



KAREN BASS
MAYOR

MEMORANDUM

To: The Honorable Members of the City Council
c/o City Clerk

From: Karen Bass, Mayor *Karen Bass*

Subject: **EXEMPTION REQUEST – DEPARTMENT OF PUBLIC WORKS,
BUREAU OF SANITATION, (1) SANITATION SOLID RESOURCES
MANAGER II**

Date: November 22, 2024

The Department of Public Works, Bureau of Sanitation (LASAN) has requested the exemption of one (1) position of Sanitation Solid Resources Manager II, Class Code 4126-2, in accordance with Charter Section 1001(b), from civil service as management, professional, scientific, or expert services exemptions.

Charter Section 1001(b) allows up to 150 persons to be exempt, of which 129 are approved and an additional 5 are pending approval. As of the date of this letter, this request will be in the 133rd position of the 150 exemptions. There are an additional 50 exempt positions added by the City Council pursuant to Charter Section 1001(b)(4), of which 16 are filled.

This Sanitation Solid Resources Manager II (Customer Experience Officer) will be responsible for working closely with LASAN managers and executives to develop and implement short- and long-term strategies and goals that align with the Mayor's priorities; ensuring compliance with customer engagement and relationship-building goals; forging partnerships with community organizations; serving as a liaison between LASAN and other City departments and officials, business stakeholders, community based organizations and customers to disseminate LASAN related information; identifying areas of cooperation and coordination throughout city departments and other municipalities; ensuring compliance with all LASAN measurable goals; benchmarking, tracking metrics, and utilizing data analysis to develop, improve, and optimize service delivery across all LASAN's programs and operational challenges, and formulate solutions; identifying and

providing recommendations on priority services to facilitate initiatives and policy dialogues; and ensuring the effective delivery of LASAN services to the City's businesses and residents.

For the Sanitation Solid Resources Manager II position, the minimum desired requirements are a bachelor's degree from a recognized four-year college or university **and** two years of full-time paid senior-level administrative or management experience related to LASAN programs and operations or in a position of at least that level with a minimum of five years of experience in the fields of program management, customer/partner outreach and engagement, resource mobilization, and data collection and analysis. A high degree of skill in program evaluation, communication, collaboration, problem solving, and trust building in furtherance of LASAN's objectives is also required. A master's degree in business, personnel administration or related fields is desired but not required.

The exemption of this position will allow LASAN the flexibility to recruit and select the best qualified candidate who possesses the necessary specialized experience, talent, and expertise for the position. The duties and requirements as described are appropriate to the class of Sanitation Solid Resources Manager II.

Based on my review of LASAN's request, as well as the review of the Personnel Department, I hereby approve the request for the exemption of the Sanitation Solid Resources Manager II and transmit my action to the City Council, pursuant to City Charter Section 1001(b)(1). If the exempt position is not filled within six months, my approval for the department to fill the position may expire.

cc: Carolyn Webb de Macías, Chief of Staff, Office of the Mayor
Zachia Nazarzai, Office of the Mayor
Thomas Arechiga, Office of the Mayor
Barbara Romero, Director & General Manager
Grayce Liu, Interim General Manager, Personnel Department