

Human Resources Management Department



150 Frank H. Ogawa Plaza, 3rd floor
Oakland, CA 94612
Phone: (510) 238-6450
Fax: (510) 238-2976

Lavatai, Lisa

From: Pritchett, Jaime
Sent: Monday, December 21, 2020 11:20 AM
To: Lavatai, Lisa
Cc: jkadjo@ifpte21.org; kaleiiliahi@gmail.com
Subject: RE: Please complete Position Questionnaire Forms to initiate a classification study by Friday, October 30, 2020

Follow Up Flag: Follow up
Flag Status: Completed

Lisa,

Here are my responses:

- Can you tell me how often does HRM outsource classification studies?
 - We do not track this information. Anecdotally, HRM has few class studies.
- What criteria is used to factor whether to outsource the classification study or conduct it in-house?
 - There is a backlog of studies. Departments use CPS for expediency and they have performed about six or seven for us.
- What criteria and/or factors were used in determining why HRM outsourced my classification study?
 - The decision was made by management.
- How often does a department head initiate a PDQ on a filled position?
 - We do not track this. It does happen but class studies are most frequently initiated by incumbents.
- Out of the documents I submitted to you, which documents were forwarded to CPS-HR?
 - Greg is the contact person for all CPS-related recruitments and class studies. Consistent with other studies, he would have forwarded the PDQ and any other attachments provided as part of the PDQ.
- Who in HRM will receive CPS-HR's report on the classification study? Will I receive a copy as well?
 - The final report will be sent to Greg and I'll be copied on it so I can prepare the Letter of Determination and coordinate with staff to get the findings sent out via certified mail.
- After HRM receives the study from CPS-HR, what is the timeframe before you contact me with the conclusion?
 - Within days. We coordinate with the availability of HR Clerk staff for sending certified mail.

The evaluation process involves the same steps whether it is conducted by CPS or HRM. Let me know if additional questions arise.

Thanks,
Jaime

From: Lavatai, Lisa
Sent: Friday, December 18, 2020 4:53 PM
To: Pritchett, Jaime <JPritchett@oaklandca.gov>
Cc: jkadjo@ifpte21.org; kaleiiliahi@gmail.com
Subject: RE: Please complete Position Questionnaire Forms to initiate a classification study by Friday, October 30, 2020
Importance: High

Hi Jaime,
Thank you for finally responding to my email. I do have some questions and am hoping you can answer sooner, rather than later.

- Can you tell me how often does HRM outsource classification studies?
- What criteria is used to factor whether to outsource the classification study or conduct it in-house?
- What criteria and/or factors were used in determining why HRM outsourced my classification study?
- How often does a department head initiate a PDQ on a filled position?
- Out of the documents I submitted to you, which documents were forwarded to CPS-HR?
- Who in HRM will receive CPS-HR's report on the classification study? Will I receive a copy as well?
- After HRM receives the study from CPS-HR, what is the timeframe before you contact me with the conclusion?

You can probably imagine my confusion when I received an email from CPS-HR asking to setup an appointment to discuss my classification study and I had not heard from you or anyone else in HRM since you confirmed receipt of my submission. I am not familiar with the process so I am trying to get a better understanding of it all.

*Thanks,
Lisa Lavatai*



Happy Holidays!

Deferred Compensation:

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

Frequently asked benefit question

<https://www.oaklandca.gov/documents/benefit-faqs>

You may visit the following benefit websites to confirm eligibility and verify coverage:

<https://my.calpers.ca.gov>, www.deltadentalins.com, www.vsp.com; <https://www.naviabenefits.com/>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Pritchett, Jaime

Sent: Monday, December 14, 2020 3:47 PM

To: Lavatai, Lisa <LLavatai@oaklandca.gov>

Cc: jkadjo@ifpte21.org; kaleiiliahi@gmail.com

Subject: Re: Please complete Position Questionnaire Forms to initiate a classification study by Friday, October 30, 2020

Lisa,

HRM has opted to utilize CPS-HR to conduct your classification study. The consultant will be in touch with you very soon to schedule a virtual meeting to discuss your materials and interview you about the duties of your position. A meeting will also be scheduled with your supervisor to review the same materials and interview

her about the duties of your position. Once the consultant finishes the study, she will send it to HRM to release. Given the holidays, I would expect the entire process to take approximately 4-6 weeks. Please let me know if you have any questions.

Thanks,
Jaime

From: Lavatai, Lisa <LLavatai@oaklandca.gov>
Sent: Monday, November 2, 2020 10:56 AM
To: Pritchett, Jaime <JPritchett@oaklandca.gov>
Cc: jkadjo@ifpte21.org <jkadjo@ifpte21.org>; kaleiiliahi@gmail.com <kaleiiliahi@gmail.com>
Subject: RE: Please complete Position Questionnaire Forms to initiate a classification study by Friday, October 30, 2020

Jaime,
Please provide each step and timeframe for each step for a classification study. How long does each step have to respond?

*Thank you,
Lisa Lavatai*



Deferred Compensation

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/cnroll-in-employee-benefits>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Pritchett, Jaime
Sent: Monday, November 2, 2020 6:42 AM
To: Lavatai, Lisa <LLavatai@oaklandca.gov>
Cc: jkadjo@ifpte21.org; kaleiiliahi@gmail.com
Subject: RE: Please complete Position Questionnaire Forms to initiate a classification study by Friday, October 30, 2020

Lisa,

I am confirming receipt. Once I review, I will let you know if I have any questions about the documents.

Thanks,
Jaime

From: Lavatai, Lisa
Sent: Friday, October 30, 2020 4:20 PM
To: Pritchett, Jaime <JPritchett@oaklandca.gov>

Cc: jkadjo@ifpte21.org; kaleiiliahi@gmail.com

Subject: RE: Please complete Position Questionnaire Forms to initiate a classification study by Friday, October 30, 2020

Good afternoon Jaime,

Attached you will find the following:

1. Completed, signed and dated Position Questionnaire being submitted by the deadline of October 30, 2020.
2. Time Study on Excel Spreadsheet that further breaks down the duties/tasks I am assigned and complete.
3. Alameda County Deferred Compensation Manager job description (for comparison of deferred comp duties I perform)
4. Alameda County Deferred Compensation Specialist job description (for comparison of deferred comp duties I perform)
5. City of Oakland Benefits Analyst job description (for reference)
6. City of Oakland Benefits Representative job description (for reference)
7. Email from Ian Appleyard to me on 10.14.2020 informing me of his intent to initiate a Classification Study.

City of Oakland Deferred Compensation Plan size (approximate)

Compensation Plan size (approximate)

\$550M in assets
7500 participants (full time, part time and retirees)
88% participation rate
rate

Alameda County Deferred

\$750M in assets
3000 participants
60% participation

I have included the Alameda County Deferred Compensation job descriptions to highlight my statement that Deferred Compensation is a specialized field. The duties listed in Alameda County's Deferred Compensation job descriptions are tasks that I routinely perform for the City of Oakland's 457 Deferred Compensation Plan.

I have left Ian Appleyard, Greg Preece and Tami Honda off of this email response because I did not initiate the request, but was forced by my department superior, the Human Resources Management Director, Ian Appleyard. I am hoping this PDQ will be reviewed and treated with integrity, honesty and fairness. I have included my Local 21 Union Representative, Jesse Kadjo on this email due to the nature of how this request was initiated.

Jaime I do have a question I would like a response to, "how often does a department head initiate a PDQ on a filled position?"

Thank you
Lisa Lavatai



Success is not never failing, but in rising everytime we fall!

Deferred Compensation

<https://www.icmarc.org/>

Benefits

<https://www.oaklandca.gov/resources/enroll-in-employee-benefits>

You may visit the following benefit websites to confirm eligibility and verify coverage:

<https://my.calpers.ca.gov>, www.deltadentalins.com, www.vsp.com; <https://www.naviabenefits.com/>

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message and any attachments. Do not share this email with anyone.

From: Pritchett, Jaime

Sent: Thursday, October 15, 2020 7:17 AM

To: Lavatai, Lisa <LLavatai@oaklandca.gov>

Cc: Appleyard, Ian <IAppleyard@oaklandca.gov>; Preece, Gregory <GPreece@oaklandca.gov>; Honda, Tami <THonda@oaklandca.gov>

Subject: Please complete Position Questionnaire Forms to initiate a classification study by Friday, October 30, 2020

Lisa,

In line with Civil Service Rule 3.04(d), the Personnel Director has requested that you complete the Position Description Questionnaire (PDQ) Form to initiate a classification study of your position. You will complete PDQ Part I, and your supervisor will complete PDQ Part II. There is also a cover page to include in the packet. Once you fill out Part I and the cover memo, please retain a copy for your records and submit the documents to me. Your supervisor will be asked to fill out PDQ Part II.

Please submit your PDQ Part I by Friday, October 30th. Do not hesitate to let me know if you have any questions about this request. I can provide information about the steps and documents that are involved in the classification study process.

I look forward to receiving your Part I PDQ by October 30th.

Thank you in advance,

Jaime Pritchett

City of Oakland

150 Frank H. Ogawa Plaza, 2nd Floor

Oakland, CA 94612

(510) 238-4735

Lisa Lavatai
Deferred Compensation and Benefits Administration
Time Study 2021

FUNCTION #1 - DEFERRED COMP	Estimate In hours							Annual	Total Annually
	Daily	Weekly	Bi-weekly	Monthly	Quarterly	Annual	Total Annually		
List of tasks done									
Respond to emails	3.25							0.00	845.00
Respond to voicemails	0.50							130.00	130.00
Verify employee in Oracle		2.50							
Review supporting documents and contact employee if necessary documents are needed			1.00						52.00
Follow up with employee for missing information	0.50								130.00
New Enrollments		1.00							52.00
Plan to Plan Transfers					2.00				24.00
Sworn Police New Enrollments							12.00		12.00
Sworn Police Plan to Plan Transfers							12.00		12.00
Sworn Fire New Enrollments							6.00		6.00
Sworn Fire Plan to Plan Transfers							6.00		6.00
Contribution Changes		0.50							26.00
Roth Contribution Changes		0.50							26.00
Roth Conversion							3.00		3.00
Pre-Retirement CatchUp setup in Oracle				0.50					6.00
Pre-Retirement paperwork sent to Plan Sponsor				0.50					6.00
Rollover research and calculation at separation		2.00							104.00
Rollover processing, signing and distributing to parties at separation				2.00					24.00
Bi-annual rollover in June and December							40.00		40.00
50+ CatchUp			1.25						65.00
Submit Hyas Group quarterly invoices for payment						0.50			2.00
Submit City of Oakland reimbursement							0.50		2.00
Submit Drinker Biddle/outside counsel invoices for payment							4.00		4.00
Requests for copies of contracts - public record requests							2.00		2.00
bi-weekly loan reports			3.00						78.00
bi-weekly loan reports Loan Payoffs/Close element in Oracle			1.50						39.00
bi-weekly loan reports Last Loan Payments/close element			1.00						26.00
Loan Load -Setup New Loan Issuances			0.50						13.00
New Enrollment Interface			0.25						6.50
Maintenance Interface			0.25						6.50
Termination Interface			0.25						6.50
FT Contribution Interface			1.00						26.00
PT Contribution Interface			1.00						26.00
Contribution Wire			1.00						26.00
Committee Meeting Minutes						4.00			48.00
Committee Meeting Preparation						8.00			96.00
Hardship Withdrawal Requests						1.50			18.00
							2.00		2.00

p.55/62

Lisa Lavatai
Deferred Compensation and Benefits Administration
Time Study 2021

	Daily	Weekly	Bi-weekly	Monthly	Quarterly	Annual	Total Annually
Department Holiday All Hands Meeting -offsite						1.50	1.50
Department Retreat						6.50	6.50
Department Holiday Team Building Exercises						2.00	2.00
Breaks (2*15min)	0.50						130.00
Leaves:							
Holidays, including Floater						97.50	97.50
Vacation (approx)							0.00
Sick (approx)							0.00
Total Estimates (All)							10,020.50

p. 58/62



MEMORANDUM

TO: Classification & Compensation

FROM: Ian Appleyard
Director, Human Resources
Management

SUBJECT: Class Study Findings – Lisa Lavatai

DATE: January 27, 2021

Please consider this my response to the Letter of Determination and Final Findings for the classification study conducted on the Benefits Representative position held by Lisa Lavatai.

I am in agreement with the findings and Human Resources Management (HRM) will begin implementing option #2 – Assign the Benefits Technician duties to another position where it is appropriate to do so. I am not able to identify which Benefits Technician will be assigned these duties at this time as we need additional time to assess availability. I will provide a follow-up after the person is identified and then training will commence to facilitate the transition. Because Ms. Lavatai is already being compensated as a Benefits Representative, there is no impact by having her continue to perform the duties of the lower classification in addition to her duties of Benefits Representative during the transition.

Thank you for your work and the opportunity to respond to the study.

Sincerely,

Ian Appleyard
Human Resources Director

Lavatai, Lisa

From: Pritchett, Jaime
Sent: Wednesday, January 27, 2021 12:45 PM
To: Lavatai, Lisa
Cc: Honda, Tami; Aaron, Denise; Preece, Gregory
Subject: RE: Final Findings regarding Benefits Representative classification study (Lisa Lavatai)
Attachments: Response to Class Study Findings - Lavatai.pdf

Ms. Lavatai,

HRM has selected option 2, which states that the Benefits Technician duties will be transferred to another position. Please let me know if you have any questions.

Thanks,
Jaime

From: Pritchett, Jaime
Sent: Wednesday, January 20, 2021 4:04 PM
To: Lavatai, Lisa <LLavatai@oaklandca.gov>
Cc: Honda, Tami <THonda@oaklandca.gov>; Aaron, Denise <DAaron@oaklandca.gov>; Preece, Gregory <GPreece@oaklandca.gov>
Subject: Final Findings regarding Benefits Representative classification study (Lisa Lavatai)

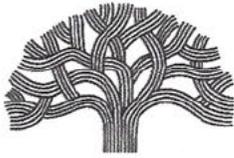
Ms. Lavatai,

Attached please find the final findings related to the classification study of your Benefits Representative position that was performed by CPS HR. The report is being issued via certified mail today.

The department has 10 business days to respond to the findings. You will be informed of which option the department has chosen to exercise.

Please do not hesitate to contact me if you have any questions regarding the report or outcome.

Thanks,
Jaime Pritchett
City of Oakland
150 Frank H. Ogawa Plaza, 2nd Floor
Oakland, CA 94612
(510) 238-4735



CITY OF OAKLAND
HUMAN RESOURCES MANAGEMENT
Recruitment, Classification and Benefits

150 Frank H Ogawa Plaza 2nd Floor
Oakland, CA 94612
(510) 238-3112

January 20, 2021

CERTIFIED MAIL# [REDACTED] 7191

Lisa Lavatai
[REDACTED]

Re: Classification study – Benefits Representative

Dear Ms. Lavatai:

CPS HR Consulting has completed a review of your current position, Benefits Representative. The findings recommend a choice of outcomes: (1) the position should remain as allocated while the lower-level Benefits Technician duties are removed and transferred to a more appropriate position or discontinued or (2) reallocate the position to Benefits Technician and Y-rate the salary until the point in time at which it catches up to the Benefits Representative salary rate. The outcome of the audit was based on: your Position Description Questionnaire Form; meetings with you and your supervisor and a comparison of the duties and responsibilities of your position to other City of Oakland classifications. The final findings are included with the enclosed report from CPS HR.

These findings serve as notification that you are performing work that more appropriately aligns with the scope of a different classification than your current classification. The department must respond in one of three ways:

- 1) Reclassify the position to the recommended Benefits Technician classification (submit an Add/Delete to the Budget Office),
- 2) Assign the Benefits Technician duties to another position where it is appropriate to do so, or
- 3) Remove the Benefits Technician duties from your assignment without reassigning them (those tasks are no longer performed).

The department is required to render a response within 10 days of the date of this letter identifying the option to be exercised. You will be informed of the department's decision by a follow-up notification from Human Resources Management.

If the department decides that you will continue performing the same duties, your position and assignment should be reclassified to Benefits Technician (Job Class Code

Attachment 8 p. 61/62

AP115), effective at the beginning of the pay period that starts on February 6, 2021. To implement the reclassification, the department should submit a copy of this letter along with the Add/Delete form for routing to obtain the required authorizations. Once complete, the Payroll Personnel Clerk can prepare a PAR form to finalize the reclassification. Per Civil Service Rule Section 3.05 (b), the salary rate will be Y-rated at your current rate of pay (\$6,857.86 per month) until the point in time at which the salary for Benefits Technician catches up to the Benefits Representative salary rate.

If you would like to appeal this decision, you may do so pursuant to Civil Service Rule Section 3.04 (e). Appeals must be sent to the Secretary to the Board, Ian Appleyard, within fifteen (15) business days of this notification. Therefore, any correspondence from you must be received in our office by the close of business, 5:00 p.m., on Wednesday, February 10, 2021.

If you have any questions or comments, please contact me at (510) 238-4735.

Sincerely,

Jaime Pritchett

Jaime Pritchett
Principal Human Resource Analyst

cc: Jesse Kadjo, Local 21
Sharon Jenkins, Local 21
Tami Honda, HRM Benefits Coordinator
Greg Preece, HR Manager
HR History File

**CITY'S
RESPONSE
TO
APPEAL
HRM-2021-AP01
LISA LAVATAI**



CITY OF OAKLAND

STAFF REPORT

DATE: April 15, 2021

TO: THE HONORABLE CIVIL SERVICE BOARD

FROM: Ian Appleyard, Director of Human Resources & Secretary to the Civil Service Board

SUBJECT: Response to Appeal HRM-2021-AP01 – Classification Study – Lisa Lavatai

On October 14, 2020, the Director of Human Resources initiated a classification study in accordance with Section 3.04 of the Civil Service Rules. The purpose of the study was to analyze the duties and responsibilities of the Benefits Representative classification. This position supports the Deferred Compensation Committee and performs other City-wide benefits related tasks.

Funding for the Benefits Representative position comes from the Deferred Compensation Committee, which supports the City's deferred compensation program. This is a unique arrangement. Most public entities fully fund administrative support for deferred compensation programs. Therefore, the classification study was initiated to help determine if the program was receiving the appropriate administrative support and paying for the appropriate classification.

To expedite the study and to ensure objectivity, the Human Resources Management (HRM) Department elected to use Cooperative Personnel Services (CPS HR) Consulting to perform the classification study.

The results of the classification study, attached to the appeal packet, found the duties performed by the Appellant, as it relates to the Deferred Compensation Program, are consistent with the lower Benefits Technician classification. The findings recommended the City take the necessary steps to reclassify the incumbent (Appellant) to a Benefits Technician. This action would be in accordance with Rule 3.05 (b) – Downgrading of Position. This would re-designate the position to the lower Benefits Technician classification and “y-rate” the incumbent. Alternatively, the study recommended transferring the Benefits Technician duties and responsibilities to another position, allowing the Appellant to perform the full range of duties at the higher Benefits Representative classification.

As a course of action, HRM identified an existing Benefits Technician to assume the support of the Deferred Compensation Program and Committee. This employee is currently being trained to assume these support duties. Once that employee is fully trained, the Appellant will no longer regularly support the Deferred Compensation Program or Committee and will perform duties and responsibilities consistent with the Benefits Representative classification. The department is not proposing to downgrade the Appellant's classification.

Therefore, the Appellant's classification is not changing and there is no loss of status, pay or benefits. Management retains the right to assign work to meet the needs of the department, the City, and, in this case, the City's Deferred Compensation Committee. As such, the department recommends the Board deny the appeal and uphold the results of the classification study.