



# **BAKERSFIELD MISCELLANEOUS CIVIL SERVICE MEETING AGENDA MEETING OF APRIL 16, 2024**

1600 Truxtun Ave Conference Room A  
Misc. Civil Service Meeting @ 2pm

**1. ROLL CALL**

**2. PUBLIC COMMENTS**

- A. Agenda Item Public Statements
- B. Non-Agenda Item Public Statements

**3. APPROVAL OF MINUTES**

- 1. Minutes of the Misc. Civil Service Board Meeting, March 19, 2024  
*Staff recommends approval of the Misc. Civil Service Board Meeting  
March 19, 2024*

**4. NEW BUSINESS**

**A. Eligible List Certified by the Human Resources Director**

- 1. Administrative Analyst II (O) #02086
- 2. Administrative Assistant I/II (O) #02087
- 3. Assistant Building Director (O) #02062
- 4. Fleet Equipment Mechanic II (O) #02083
- 5. Supervisor II-Construction (O) #02092

**B. Nepotism(s)**

- 1. Toni Hayhurst, Administrative Assistant I/II #02087
- 2. Rocio Coronado, Economic and Community Development Specialist  
#02093

**C. New Job Specification(s)**

- 1. Wastewater CMMS Analyst #25075
- 2. Tourism and Community Promotions Supervisor #57465

**D. Reclassification(s)**

- 1. Reclassification of Senior Sales Representative to Tourism and  
Community Promotions Supervisor

**E. Report**

1. Recruitment Analysis-Applicant Flow Data

**5. COMMISSIONERS COMMENTS**

**6. ADJOURNMENT**



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

2.

**TO:** Bakersfield Miscellaneous Civil Service Board

**FROM:** Julie Houselog

**CREATED BY:** Julie Houselog, H.R. Specialist

**DATE:** 4/16/2024

**WARD:**

**SUBJECT:** A. Agenda Item Public Statements

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**STAFF RECOMMENDATION:**

**BACKGROUND:**



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

2.

**TO:** Bakersfield Miscellaneous Civil Service Board

**FROM:** Julie Houselog

**CREATED BY:** Julie Houselog, H.R. Specialist

**DATE:** 4/16/2024

**WARD:**

**SUBJECT:** B. Non-Agenda Item Public Statements

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**STAFF RECOMMENDATION:**

**BACKGROUND:**



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

3.  
1.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Julie Houselog  
**CREATED BY:** Julie Houselog, H.R. Specialist  
**DATE:** 4/16/2024  
**WARD:**  
**SUBJECT:** Minutes of the Misc. Civil Service Board Meeting, March 19, 2024

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## STAFF RECOMMENDATION:

Staff recommends approval of the Misc. Civil Service Board Meeting March 19, 2024

## BACKGROUND:

## ATTACHMENTS:

Description	Type
Minutes of the Misc. Civil Service Board March 19, 2024	Backup Material

# MINUTES

Miscellaneous Civil Service Board  
Regular Meeting  
1600 Truxtun, City Hall North, Conference Room A, 1<sup>st</sup> Floor  
March 19, 2024  
2:00 P.M.

The Miscellaneous Civil Service Board Meeting commenced on February 20, 2024 at 2:06 p.m., City Hall North, Conference Room A, 1<sup>st</sup> Floor.

## 1. Commissioners Present

**Nila Hogan  
James Hay  
Patrick Bowers  
Ronald Wolfe**

## Administration Present:

**Shayla Collins, Human Resources Manager  
Isabel Farmer, Human Resources Analyst  
Asia Wofford, Human Resources Analyst  
Kevin Mendoza, Human Resources Analyst  
Viridiana Gallardo-King, Deputy City Attorney II**

## 2. Public Comments

**A. Agenda Item Public Statements-None**

**B. Non-Agenda Item Public Statements-None**

## 3. Approval of Minutes

**Commissioner Hay amended the minutes for the February 20, 2024 meeting and made a motion to approve, which was seconded by Commissioner Wolfe.  
APPROVED, Two Ayes, One Abstention by Commissioner Bowers.**

## 4. New Business

### **A. Eligible Lists Certified by the Human Resources Director**

1. Fleet Service Worker I (O) #02082
2. Technology Systems Analyst I-Fleet (O) #02075
3. Technology Systems Analyst I/II-Security Administration (O) #02054
4. Technology Service Manager (O) #02058
5. Trades Maintenance Worker-General Services (O) #02072

**Eligible Lists for the above referenced position(s), were submitted as informational items to the Board and placed on file.**

### **B. Eligible List extended by the Human Resources Director**

1. Clerk Typist I/II (O) #01971 extended from 3/08/24 to 4/08/24

**Eligible List extended, for the above referenced position, was submitted as an informational item to the Board and placed on file.**

### **C. Nepotism(s)**

1. Timothy Armijo, Accounting Specialist I/II #02601
2. Isaac Garza, Engineer I/II #02065
3. Elvis Pena, Engineer I/II #02065
4. Tyler Davis, Technology Systems Analyst I/II-Fleet #02075
5. Malachi Payne, Technology Systems Analyst I/II-Security Administration #02054
6. Francisco J. Ramirez, Trades Maintenance Worker #02072
7. Anthony Acosta, Trades Maintenance Worker #02072

**After discussion, a motion, by Commissioner Wolfe and seconded by Commissioner Bowers, was made to approve the recommendation of the Finance Director, Randy McKeegan, Public Works Director, Gregg Strakaluse, Technology Services Director, Greg Pronovost and/or Human Resources, to approve the Nepotism Requests for the above referenced items. APPROVED, ALL AYES**

### **6. Commissioner's Comments**

**Board welcomed Commissioner Wolfe back to serve on the Misc. Civil Service Board.**

### **7. Adjournment**

**There being no further business to come before the Board, a motion was made by Commissioner Hogin to adjourn the meeting at 2:07p.m. APPROVED, ALL AYES.**



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

1.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Sandra Duncan  
**CREATED BY:** Sandra Duncan, Human Resources Analyst  
**DATE:** 4/9/2024  
**WARD:**  
**SUBJECT:** Administrative Analyst II (O) #02086

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**STAFF RECOMMENDATION:**

Informational Item Only

**BACKGROUND:**

**ATTACHMENTS:**

Description	Type
Administrative Analyst II (O) #02086	Backup Material

POSITION: ADMINISTRATIVE ANALYST II (OPEN) #02086

APPLIED.....	51
INVITED TO ORAL.....	15
ATTENDED ORAL.....	15
CERTIFIED.....	5

Eligible List Report  
Administrative Analyst II (Open) #02086  
Human Resources Analyst, Sandra Duncan

Established	List Expiration	Candidate Name	Seq. Rank
3/15/2024	9/15/2024	Walker, Jordan	1
3/15/2024	9/15/2024	Zayasbazan, LeAnn	2
3/15/2024	9/15/2024	Gonzalez, Nuria	3
3/15/2024	9/15/2024	Rubio, Paula	4
3/15/2024	9/15/2024	Woolston, Reginald	5

  
Christi Tenter, Human Resources Director

March 15, 2024



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

2.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Sandra Duncan  
**CREATED BY:** Sandra Duncan, Human Resources Analyst  
**DATE:** 4/9/2024  
**WARD:**  
**SUBJECT:** Administrative Assistant I.II (O) #02087

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## STAFF RECOMMENDATION:

Informational Item Only

## BACKGROUND:

## ATTACHMENTS:

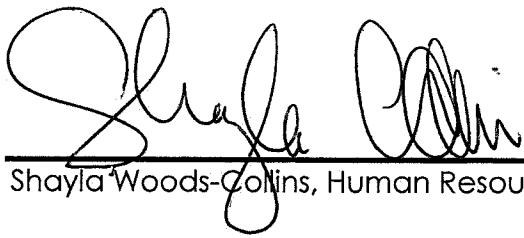
Description	Type
Administrative Assistant I.II (O) #02087	Backup Material

POSITION: ADMINISTRATIVE ASSISTANT I/II (OPEN) #02087

APPLIED.....	174
INVITED TO ORAL.....	13
ATTENDED ORAL.....	8
CERTIFIED.....	4

Eligible List Report  
Administrative Assistant I/II (Open) #02087  
Human Resources Analyst, Sandra Duncan

Established	List Expiration	Candidate Name	Seq. Rank
4/9/2024	10/9/2024	Delgadillo, Teresa	1
4/9/2024	10/9/2024	Hayhurst, Toni	2
4/9/2024	10/9/2024	Gomez, Teresita	3
4/9/2024	10/9/2024	Ojeda, Marithza	4



Shayla Woods-Collins, Human Resources Manager

April 9, 2024



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

3.

**TO:** Bakersfield Miscellaneous Civil Service Board

**FROM:** Kevin Mendoza

**CREATED BY:** Kevin Mendoza, Human Resources Analyst

**DATE:** 4/10/2024

**WARD:**

**SUBJECT:** Assistant Building Director (O) #02062


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## STAFF RECOMMENDATION:

Informational Item Only

## BACKGROUND:

## ATTACHMENTS:

Description	Type
 Assistant Building Director (O) #02062	Backup Material

POSITION: ASSISTANT BUILDING DIRECTOR (OPEN) #02062

APPLIED.....25

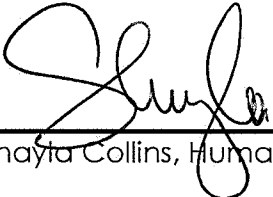
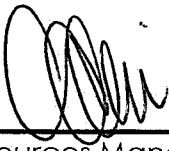
INVITED TO ORAL.....5

ATTENDED ORAL.....5

CERTIFIED.....5

Eligible List Report  
Assistant Building Director (Open) #02062  
Human Resources Analyst, Kevin Mendoza

Established	List Expiration	Candidate Name	Seq. Rank
4/5/2024	10/5/2024	Rodrigue, Steven	1
4/5/2024	10/5/2024	Doyle, Michael	2
4/5/2024	10/5/2024	Ledezma, Martin	3
4/5/2024	10/5/2024	Humphreys, Jason	4
4/5/2024	10/5/2024	Thompson, James	5

   
Shayla Collins, Human Resources Manager April 5, 2024



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

4.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Kevin Mendoza  
**CREATED BY:** Kevin Mendoza, Human Resources Analyst  
**DATE:** 4/8/2024  
**WARD:**  
**SUBJECT:** Fleet Equipment Mechanic II (O) #02083

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## STAFF RECOMMENDATION:

Informational Item Only

## BACKGROUND:

## ATTACHMENTS:

Description	Type
📎 Fleet Equipment Mechanic II (O) #02083	Backup Material

POSITION: FLEET EQUIPMENT MECHANIC II (OPEN) #02083

APPLIED.....22

INVITED TO ORAL.....5

ATTENDED ORAL.....4

CERTIFIED.....3

Eligible List Report  
Fleet Equipment Mechanic II (Open) #02083  
Human Resources Analyst, Kevin Mendoza

Established	List Expiration	Candidate Name	Seq. Rank
3/27/2024	9/27/2024	Marquez, Diego	1
3/27/2024	9/27/2024	Reynoso Rosas, Victor	2
3/27/2024	9/27/2024	Sanchez, Ramiro	3



Christi Tenter, Human Resources Director

March 27, 2024



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

5.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Sandra Duncan  
**CREATED BY:** Sandra Duncan, Human Resources Analyst  
**DATE:** 4/11/2024  
**WARD:**  
**SUBJECT:** Supervisor II-Construction (O) #02092

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## STAFF RECOMMENDATION:

Informational Item Only

## BACKGROUND:

## ATTACHMENTS:

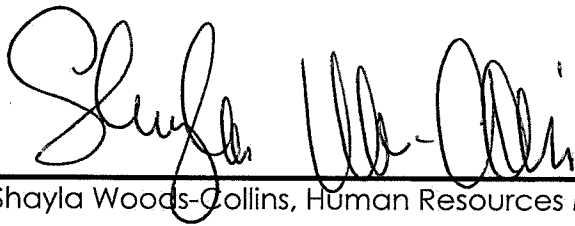
Description	Type
Supervisor II-Construction (O) #02092	Backup Material

POSITION: SUPERVISOR II - CONSTRUCTION (OPEN) #02092

APPLIED.....	31
INVITED TO ORAL.....	10
ATTENDED ORAL.....	9
CERTIFIED.....	8

Eligible List Report  
Supervisor II - Construction (Open) #02092  
Human Resources Analyst, Sandra Duncan

Established	List Expiration	Candidate Name	Seq. Rank
4/11/2024	10/11/2024	Solis, Antonio	1
4/11/2024	10/11/2024	Herder, Andrew	2
4/11/2024	10/11/2024	George, Stephen	3
4/11/2024	10/11/2024	Edwards, Franklin	4
4/11/2024	10/11/2024	Cisneros, Francisco	5
4/11/2024	10/11/2024	Salazar, Juan	6
4/11/2024	10/11/2024	Miranda, Jose	7
4/11/2024	10/11/2024	Wolf, Larry	8



Shayla Woods-Collins, Human Resources Manager

April 11, 2024



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

1.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Sandra Duncan  
**CREATED BY:** Sandra Duncan, Human Resources Analyst  
**DATE:** 4/10/2024  
**WARD:**  
**SUBJECT:** Toni Hayhurst, Administrative Assistant I/II #02087

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## STAFF RECOMMENDATION:

Staff recommends approval of Nepotism Waiver Request for Toni Hayhurst, Administrative Assistant I/II #02087

## BACKGROUND:

## ATTACHMENTS:

Description	Type
□ Toni Hayhurst, Administrative Assistant I/II # 02087	Backup Material



# BAKERSFIELD

THE SOUND OF *Something Better*

## MEMORANDUM

**TO:** MISCELLANEOUS CIVIL SERVICE BOARD

**DATE:** APRIL 16, 2024

**FROM:** SANDRA DUNCAN, HUMAN RESOURCES ANALYST

**SUBJECT:** NEPOTISM RULING – TONI HAYHURST  
CANDIDATE FOR ADMINISTRATIVE ASSISTANT I/II #02087

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**Toni Hayhurst** has successfully competed in the examination process for the position of **Administrative Assistant I/II** and placed on the eligible list for same. Her sister, **Mikie Barrett**, is currently employed as a **Marketing and Events Specialist** at **Visit Bakersfield**. Due to the possibility of **Toni** being considered for appointment to **Administrative Assistant I/II**, the issue of nepotism must be addressed.

The following information has been compiled for your review and determination of whether nepotism creates an adverse impact on supervision, safety, security, or morale.

### SUMMARY OF DUTIES

A summary of the duties and responsibilities for the position of **Administrative Assistant I** is as follows: Under direction, performs difficult, and often sensitive and confidential secretarial and office administrative duties for the City Manager or Department Head; oversees a small group of office support staff in a lead capacity and performs other duties as directed. **Administrative Assistant II** is as follows: Under direction, performs varied, difficult, and often sensitive and confidential secretarial and office administrative duties for the City Manager or a Department Head; oversees a small group of office support staff in a lead capacity.

A summary of the duties and responsibilities for the position of **Marketing and Events Specialist** is as follows: Under general supervision, provides professional support in the promotion of Bakersfield through the solicitation of conferences, conventions, meetings, events, and community engagement; develops, edits, and distributes a variety of print and online publications; assists in the compilation and organization of data; and performs other work as assigned.

### EMPLOYMENT OVERLAP

According to the City Manager Christian Clegg, if **Toni Hayhurst** is appointed as an **Administrative Assistant I/II** in the **City Managers Office**, performance appraisals would not be reviewed or conducted by either employee for the other, neither employee would be directly supervised by the other, and they would not report to each other within the chain of command as they would be assigned to different departments.

### RECOMMENDATION

The City Manager, Christian Clegg, and the Human Resources Department, recommends approval of the nepotism waiver. If this request is approved, however, nepotism considerations may adversely affect future appointments, transfers, or promotional opportunities.



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

2.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Tanya Wilson  
**CREATED BY:** Tanya Wilson, Human Resources Analyst  
**DATE:** 4/10/2024  
**WARD:**  
**SUBJECT:** Rocio Coronado, Economic and Community Development Specialist #02093

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## STAFF RECOMMENDATION:

Staff recommends approval of nepotism waiver request for Rocio Coronado, Economic and Community Development Specialist #02093.

## BACKGROUND:

## ATTACHMENTS:

	Description	Type
□	Rocio Coronado, Economic and Community Development Specialist #02093	Backup Material



# BAKERSFIELD

THE SOUND OF *Something Better*

## MEMORANDUM

**TO: MISCELLANEOUS CIVIL SERVICE BOARD**

**DATE: APRIL 16, 2024**

**FROM: TANYA WILSON, HUMAN RESOURCES ANALYST**

**SUBJECT: NEPOTISM RULING – ROCIO CORONADO  
CANDIDATE FOR ECONOMIC AND COMMUNITY DEVELOPMENT SPECIALIST (O) #02093**

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**Rocio Coronado** is competing in the examination process for the position of **Economic and Community Development Specialist**. Her brother, **Rogelio Martinez**, is currently employed as an **Economic and Community Development Planner II** in the **Economic and Community Development Department**. Due to the possibility of **Rocio** being considered for appointment to an **Economic and Community Development Specialist**, the issue of nepotism must be addressed.

The following information has been compiled for your review and determination of whether nepotism creates an adverse impact on supervision, safety, security or morale.

### SUMMARY OF DUTIES

A summary of the duties and responsibilities for the position of **Economic and Community Development Specialist** is as follows: Under general supervision is responsible for performing a variety of subjects based on assignment within the Department; including general economic and community development, redevelopment, housing development, homeless services, and administrative work, including specific real estate and escrow related tasks, general project planning assignments and other work as assigned. Incumbents in this classification perform increasingly complex para-professional, technical, financial, real estate and administrative tasks which are typically in support of a specific project or housing related program; and others duties as assigned.

A summary of the duties and responsibilities for the position of **Economic and Community Development Planner II** is as follows: Under general direction, is responsible for performing complex, specialized office and field work related to a variety of subjects based on assignment within the Department; including: economic development, redevelopment, community development, low income/affordable housing development, environmental planning/compliance and homeless services; including planning, financial management, monitoring grant compliance, contract administration, subrecipient and development monitoring, preparation of plans and reports, and serving as a resource to other City staff, outside agencies, and the public in answering questions, providing information, and assistance; and performs other duties as assigned.

### EMPLOYMENT OVERLAP

According to the Economic and Community Development Director, Jennifer Byers, if **Rocio Coronado** is appointed to a **Economic and Community Development Specialist** position in the **Economic and Community Development Department**, performance appraisals would not be reviewed or conducted by either employee for the other; neither employee would be directly supervised by the other; and they would not report to each other within the chain of command.

### RECOMMENDATION

The Economic and Community Development Director, Jennifer Byers, and the Human Resources Department recommend approval of the nepotism. If this request is approved, however, nepotism considerations may adversely affect future appointments, transfers or promotional opportunities.

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# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

1.

**TO:** Bakersfield Miscellaneous Civil Service Board

**FROM:** Christi Tenter

**CREATED BY:** Christi Tenter, H.R. Director

**DATE:** 4/16/2024

**WARD:**

**SUBJECT:** Wastewater CMMS Analyst #25075

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## STAFF RECOMMENDATION:

Staff recommends approval of the New Job Specification: Wastewater CMMS Analyst #25075

## BACKGROUND:

## ATTACHMENTS:

Description	Type
Wastewater CMMS Analyst #25075	Backup Material

**CLASS TITLE: WASTEWATER CMMS ANALYST****CLASS SUMMARY:**

Under general supervision, performs technical and administrative support work related to the development, implementation, maintenance, and modification of the Computerized Maintenance Management System (CMMS); monitors and maintains CMMS data entry and reporting integrity; creates business processes and develops workflow specifications to meet end user requirements. Assists in the development of the Wastewater Division's short and long-term goals for optimizing the Division's maintenance functions; and performs other work as required.

**REPRESENTATIVE DUTIES:**

**The following typical tasks and responsibilities are representative of the position's essential duties. They are descriptive, not limiting.**

**Essential Duties:**

- Utilizes CMMS to establish a formal system for planning, completing, and reporting facility maintenance activities;
- Develops maintenance job plans for new and ongoing operations and accurately inputs the data into the CMMS Work Order System;
- Plans, develops, prioritizes, and implements detailed maintenance schedules for all equipment and facilities;
- Provides periodic status reports on completed and scheduled maintenance activities;
- Maintains and operates CMMS as directed to create and maintain equipment history database; manages inventory tracking module, and any related data;
- Captures and organizes asset data for inclusion in the CMMS asset database;
- Evaluates existing program performance and recommends improvements for system performance and enhanced security; administers changes and adjustments to systems as directed;
- Develops and implements automated processes, specialized views, and reports in response to user needs;
- Participates in software evaluation and selection in the areas of CMMS updates, creating queries for users reports, defining new or revisions to detail information screens, defining changes to existing screens via CMMS vendor, reviewing interfaces to other software packages such as SCADA, and reporting tools;
- Acts as point of contact for the day-to-day operations of the CMMS database technology needs; troubleshoots system problems;
- Trains and works closely with Division staff to ensure accuracy of information entered and maintained in the CMMS database;
- Maintains and compiles documentation of user procedures, technical references, training manuals, handbooks, and guides; maintains tables, data structures, diagrams, and testing data;
- Supports operation and maintenance staff as needed.

**DISTINGUISHING CHARACTERISTICS:**

**CLASS TITLE:****WASTEWATER CMMS ANALYST****25075**

The Wastewater CMMS Analyst supports division systems, applications, and activities where depth of knowledge of business functions and processes are critical to job success. This is distinguished from classifications in the Technology Services Department series as incumbents do not address citywide functions of programming, applications development, and systems administration are performed by other classes. Assignments are predominantly involved in maintaining an inventory of facility equipment and machinery, processing applicable maintenance work orders, maintaining equipment inventory, and scheduling of corrective and preventative maintenance and generating customized, standard and ad-hoc reports pertaining to the required maintenance of equipment, machinery, and treatment facilities.

**MINIMUM QUALIFICATIONS:****Knowledge of:**

- CMMS and associated software applications such as Geographical Information System (GIS), SCADA, and document management systems, that will be integrated with the CMMS;
- Broad knowledge of IT systems including database, GIS, SCADA and document management systems is required to effectively use CMMS;
- Basic data management theory, principles, techniques, and practices;
- Applicable Federal, State, and local laws, codes, and regulations;
- Principles and procedures of record keeping and reporting;
- Modern office practices, methods and computer equipment as they related to CMMS;
- Techniques for effective technical documentation and report writing.
- Understanding of the organization's goals and objectives.
- Computer systems and applications related to the work, including word processing, database and spreadsheet applications;
- English usage, grammar, spelling, vocabulary, and punctuation;
- Techniques for dealing effectively with vendors and contractors in person and over the telephone;
- Techniques for providing a high level of customer service to staff, in person, over the telephone, and via email.

**Ability to:**

- Accurately input and maintain data entry into system, and evaluate and prioritize software requests;
- Learn and apply Principles and practices in maintenance of wastewater facilities;
- Research, develop, and recommend cost-effective technical system improvements;
- Prepare and maintain accurate and complete records;
- Respond to requests and inquiries from end-users;
- Explain and apply regulations and procedures in varying situations;
- Interact with contractors, engineers, and Division staff in a tactful manner;
- Understand and utilize computer-oriented management information systems;
- Work on multiple projects with competing priorities effectively and in a timely manner; organize and prioritize timelines in an effective and timely manner;
- Analyze situations accurately and develop effective course of action;
- Understand and carry out a variety of complex instructions in a responsible and independent manner;
- Establish and maintain a variety of files and records;
- Operate modern office equipment, including computer equipment and specialized software application programs;
- Use English effectively to communicate in person, over the telephone and in writing;
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines;

**CLASS TITLE:****WASTEWATER CMMS ANALYST****25075**

- Establish and maintain effective working relationships with those contacted in the course of the work.
- Understand, translate, and coordinate requirements into efficient usage of software and hardware products.
- Perform system maintenance activities of standard supplied software.
- Assess causes of systems failures and initiate corrective action.
- Maintain technical files.
- Adhere to standards.
- Monitor CMMS application performance.

**Training and Experience:**

- Graduation from high school or GED equivalent; **AND**
- Two (2) years of experience with computerized management enterprise software systems in engineering and/or construction environment such as Maximo, Maintenance Connection, Infor EAM, or MaintStar is highly desirable. **OR**
- An equivalent combination of training and experience, which provides the capabilities to perform the described duties.

**Licenses, Certificates or Special Requirements:**

- Valid California class "C" driver's license.
- Must be able to pass a background check.

**Physical Conditions or Special Working Conditions:**

- Standard office environment.
- Must be willing to work indoors or outdoors in all weather conditions and to work in confined areas and from heights and with exposure to unpleasant and potentially hazardous conditions.
- Available for on-call duty as required.

**Approved by the Miscellaneous Civil Service Board:****Approved by the City Council:**



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

2.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Christi Tenter  
**CREATED BY:** Christi Tenter, H.R. Director  
**DATE:** 4/16/2024  
**WARD:**  
**SUBJECT:** Tourism and Community Promotions Supervisor #57465

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## STAFF RECOMMENDATION:

Staff recommends approval of New Job Specification: Tourism and Community Promotions Supervisor #57465

## BACKGROUND:

### ATTACHMENTS:

Description	Type
□ Tourism and Community Promotions Supervisor #57465	Backup Material

**CLASS TITLE: TOURISM AND COMMUNITY PROMOTIONS SUPERVISOR**

**CLASS SUMMARY:**

Under general direction of the City Manager's Office, plans and administers the day-to-day operations and activities of the Convention and Visitors Bureau, including promoting convention sales, convention services, tourism, and tourism related events. The Tourism Supervisor will have strong sales and public relations skills, with an understanding of the marketing and promotion function of the Convention and Visitors Bureau; and performs related work as required.

**REPRESENTATIVE DUTIES:**

**The following typical tasks and responsibilities are representative of the essential duties of the position. They are descriptive, not limiting.**

**Essential Duties:**

- Assists in planning, organizing, coordinating, and directing the work of the Convention and Visitors Bureau including core aspects of tourism-related activities to promote and enhance the destination's appeal;
- Recommends and directs the implementation of marketing goals, strategies, objectives, policies, and procedures for tourism in consultation with the City Manager's Office;
- Fosters partnerships, establishes, and maintains strong relationships with key stakeholders to drive tourism growth;
- Develops and researches qualified leads that attract potential meetings and conventions;
- Prepares bid presentations for national, state, regional, and local groups;
- Utilizes various channels, including digital media, to promote the destination locally and internationally;
- Collaborates with local businesses, attractions, and hospitality providers to create synergies that benefit the tourism sector;
- Utilizes methods and practices to promote a positive experience for tourists by overseeing visitor services, information centers, and hospitality programs;
- Addresses visitor inquiries and feedback to measure and enhance satisfaction;
- Plans and coordinates tourism-related events and activities to attract diverse audiences and showcase the destination's unique offerings;
- Recommends and monitors budgets for tourism initiatives, ensuring optimal utilization of resources to achieve strategic goals;
- Stays abreast of industry trends, conducts market research, and analyzes data to identify opportunities for growth and improvement in tourism offerings;
- Prepares and reviews reports for the City Manager's Office;
- Solicits and contracts with event promoters and sponsors, assists in negotiation of event agreements with Mechanics Bank Arena, Theatre, and Convention Center, as well as local lodging establishments.

**DISTINGUISHING CHARACTERISTICS:**

The Tourism and Community Promotions Supervisor is a single incumbent classification responsible for the day-to-day oversight of the Convention and Visitors Bureau.

Incumbents, under management direction, are responsible for carrying out duties to promote tourism initiatives and strategies for the City. This class is differentiated from the Communications and Marketing Manager who provides program oversight and leads citywide marketing and communication strategies.

**MINIMUM QUALIFICATIONS:****Knowledge of:**

- Principles and practices of sales and the hospitality industry;
- Principles and practices of supervision and office management, budget preparation and administration, and public administration;
- Terminology, work processes, policies, procedures, and local, state, and federal requirements applicable to assigned departmental responsibilities;
- Effective customer service practices;
- Techniques and methods used in effective marketing and promotion campaign including the use of various social media platforms;
- Principles and practices of sales and the hospitality industry;
- Computer applications related to work;
- Correct English usage, including spelling, grammar, and punctuation.

**Ability to:**

- Establish and maintain strong working relationships internally and externally with stakeholders;
- Positively represent Bakersfield by attracting and booking conventions, conferences, meetings, and events that increase the number of hotel nights booked, and increase the utilization of Mechanics Bank Arena, Theatre, and Convention Center;
- Communicate effectively and make public presentations before a wide range of stakeholders and the general public
- Organize and supervise the work of staff and monitor performance;
- Plan, assign, direct and coordinate a variety of functional specialties with overlapping work areas;
- Develop and implement goals, objectives, policies, procedures, and internal controls; Analyze and interpret complex legal documents, contracts, administrative procedures, and regulations;
- Prepare, clear concise and complete correspondence, and other reports;
- Provide and maintain effective customer service;
- Communicate confidently, clearly, and concisely, both orally and in writing.

**Training and Experience:**

- A Bachelor's Degree from an accredited college or university with major coursework in tourism management, hospitality, marketing, public or business administration, or a related field; **AND**
- Five (5) years progressively responsible experience in sales and marketing including three (3) years in a supervisory or lead capacity. **OR**
- An equivalent combination of training and experience, which provides the capabilities to perform the described job duties.

**Licenses, Certificates, and Special Requirements:**

- Possession of a valid California Class "C" driver's license.
- Must be able to pass a police background check.

**Physical Conditions or Special Working Conditions:**

- Standard office environment and working conditions.
- Travel for work meetings, conferences, and events.
- Must be able to work evenings as assigned.

**Approved by the City Council:**

**Approved by the Miscellaneous Civil Service Board:**



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

1.

**TO:** Bakersfield Miscellaneous Civil Service Board  
**FROM:** Christi Tenter  
**CREATED BY:** Christi Tenter, H.R. Director  
**DATE:** 4/16/2024  
**WARD:**  
**SUBJECT:** Reclassification of Senior Sales Representative to Tourism and Community Promotions Supervisor

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## STAFF RECOMMENDATION:

Staff recommends approval of Reclassification of Senior Sales Representative to Tourism and Community Promotions Supervisor

## BACKGROUND:

### ATTACHMENTS:

Description		Type
▣	Senior Sales Representative to Tourism and Community Promotions Supervisor	Backup Material



# BAKERSFIELD

**TO: Miscellaneous Civil Service Board**

**FROM: Christi Tenter, Human Resources Director**

**SUBJECT: Reclassification of Guest Services Representative position to Tourism and Community Promotions Supervisor**

**DATE: April 16, 2024**

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The Municipal Code provides that if the duties and responsibilities of an employee within a class are sufficiently like the duties and responsibilities of a position of another class, the position may be reclassified to an appropriate position (Section 2.72.070 – Reclassification). Such actions are subject to certification of the appropriate civil service board.

A recent retirement prompted an internal review of the organizational structure and activities of the Convention and Visitors Bureau (CVB) by the City Manager's Office (CMO). The CVB leads initiatives and strategies to promote and market the City as a destination, primarily for tourism but also assisting local businesses in attracting partnerships and even job applicants. From September of 2011 through February of 2024 the lead management-level position reporting to the CMO was the CVB Manager. During that time department management oversight shifted from direction by the Economic and Development Department to the City Manager's Office. During the same period, the City established citywide communications and marketing programs for uniformity, messaging, and coordination of resources.

Upon review the management-level position has been converted to a citywide program manager, Communications and Marketing Manager, who will lead several overlapping programs in the CMO. The void of an on-site manager at the CVB necessitates a supervisor position to carry-out the day-to-day duties of the CVB office and staff of five (5) incumbents.

Human Resources Department is recommending the reclassification of one (1) Guest Services Representative position to a Tourism and Community Promotions Supervisor. The incumbent, Matt Billingsley, is employed with the CVB as a Guest

Services Representative. In his role he has trained with the former CVB Manager and has been an appointed designee in his absence. In review of the job duties, Billingsley currently meets the minimum qualifications of the Tourism and Community Promotions Supervisor.

Therefore, based on the above and as approved by the City Manager, I recommend this employee be reclassified from Guest Services Representative position to Tourism and Community Promotions Supervisor to provide supervisory oversight.

Changes to the structure are within the budget allocations for the approved FY 2022-24 budget and no additional allocations are required based on the reclassification request.



# ADMINISTRATIVE REPORT

**MEETING DATE:** 4/16/2024

1.

**TO:** Bakersfield Miscellaneous Civil Service Board

**FROM:** Christi Tenter

**CREATED BY:** Christi Tenter, H.R. Director

**DATE:** 4/16/2024

**WARD:**

**SUBJECT:** Recruitment Analysis-Applicant Flow Data

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**STAFF RECOMMENDATION:**

**BACKGROUND:**