
McPherson, David

From: Appleyard, Ian
Sent: Friday, November 30, 2012 11:53 AM
To: 'Vickie Carson'
Cc: Fransaw, Brenda; Walsh, Kip; McPherson, David; Gonzales, Alicia; Pritchett, Jaime
Subject: RE: New job classification - Revenue Supervisor
Attachments: 2012_NOV_30_Revenue Operations Supervisor.doc

Vickie,

Please see the attached Revenue Operations Supervisor classification that we discussed yesterday.

As we discussed yesterday, your team and David and Kip will get together Wednesday, December 5th at 2pm to discuss. Kip will let you know the meeting location.

Thanks,
Ian

IAN APPLEYARD | Principal HR Analyst
City of Oakland
City Administrator's Office
Employee Relations

510.238.6891 | 510.238.4482 (fax)

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From: Vickie Carson [<mailto:vcarson@ifpte21.org>]
Sent: Friday, October 26, 2012 11:04 AM
To: Appleyard, Ian
Cc: Fransaw, Brenda; Walsh, Kip; McPherson, David; Gonzales, Alicia
Subject: Re: New job classification - Revenue Supervisor

Thank you, Ian. I'm checking on dates after November 6 and will get back to you.

Victoria Carson
Representative/Organizer
IFPTE Local 21
436 14th Street
Suite 1414
Oakland, CA 94612
vcarson@ifpte21.org
510-451-4635

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On Oct 26, 2012, at 10:12 AM, "Appleyard, Ian" <IAppleyard@oaklandnet.com> wrote:

Vickie,

Here is the org chart which shows the Revenue Supervisor position in the Parking Section along with some of the primary duties.

I believe this is all of the information you requested. Please let me know when you may be available to meet.

Ian

IAN APPLEYARD | Principal HR Analyst
City of Oakland
City Administrator's Office
Employee Relations

510.238.6891 | 510.238.4482 (fax)

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From: Vickie Carson [<mailto:vcarson@ifpte21.org>]
Sent: Monday, October 15, 2012 4:04 PM
To: Appleyard, Ian
Cc: Fransaw, Brenda; Walsh, Kip
Subject: New job classification - Revenue Supervisor

Ian,

I received your letter (dated October 5, 2012) about the creation of the new classification, Revenue Supervisor. Local 21 would like to meet about this. Prior to our meeting, please provide the following information:

- 1) organizational chart for Department;
- 2) list of employees in the Department and current job classifications;
- 3) copies of the job classification specs

Thank you.

Victoria Carson vcarson@ifpte21.org
Representative, Local 21
510-388-0120

<Revenue Division's Chart October 25 2012.ppt>



DRAFT

REVENUE OPERATIONS SUPERVISOR

Class Code: SC213 FTE

Civil Service Classified

DEFINITION

Under direction, uses a full range of professional, supervisory and management level skills to plan, assign, and supervise the collection of debts-all monies owed to the City and supervise payment processing; interpret ordinances and codes pertaining to taxes, collections, and liens; confer with debtors, attorneys, witnesses, and court officers; to supervise data entry; to locate delinquent taxpayers; schedule hearings, and process FTB on liens; enforce judgments or wage garnishments; to monitor revenues and accounts receivable; resolve booting/tow, adjudicate hearings, provide customer service for citizens, resolve complaints; process the Residential Parking Permits; plan, organize, and direct audit programs for business taxes, transient occupancy taxes, parking stall fees, mandatory garbage accounts, and Landscape Lighting and Assessment District (LLAD) assessments; approve refunds to taxpayers; advise staff and the public on tax and revenue measures; to prepare ordinances and resolutions for the City Council; to resolve taxpayer disputes and complaints; and to prepare and monitor a section budget; train, supervise, and evaluate subordinates; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Revenue Supervisor is a first-line supervisory classification. This classification is distinguished from the higher level Revenue and Tax Administrator in that the incumbent of the latter manages, organizes and directs the review and implementation of work in the Division. Receives direction from the Revenue Manager.

Provides general supervision over Accountants, Revenue Collections Officers, Tax Auditors, Tax Representatives, Tax Enforcement Officers, Public Service Representatives, Account Clerks, Revenue Assistants, Cashiers, technical and clerical staff. Receives supervision from Revenue and Tax Administrator or designee Real Estate Collection Officers, Collections Officers, Revenue Collection Supervisors, Tax Representatives, Account Clerks, Data Entry Operators, and Office Assistants.

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

Plan, assign, and supervise the collection of business taxes, property transfer taxes, accounts receivable, returned checks, damage claims, mandatory garbage charges, the Clean Oakland fee, and the LLAD assessment, collect for City departments.

Plan, organize, assign, direct and review audit programs for business taxes, transient occupancy taxes, parking stall fees, mandatory garbage accounts, and Landscape Lighting and Assessment District.

Plan, assign and review audits.

Monitor sales tax audits; reconcile auditor's worksheets with the City's business tax system; approve refunds resulting from overpayment, amnesties, and audits.

Revenue Operations Supervisor - Draft
Page 2

Resolve with taxpayers delinquent receivables, penalties, assessments, and interest payments.

Supervise payment processing and reconciliations for the Business Tax System and collection systems, and other revenue programs.

Locate non-compliant and delinquent taxpayers through skip tracing methods to collect taxes and fees owed to the City.

Draft agenda reports, resolutions, ordinances, and reports as requested.

Interpret, monitor, and ensure compliance with existing City ordinances and codes pertaining to taxes, collections, and lien processes; meet with judges, court commissioners, administrators, and appropriate parties to clarify interpretations of statutes, civil codes, and City ordinances; research appropriate ordinances, statutes, police reports, and civil procedures to develop case summaries and evidence for court presentation.

File legal actions through small claims court, notice of violations, or refer matters to City Attorney's Office for municipal or superior court action.

Confer with representatives of other City departments and outside agencies, debtors, or taxpayers to resolve delinquent fees, fines, debts, including penalties, interest, and other assessments, the Landscape Lighting and Assessment District, the Clean Oakland ordinance, Mandatory Garbage ordinance, Rental Adjustment Program (RAP), Excess Litter Fee (ELT), Business Improvement District (BID).

Confer with City Attorney's office regarding claims in excess of Small Claims Court limits; enforce judgments on claims; conduct Orders of Examination of debtor's assets in Small Claims Court or Superior Court, ensure the City is represented in Small Claims Court and in the Superior Court.

Ensures through subordinates the timely preparation of legal documents required at each stage of the collection process, including Claim of Plaintiff, Order of Examination, and Writ of Execution of Subpoena Duces Tecum; keeps staff informed of evidence organization and testimony prior to trial.

Draft resolutions, ordinances, and reports pertaining to collection activities for the City Council; prepare and maintain records and reports.

Preparing, monitoring and administering the budget of a section/unit, including identifying sources of funds, developing and negotiating contracts, resolving problems and communicating with participants.

Assist with the implementation of department policies, rules and regulations related to parking, including budgeting, purchasing, controlling the accounting, auditing, internal personnel management, customer service and other administrative activities; resolve booting/tow issues with citizens; process FTB and Department of Motor Vehicle (DMV) Liens.

Adjudicate hearings when citizens appeal.

Select, train, supervise, and evaluate subordinate staff.

Supervise the collection of business taxes, property transfer taxes, accounts receivable, returned checks, damage claims, mandatory garbage charges, the Clean Oakland fee, and the Landscape Lighting and Assessment District (LLAD) assessment.

Revenue Operations Supervisor - Draft

Page 3

~~Supervise data entry and reconciliations for the Business Tax System, Financial Management System, and Automated Collection System.~~

~~Locate delinquent property owners, taxpayers, and others through telephone, credit and tax records; collect taxes and fees owed to the City.~~

~~Draft resolutions, ordinances, and reports pertaining to revenue measures for the City Council.~~

~~Ensure compliance with existing City ordinances and codes.~~

~~Confer with representatives of other City departments, debtors, or taxpayers to resolve delinquent debts, including penalties, interest, and other assessments.~~

~~File legal actions through small claims court or refer matter to City Attorney's Office for municipal or superior court action.~~

~~Confer with representatives of other City departments and outside agencies involved in the Landscape Lighting and Assessment District, the Clean Oakland ordinance, and the Mandatory Garbage ordinance.~~

~~Prepare and maintain records and reports.~~

~~Prepare and administer a budget for the section~~

~~Train, supervise, and evaluate subordinate staff.~~

~~Perform related duties as assigned.~~

KNOWLEDGE AND ABILITIES

Knowledge of:

Principles and practices of Accounting and Auditing.

The judicial system and court procedures in Small Claims, Municipal, and Superior Courts.

Statutes, ordinances, codes, regulations, and procedures governing collection activities, including liens and foreclosures.

Accounting principles and practices.

Laws, codes and ordinances governing revenue collection.

Revenue collections techniques and record keeping.

Computerized accounting/tax systems.

Effective revenue collection techniques.

California Vehicle Code.

Municipal Traffic Code.

Business methods and procedures.

Budget preparation and control.

Principles of supervision and training.

Parking adjudication process.

Ability to:

Plan, organize, supervise, train, and evaluate the work of a paraprofessional, clerical and accounting staff.

Interpret federal, state, and city regulations and ordinances pertaining to revenue collections, regulatory programs and vehicle code parking laws.

Revenue Operations Supervisor - Draft

Page 4

Perform audits.

Communicate effectively in both oral and written form.

Maintain accurate records; prepare clear, concise reports.

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 is acceptable.

Education:

A Bachelor's degree from an accredited college or university in business administration, finance, accounting, or a related field.

Experience:

Four (4) years of progressively responsible professional revenue, audit or collection experience in a financial institution or a municipal government, including one (1) year of at a lead or supervisory experience level.

LICENSE OR CERTIFICATE

None required.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established: 4/22/1993 CSB Resolution #: 44280 Salary Ordinance #:
Exempted: Y ☐ N ☐ Exemption Resolution #:

Revision Date: / / CSB Resolution #:
Re-titled Date: / / CSB Resolution #: Salary Ordinance #:

(Previous title(s):)

McPherson, David

From: Appleyard, Ian
Sent: Wednesday, October 17, 2012 3:42 PM
To: McPherson, David
Cc: Walsh, Kip
Subject: FW: New job classification - Revenue Supervisor

David,

Can you see the below request? I have provided everything but the organizational charts. Can you provide those to me?

Thanks,
Ian

IAN APPLEYARD | Principal HR Analyst
City of Oakland
City Administrator's Office
Employee Relations

510.238.6891 | 510.238.4482 (fax)

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From: Vickie Carson [<mailto:vcarson@ifpte21.org>]
Sent: Monday, October 15, 2012 4:04 PM
To: Appleyard, Ian
Cc: Fransaw, Brenda; Walsh, Kip
Subject: New job classification - Revenue Supervisor

Ian,

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- 1) organizational chart for Department;
- 2) list of employees in the Department and current job classifications;
- 3) copies of the job classification specs

Thank you.

Victoria Carson vcarson@ifpte21.org
Representative, Local 21
510-388-0120

McPherson, David

From: Walsh, Kip
Sent: Tuesday, July 16, 2013 3:54 PM
To: McPherson, David
Subject: Rev Ops Supervisor appeal

David,
The agenda materials are now available online:
<http://oaklandnet/home/Government/o/HumanResources/s/CivilServiceBoard/index.htm> (scroll down to the link for the July 18 agenda – appeal documents start on page 29).

SEIU submitted some additional documents – no new information that I could see. Please read the new cover letter they wrote and let me know if it raises any new concerns for you.

Following our conversation the other day, I think we're well prepared. Let's touch base again tomorrow – we can talk about process and the presentation then.

Thanks,
Kip

KIP WALSH | Recruitment & Classification Manager
Department of Human Resources Management
150 Frank Ogawa Plaza, 2nd Floor
Oakland, CA 94612
(510) 238-7334

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New York Times, January 2012 <http://bit.ly/GB3s8f>

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McPherson, David

From: Walsh, Kip
Sent: Wednesday, July 17, 2013 1:45 PM
To: McPherson, David; Look, Daryl
Subject: FW: Revenue Operations Supervisor Oral Examination Questions / Rating Forms
Importance: High

FYI – I hope to get this resolved this afternoon. I'll let you know when I have more info.

Kip

From: Walsh, Kip
Sent: Wednesday, July 17, 2013 1:37 PM
To: Chriss, Tracy
Cc: Carey, Cecilia
Subject: FW: Revenue Operations Supervisor Oral Examination Questions / Rating Forms
Importance: High

Tracy,
The item referenced below (Appeal of Examination Results) is scheduled for tomorrow night's meeting. I had two thoughts about how we might proceed, please advise if one of these is more proper or preferable. Or if we should approach it some other way.

- 1) We forward Mr. Keffer's request to the Board Chair and ask whether the Chair is willing to continue the item to the August meeting.
- 2) Tomorrow night, during the discussion of scheduling, we make the Board aware that we received a request for a continuance and ask them to vote on whether to hear the item or continue it.

Please let me know today. Mr. Keffer is eager to know where his request stands and we in DHRM also need to know how we should plan for tomorrow night.

Thanks,
Kip

From: Joe Keffer [<mailto:joe.keffer@seiu1021.org>]
Sent: Tuesday, July 16, 2013 9:18 PM
To: Walsh, Kip; Kasaine, Katano
Cc: Joe Keffer; Kerianne Steele (ksteele@unioncounsel.net); Alan Crowley (acrowley@unioncounsel.net)
Subject: RE: Revenue Operations Supervisor Oral Examination Questions / Rating Forms

To: Kip Walsh
From: Joe Keffer
Re: Civil Service Appeal Revenue Operations Supervisor
Date: July 16, 2013

SEIU requests a continuance of the Revenue Operations Supervisor appeal scheduled for the Civil Service Commission on July 18th.

We are at a key point in the negotiations for new contracts. I play a key role in the City of Oakland Full Time and Temporary Part Time bargaining unit negotiations. I have had to work in preparation for and engagement in negotiations well into the evening every day but one during the last two weeks.

The documents requested by Al Marshall could have a significant impact on the Union's Civil Service Appeal. Due to the press of negotiations I will not have time to prepare subpoenas and other documents for the hearing. (See your email below)

A one day strike has already taken place. Negotiations are at a key stage. Future industrial unrest is still a possibility. The City of Oakland Negotiations are of vital importance to the City of Oakland, the Community and SEIU 1021 members.

Joe Keffer
510-710-0188

From: Walsh, Kip [<mailto:KWalsh@oaklandnet.com>]

Sent: Tuesday, July 16, 2013 1:07 PM

To: Marshall, Al

Cc: Welch, Nicole; Dwight McElroy; Joe Keffer; Preston, Darryelle LaWanna; Kasaine, Katano; Fields, Diane; Reed, Kimberly

Subject: RE: Revenue Operations Supervisor Oral Examination Questions / Rating Forms

Mr. Marshall,
Candidates' responses are not recorded either on audio or in writing – there are no records that are responsive to the request for candidates' "responses to each question given."

As for the rating sheets, those are confidential test documents that are not released outside of HR – you would have to obtain a subpoena for us to release them.

Kip

KIP WALSH | Recruitment & Classification Manager
Department of Human Resources Management
150 Frank Ogawa Plaza, 2nd Floor
Oakland, CA 94612
(510) 238-7334

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New York Times, January 2012 <http://bit.ly/GB3s8f>

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From: Marshall, Al

Sent: Tuesday, July 16, 2013 10:47 AM

To: Walsh, Kip; Marshall, Al

Cc: Welch, Nicole; 'Dwight McElroy'; 'Joe Keffer'; Preston, Darryelle LaWanna; Kasaine, Katano; Fields, Diane; Reed, Kimberly

Subject: RE: Revenue Operations Supervisor Oral Examination Questions / Rating Forms
Importance: High

Kip,

I hope this is my last request regarding this matter.

Please also provide us with the responses that Collections Officer Kimberly Reed and Tax Enforcement Officer II Diana Fields gave doing the above mention subject as well as the Revenue Operations Supervisor Rating Forms used for Nicole, Diana and Kimberly.

Sorry for any inconvenience.

Al. Marshall
V. P. Oakland Chapter

From: Marshall, Al
Sent: Tuesday, July 16, 2013 8:40 AM
To: Walsh, Kip; Marshall, Al
Cc: Welch, Nicole; Dwight McElroy; Joe Keffer; Preston, Darryelle LaWanna; Kasaine, Katano
Subject: RE: Revenue Operations Supervisor Oral Examination Questions
Importance: High

Good morning Kip,

In addition to the above mention subject I omitted asking for Ms. Welch's responses to each question given to her therefore per MOU – Article 3: Union Rights section 3.7.3.2 Request for Information please provide us a copy of her answers asap for the purpose of preparing our case to be heard at the CSB hearing Thursday evening.

Thanks in advance!

Al. Marshall
V. P. Oakland Chapter

-----Original Message-----

From: Walsh, Kip <KWalsh@oaklandnet.com>
To: Al. Marshall <sekretraider@aol.com>
Cc: Welch, Nicole <NWelch@oaklandnet.com>; Dwight McElroy <Dwight.McElroy@seiu1021.org>; Joe Keffer <joe.keffer@seiu1021.org>; Preston, Darryelle LaWanna <DPreston@oaklandnet.com>; Kasaine, Katano <KKasaine@oaklandnet.com>
Sent: Fri, Jul 12, 2013 3:27 pm
Subject: RE: Revenue Operations Supervisor Oral Examination Questions

The requested document is attached.

From: Al. Marshall [mailto:sekretraider@aol.com]
Sent: Thursday, July 11, 2013 9:21 PM
To: Walsh, Kip
Cc: Welch, Nicole; Ng, Cynthia; Look, Daryl; Dwight McElroy; Joe Keffer; Preston, Darryelle LaWanna; Kasaine, Katano
Subject: Re: Revenue Operations Supervisor Oral Examination Questions

Hi Kip,

Please provide us with any written policy and or procedure that supports your position below.

Also for the record a grievance as you should already be aware of has been filed and per our current MOU - Article 3: Union Rights section 3.7.3.2 Request for Information this email is also intended for you to provide the stated document(s) Asap.

Note: the materials are need no later then Tuesday July 16, 2013 by 1pm in order that we can be prepared for the CSB hearing schedule for Thursday July 18, 2013.

Thank you in advance!

Al. Marshall
V. P. Oakland Chapter

Sent from my iPhone

On Jul 11, 2013, at 5:49 PM, "Walsh, Kip" <KWalsh@oaklandnet.com> wrote:

Ms. Welch,
All examination materials are confidential documents that are not released. You have provided no information that would compel us to release confidential information and we are therefore unable to provide you with the information you requested.

Sincerely,

Kip

KIP WALSH | Recruitment & Classification Manager
Department of Human Resources Management
150 Frank Ogawa Plaza, 2nd Floor
Oakland, CA 94612
(510) 238-7334

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New York Times, January 2012 <http://bit.ly/GB3s8f>

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From: Welch, Nicole
Sent: Thursday, July 11, 2013 2:13 PM
To: Ng, Cynthia; Look, Daryl
Cc: 'Dwight McElroy'; Joe Keffer; Marshall, Al; Preston, Darryelle LaWanna
Subject: Revenue Operations Supervisor Oral Examination Questions
Importance: High

Good Afternoon Cynthia,
SEIU 1021 is requesting a copy of April 17, 2013 Oral Interview questions as posed by the Oral Examination Panel for the Revenue Operations Supervisor position. Verbally on July 11, 2013, you indicated that the questions could not be released to me. Therefore, SEIU 1021 request the current Administrative Instruction or Personnel rule that states that the requested questions cannot be released. Do note, that since there is no upcoming Oral Board Examination, it is extremely perplexing that the request would be denied.
Please provide the requested information electronically as soon as possible.

Nicole Welch-Steward
SEIU 1021

Nicole M. Welch

Collection Officer
City of Oakland/Citywide Collections
150 Frank H. Ogawa Plaza Suite 5342
Oakland, California 94612
Tel: 510-238-7025 Fax: 510-238-6431

This is an attempt to collect a debt. Any information will be used for that purpose. If you dispute the validity of this debt you have 30 days to notify us of such

McPherson, David

From: Walsh, Kip
Sent: Tuesday, May 21, 2013 1:31 PM
To: Ng, Cynthia
Cc: Look, Daryl; McPherson, David
Subject: FW: Appeal of Selection and Appointment Process
Attachments: Response to SEIU re Rev Ops Sup 05-20-13.pdf

For your records.

From: Walsh, Kip
Sent: Tuesday, May 21, 2013 1:26 PM
To: Joe Keffer
Cc: 'Charmane Benson'; Lara, Sonia
Subject: RE: Appeal of Selection and Appointment Process

Joe,
Please see attached response to your May 3, 2013 letter and May 20, 2013 email. A hard copy will go out in today's mail.

Thanks,
Kip

From: Charmane Benson [<mailto:charmane.benson@seiu1021.org>]
Sent: Friday, May 03, 2013 10:48 AM
To: Walsh, Kip
Cc: Joe Keffer
Subject: FW: Appeal of Selection and Appointment Process

From: CANON-5075-3RDFLR [<mailto:canon.copier@seiu1021.org>]
Sent: Friday, May 03, 2013 10:56 AM
To: Charmane Benson
Subject: Attached Image

CITY OF OAKLAND



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

Department of Human Resources Management

TDD (510) 238-6930
(510) 238-3112

May 20, 2013

Mr. Joe Keffer
SEIU Local 1021
100 Oak Street
Oakland, CA 94607

RE: Request for Appeal of Selection and Appointment Process

Dear Mr. Keffer,

We received your letter, dated May 3, 2013 in which SEIU Local 1021 requested an appeal to the Civil Service Board regarding the "Selection and Appointment Process" related to the recent recruitment for the classification of Revenue Operations Supervisor. As a basis for appeal your letter claimed that "wrongdoing appears to be present." You also sent a follow up email to Kip Walsh, Recruitment & Classification Manager, on May 20, 2013 stating, "The appellants in the above referenced matter include SEIU Local 1021, Nicole Welsh, Kim Reed and Dianne Fields." Pursuant to Civil Service Rule 4.19, an appeal of examination results must first be filed with the Personnel Director. This letter provides a response at that level.

The job announcement for the position of Revenue and Operations Supervisor was posted from Feb. 4 - 22, 2013. The oral panel interviews occurred on April 17, 2013. The eligible list was established on April 29, 2013 and candidates were referred to the department on May 16, 2013.

The employees named in the May 20 email applied for the Revenue Operations Supervisor position. Ms. Welch successfully competed for a place on the eligible list and her name was among the first group of names referred to the department for consideration. Since she has provided no evidence of having been harmed in the testing process, there is no basis for her to appeal her examination results. Ms. Reed and Ms. Fields met the minimum qualifications for the position, but failed at the oral panel stage of the exam.

The May 3, 2013 letter from SEIU states that "two members of the interview panel knew and have a close professional outside relationship with two of those being interviewed" and goes on to assert that this constitutes "bias and/or fraud." Simply knowing each other through a professional affiliation does not mean that the assessors cannot be fair and objective in their assessments or that candidates cannot expect to be treated fairly. In and of itself, assessors and applicants knowing one another is not an indication of fraud or bias. Furthermore, there is nothing in the Civil Service Rules to require that all participants in an exam process be unknown to each other.

The assessors and some of the candidates knew each other through their affiliation with the California Municipal Revenue and Tax Association (CMRTA). It is not unusual for professionals in a given field to belong to the same professional association and for regional members to have interacted with each other in the course of that affiliation. At the same time, such professional associations are often a good source of assessors because their members are demonstrably subject matter experts in the area being tested.

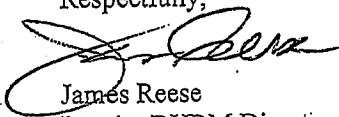
Following receipt of your letter, the Recruitment & Classification Manager, Kip Walsh, reviewed the exam materials for the Revenue Operations Supervisor recruitment and met with the Human Resources staff who had been responsible for conducting the exam. DHRM's standard procedures were followed for this recruitment. Prior to the interviews being conducted, the assessors were asked to indicate whether they knew any of the

candidates, and in cases where they did know candidates, they were asked to verify whether they could be objective and fair in their assessments. Similarly, candidates were asked whether they knew the assessors and were asked to indicate whether they believed the assessors could evaluate their performance fairly.

Your letter asserts that two of the assessors, "knew each other and McPherson well, and knew and failed to disclose that they knew the candidates well." This statement is factually incorrect. The assessors Demedduk and Ritchie acknowledged that they knew some of the candidates and indicated how they knew those candidates. The assessors were asked to and did attest to a statement that they could assess the candidates fairly and objectively.

On the basis that there is no evidence of fraud or bias in the exam process, your request for appeal of the examination results on behalf of Nicole Welsh, Kim Reed and Dianne Fields is denied. Pursuant to Civil Service Rule 4.19, you may appeal the decision of the Personnel Director to the Civil Service Board within 30 days of receipt of this notice.

Respectfully,



James Reese
Interim DHRM Director

cc: Employee Relations

McPherson, David

From: Walsh, Kip
Sent: Wednesday, July 17, 2013 3:31 PM
To: McPherson, David; Look, Daryl
Subject: FW: Revenue Operations Supervisor Appeal of Examination Results

FYI – I expect that the Board will agree to continue the item to the August meeting.

Daryl – please let Cynthia know that she does not need to attend. You should plan to attend, however.

David – will you be around the week of August 15? I will want to make a rescheduling recommendation... Let me know. Please still plan to attend tomorrow night. They may have questions while the scheduling is discussed.

Kip

From: Walsh, Kip
Sent: Wednesday, July 17, 2013 3:19 PM
To: Kerianne Steele
Cc: joe.keffer@seiu1021.org; Chriss, Tracy; Civil Service
Subject: RE: Revenue Operations Supervisor Appeal of Examination Results

Ms. Steele,
The Personnel Director and her staff will be representing the City in the proceedings.

Regarding the request for a continuance, we will present the request to the Board tomorrow night for their consideration. The City will not oppose the request and we will make a statement to that effect when presenting it.

Sincerely,

Kip

KIP WALSH | Recruitment & Classification Manager
Department of Human Resources Management
150 Frank Ogawa Plaza, 2nd Floor
Oakland, CA 94612
(510) 238-7334

Oakland Ranked #5 Place to Visit in the World!
New York Times, January 2012 <http://bit.ly/GB3s8f>

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From: Kerianne Steele [<mailto:ksteele@unioncounsel.net>]
Sent: Wednesday, July 17, 2013 1:47 PM
To: Chriss, Tracy
Cc: joe.keffer@seiu1021.org; Walsh, Kip

Subject: FW: Revenue Operations Supervisor Oral Examination Questions / Rating Forms
Importance: High

Good afternoon Ms. Chriss,

We have just been advised that you are assigned to this case.

We ask that you join in (or not oppose) Mr. Keffer's request for a continuance of the hearing. Good cause has been demonstrated.

Please reply at your earliest convenience since the hearing is set for tomorrow.

Thank you,
Kerianne
Weinberg, Roger & Rosenfeld
A Professional Corporation
1001 Marina Village Pkwy, Suite 200
Alameda, CA 94501
Phone: (510) 337-1001
Fax: (510) 337-1023
www.unioncounsel.net

From: Joe Keffer [<mailto:joe.keffer@seiu1021.org>]
Sent: Tuesday, July 16, 2013 9:18 PM
To: Walsh, Kip; kkasaine@oaklandnet.com
Cc: Joe Keffer; Kerianne Steele; Alan Crowley
Subject: RE: Revenue Operations Supervisor Oral Examination Questions / Rating Forms

To: Kip Walsh
From: Joe Keffer
Re: Civil Service Appeal Revenue Operations Supervisor
Date: July 16, 2013

SEIU requests a continuance of the Revenue Operations Supervisor appeal scheduled for the Civil Service Commission on July 18th.

We are at a key point in the negotiations for new contracts. I play a key role in the City of Oakland Full Time and Temporary Part Time bargaining unit negotiations. I have had to work in preparation for and engagement in negotiations well into the evening every day but one during the last two weeks.

The documents requested by Al Marshall could have a significant impact on the Union's Civil Service Appeal. Due to the press of negotiations I will not have time to prepare subpoenas and other documents for the hearing. (See your email below)

A one day strike has already taken place. Negotiations are at a key stage. Future industrial unrest is still a possibility. The City of Oakland Negotiations are of vital importance to the City of Oakland, the Community and SEIU 1021 members.

Joe Keffer
510-710-0188

From: Walsh, Kip [<mailto:KWalsh@oaklandnet.com>]
Sent: Tuesday, July 16, 2013 1:07 PM

To: Marshall, Al
Cc: Welch, Nicole; Dwight McElroy; Joe Keffer; Preston, Darryelle LaWanna; Kasaine, Katano; Fields, Diane; Reed, Kimberly
Subject: RE: Revenue Operations Supervisor Oral Examination Questions / Rating Forms

Mr. Marshall,
Candidates' responses are not recorded either on audio or in writing – there are no records that are responsive to the request for candidates' "responses to each question given."

As for the rating sheets, those are confidential test documents that are not released outside of HR – you would have to obtain a subpoena for us to release them.

Kip

KIP WALSH | Recruitment & Classification Manager
Department of Human Resources Management
150 Frank Ogawa Plaza, 2nd Floor
Oakland, CA 94612
(510) 238-7334

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New York Times, January 2012 <http://bit.ly/GB3s8f>

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From: Marshall, Al
Sent: Tuesday, July 16, 2013 10:47 AM
To: Walsh, Kip; Marshall, Al
Cc: Welch, Nicole; 'Dwight McElroy'; 'Joe Keffer'; Preston, Darryelle LaWanna; Kasaine, Katano; Fields, Diane; Reed, Kimberly
Subject: RE: Revenue Operations Supervisor Oral Examination Questions / Rating Forms
Importance: High

Kip,

I hope this is my last request regarding this matter.

Please also provide us with the responses that Collections Officer Kimberly Reed and Tax Enforcement Officer II Diana Fields gave doing the above mention subject as well as the Revenue Operations Supervisor Rating Forms used for Nicole, Diana and Kimberly.

Sorry for any inconvenience.

Al. Marshall
V. P. Oakland Chapter

From: Marshall, Al
Sent: Tuesday, July 16, 2013 8:40 AM
To: Walsh, Kip; Marshall, Al
Cc: Welch, Nicole; Dwight McElroy; Joe Keffer; Preston, Darryelle LaWanna; Kasaine, Katano
Subject: RE: Revenue Operations Supervisor Oral Examination Questions
Importance: High

Good morning Kip,

In addition to the above mention subject I omitted asking for Ms. Welch's responses to each question given to her therefore per MOU – Article 3: Union Rights section 3.7.3.2 Request for Information please provide us a copy of her answers asap for the purpose of preparing our case to be heard at the CSB hearing Thursday evening.

Thanks in advance!

Al. Marshall
V. P. Oakland Chapter

-----Original Message-----

From: Walsh, Kip <KWalsh@oaklandnet.com>
To: Al. Marshall <sekretraider@aol.com>
Cc: Welch, Nicole <NWelch@oaklandnet.com>; Dwight McElroy <Dwight.McElroy@seiu1021.org>; Joe Keffer <joe.keffer@seiu1021.org>; Preston, Darryelle LaWanna <DPreston@oaklandnet.com>; Kasaine, Katano <KKasaine@oaklandnet.com>
Sent: Fri, Jul 12, 2013 3:27 pm
Subject: RE: Revenue Operations Supervisor Oral Examination Questions

The requested document is attached.

From: Al. Marshall [mailto:sekretraider@aol.com]
Sent: Thursday, July 11, 2013 9:21 PM
To: Walsh, Kip
Cc: Welch, Nicole; Ng, Cynthia; Look, Daryl; Dwight McElroy; Joe Keffer; Preston, Darryelle LaWanna; Kasaine, Katano
Subject: Re: Revenue Operations Supervisor Oral Examination Questions

Hi Kip,

Please provide us with any written policy and or procedure that supports your position below.

Also for the record a grievance as you should already be aware of has been filed and per our current MOU - Article 3: Union Rights section 3.7.3.2 Request for Information this email is also intended for you to provide the stated document(s) Asap.

Note: the materials are need no later then Tuesday July 16, 2013 by 1pm in order that we can be prepared for the CSB hearing schedule for Thursday July 18, 2013.

Thank you in advance!

Al. Marshall
V. P. Oakland Chapter

Sent from my iPhone

On Jul 11, 2013, at 5:49 PM, "Walsh, Kip" <KWalsh@oaklandnet.com> wrote:

Ms. Welch,

All examination materials are confidential documents that are not released. You have provided no information that would compel us to release confidential information and we are therefore unable to provide you with the information you requested.

Sincerely,

Kip

KIP WALSH | Recruitment & Classification Manager
Department of Human Resources Management
150 Frank Ogawa Plaza, 2nd Floor
Oakland, CA 94612
(510) 238-7334

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New York Times, January 2012 <http://bit.ly/GB3s8f>

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From: Welch, Nicole
Sent: Thursday, July 11, 2013 2:13 PM
To: Ng, Cynthia; Look, Daryl
Cc: 'Dwight McElroy'; Joe Keffer; Marshall, Al; Preston, Darryelle LaWanna
Subject: Revenue Operations Supervisor Oral Examination Questions
Importance: High

Good Afternoon Cynthia,
SEIU 1021 is requesting a copy of April 17, 2013 Oral Interview questions as posed by the Oral Examination Panel for the Revenue Operations Supervisor position. Verbally on July 11, 2013, you indicated that the questions could not be released to me. Therefore, SEIU 1021 request the current Administrative Instruction or Personnel rule that states that the requested questions cannot be released. Do note, that since there is no upcoming Oral Board Examination, it is extremely perplexing that the request would be denied.
Please provide the requested information electronically as soon as possible.

Nicole Welch-Steward
SEIU 1021

Nicole M. Welch
Collection Officer
City of Oakland/Citywide Collections
150 Frank H. Ogawa Plaza Suite 5342
Oakland, California 94612
Tel: 510-238-7025 Fax: 510-238-6431

This is an attempt to collect a debt. Any information will be used for that purpose. If you dispute the validity of this debt you have 30 days to notify us of such

McPherson, David

From: Walsh, Kip
Sent: Monday, September 16, 2013 5:24 PM
To: McPherson, David
Subject: CSB Materials
Attachments: 01-Appellant Supplemental Revised.pdf

Here's the link: <http://www2.oaklandnet.com/oakca1/groups/hrm/documents/agenda/oak042927.pdf>

But I've also attached SEIU's submission from today so you can see what's new.

Kip

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