

Policy and Procedure Approval Form

Policy Title and Number:

02-11 Fleet Heavy Equipment Mechanic Job Progression

Approval(s):

David W. McCary, CPM

Solid Waste Management Department, Director

This Approval Form will reside with the finalized policy and procedure in the Solid Waste Management Department's Employee Policy and Procedure Manual.

4 1/6 1/5 2M

I. Purpose

This policy outlines the procedures for promoting a Heavy Equipment Mechanic I to a Heavy Equipment Mechanic II and Heavy Equipment Mechanic II to a Heavy Equipment Mechanic III. A job vacancy is not required for a promotion to Heavy Equipment Mechanic II or III. The employee must meet the qualifications, receive confirmation from a Solid Waste Management Department (SWMD or Department) review panel, and successfully pass a skills assessment conducted by a third-party administrator.

The third-party administrator is an independent entity separate from SWMD that is knowledgeable in the field of diesel engine truck and/or heavy equipment maintenance and repair. The third-party administrator monitors or conducts the skills assessment in an objective and unbiased manner. Third party administrators include, but are not limited to, vocational colleges, for-profit training organizations, non-profit education facilities, consultants, or governmental agencies.

II. Background

The Department has three Heavy Equipment Mechanic positions. In order of lowest to highest experience level and pay, the positions are as follows: Heavy Equipment Mechanic I, Heavy Equipment Mechanic II, and Heavy Equipment Mechanic III.

Most mechanics hired by SWMD enter as a Heavy Equipment Mechanic I through the traditional process of applying for a vacant Heavy Equipment Mechanic I position, interviewing, and then being selected as the highest qualified applicant.

In FY 2015, the executive leadership team authorized a professional growth plan for front-line heavy equipment mechanics. The correspondence concerning the plan and approval of the plan are detailed in the attached Appendix A and B. The approved plan authorizes advancement based on attainment of the skills required to perform higher level and more complex tasks.

III. Heavy Equipment Mechanic Required Qualifications

- A. Heavy Equipment Mechanic I
 - 1) High school diploma or GED.
 - 2) Six months of experience in maintenance and repair of heavy duty trucks and equipment.
 - 3) Possess a Class A CDL or obtain a Class A CDL within 90 days from start date.
- B. Heavy Equipment Mechanic II
 - 1) Possess a Class A CDL.
 - 2) Two years of experience in maintenance and repair of heavy duty trucks and equipment; progressively more complex and diverse equipment.
 - 3) Six months of experience as an SWMD Heavy Equipment Mechanic I.
 - SWMD review panel confirmed employee qualified to pursue Heavy Equipment Mechanic II position.
 - 5) Third party skills assessment successfully completed and passed.
- C. Heavy Equipment Mechanic III
 - 1) Four years of experience in maintenance and repair of trucks and equipment; progressively more complex and diverse equipment.
 - 2) Six months of experience as an SWMD Heavy Equipment Mechanic II.

- 3) SWMD review panel confirmed employee qualified to pursue Heavy Equipment Mechanic III.
- 4) Third party skills assessment successfully completed and passed.

IV. Confirmation of Required Skillset

For a Heavy Equipment Mechanic I or II to transition into a Heavy Equipment Mechanic II or III, respectively, the employee must

- Possess the Heavy Equipment Mechanic position required qualifications
- Have full-duty employee status; cannot be on light duty, disability, or workers compensation
- Obtain confirmation from the supervisor affirming that the employee can perform at a Heavy Equipment Mechanic II or III level. This confirmation can be obtained through an annual employee appraisal or the confirmation process can be initiated by the employee:

A. Annual Employee Appraisal (Employee Performance Evaluation)

- 1) Supervisor discusses with the employee the strengths and weaknesses of the employee.
- 2) Supervisor determines if employee is qualified, competent, and has demonstrated that higher level Mechanic II or Mechanic III work can be performed:
 - a) Recommended
 - Employee performs at a higher level than their current position and/or has successfully performed higher-level repairs.
 - Supervisor provides the employee a letter of recommendation (see Appendix C) that states the employee qualifies to take the skills assessment.
 - Employee is scheduled to complete the skills assessment test

b) Not Recommended

- Employee does not have verifiable experience to receive a promotion or does not meet the qualifications of the higher level position.
- Supervisor does not provide a letter of recommendation but verbally communicates to the employee and records within the Employee Performance Evaluation those areas that the employee should work on to improve in order to be provided a letter of recommendation.
- Employee may opt to take the skills assessment without the supervisor letter of recommendation.

B. Employee Initiated

- 1) Employee initiates a request for a promotion with their supervisor if the employee believes he/she possess the qualifications required of the higher level mechanic position. The request must be in writing and should detail the employee's experience and relevant detail.
- 2) The supervisor must respond to the request within two weeks of receipt.
- 3) The supervisor determines if the employee is qualified, competent, and has demonstrated that they can perform higher level Mechanic II or Mechanic III work:
 - a) Recommended:
 - Employee performs at a higher level than their current position and/or has successfully performed higher-level repairs
 - Supervisor provides the employee a letter of recommendation (see Appendix C) that states the employee qualifies to take the skills assessment.
 - Employee is scheduled to complete the skills assessment test

b) Not Recommended:

 Employee does not have verifiable experience to receive a promotion or does not meet the qualification of the higher level position.

- Supervisor does not provide a letter of recommendation but verbally communicates to the employee and records for the employee those areas that the employee should work on to improve in order to be provided a letter of recommendation.
- Employee may opt to take the skills assessment without the supervisor letter of recommendation.

V. Independent Skills Assessment

A. Scheduling the Assessment

The Skills Assessment is scheduled to take place at the earliest opportunity but no sooner than every six months.

B. Third-party Administrator and Venue

The skills assessment is monitored by and/or conducted by an independent third party administrator. It may be conducted in a city facility or at an off-site location.

C. Types of Assessments

There are two types of assessments, one for a Heavy Equipment Mechanic II position and another for a Heavy Equipment Mechanic III position. The skills assessment may be tailored for truck or for heavy equipment subjects.

For an employee to become a Heavy Equipment Mechanic II, the employee must pass the Heavy Equipment Mechanic II assessment. For an employee to become a Heavy Equipment Mechanic III, the employee must pass the Heavy Equipment Mechanic III and Heavy Equipment Mechanic III assessments.

D. Assessment Format

The skills assessment is developed prior to each scheduled date and is different from the previous skills assessment to maintain integrity with the process. Trucks and equipment used in the assessment may also be different. Assessments are conducted in a manner so that there is privacy and so that information is not shared among employees. It consists of a hands-on diagnosis and repairs on a truck and heavy equipment.

The employee may be asked to walk the assessment conductor through a process while being asked questions verbally. Employees may respond verbally or demonstrate the repair. The assessment may consist of the following topics, but is not limited to the following:

- Transmission Performance
- Air Brake Performance
- Electrical System Performance
- Hydraulic System Performance
- Engine Performance

The skills assessment is divided into approximately four to six individual components. The employee must pass each component to pass the skills assessment. Each component is timed. An employee that fails to find and/or correct the fault within the given timeframe does not pass that component. The assessment conductor may choose to end the assessment for that employee after the initial failure to complete a component of the assessment.

E. Assessment Grading

The assessment facilitator either passes or fails the employee based on the results of the assessment. The assessment facilitator must confirm that the employee correctly completed each component of the assessment in order to determine that the employee passed the assessment.

F. Retaking the Assessment

The third party skills assessment is made available for employees approximately every six months. In the event that an employee does not pass the assessment and wants to retake it, the employee must wait six months from the date the last assessment was completed in order to retake the assessment.

VI. Review Process by the Interview Panel

After an employee has completed the skills assessment, the following steps take place:

- 1) Heavy Equipment Manager requests the review panel convene and consider an employee for a promotion. The employee and his supervisor may be requested to attend, as necessary, to answer any questions or clarify information. The interview panel consists of the following:
 - a) Human Resources Division representative
 - b) SWMD Division Manager
 - c) Heavy Fleet Maintenance Division Managers from two separate SWMD service centers
- 2) Review panel reviews the employee's experience level to ensure the employee meets the qualifications and expectations of the position, with or without the employee present.
- 3) Interview panel ensures that the job qualifications and requirements are upheld for all employees and that consistency is applied with every review.
- 4) Interview panel either confirms or rejects the request for promotion based on the evidence provided.
- 5) Interview panel informs the employee of the results of the skills assessment and their recommendation for or against the promotion.
- 6) Supervisor provides the employee with the following:
 - a) Recommendation from the review panel; see Appendix D; signature from all panel members required.
 - b) Copy of this policy.
 - c) If the request for a promotion is not approved by the panel, the reason(s) for which the promotion was not granted should be detailed in a letter; see Appendix E.

VII. Appendix

Appendix A	SWMD Reorganization Memo 12/08/2014
Appendix B	SWMD Reorganization Memo 11/21/2014
Appendix C	Supervisor to Employee Letter of Recommendation
Appendix D	Memo: Approved for Promotion
Appendix E	Memo: Not Approved for Promotion



TO:

Sheryl Sculley, City Manager

THROUGH:

Peter Zanoni, Deputy City Manager; Ben Gorzell, Chief Financial Officer

FROM:

Lori Steward, Interim Human Resources Director; David McCary, Solid

Waste Management Director

SUBJECT:

Solid Waste Management Department Reorganization

DATE:

December 18, 2014

The FY 2015 Adopted Budget reorganized maintenance of the City's heavy duty vehicles from the Building & Equipment Services Department (BESD) to Solid Waste Management Department (SWMD). This reorganization transferred 99 positions and four Truck Centers from BESD to SWMD to support an integrated service delivery approach in which SWMD will ensure timely preventative maintenance and decrease overall repair costs.

As part of the reorganization, SWMD partnered with Human Resources (HR) to evaluate organizational components and develop a structure to support efficient operations. Several opportunities were identified. Those improvements requiring Executive Leadership Team approval are already completed, to include:

- Creation of New Job Titles Six new job descriptions were developed with emphasis on heavy equipment duties to address recruitment and retention challenges. This expanded job family focuses on relevant skills, creates an entry level apprenticeship opportunity, and establishes a career track encompassing apprenticeship, journeyman, and leadership levels. Compensation was also revised to ensure market competitiveness.
- Reclassification of Employees Current step and professional employees were transitioned into the job descriptions described above. Reclassification costs will be offset through the increased billing revenue associated with filling mechanic vacancies.
- Comprehensive Recruitment Strategy— SWMD and HR developed an interactive recruiting approach including equipment demonstrations and onsite SWMD representatives. In addition, a streamlined interview and pre-employment process was implemented.

Three action items remain to complete the reorganization, and require City Manager approval. Final approval will position SWMD to effectively maintain the City's heavy equipment fleet:

• Creation of Job Progression Plan – Approval is requested to establish a growth plan for front-line heavy equipment mechanics. This program authorizes advancement based on attainment of the skills required to perform higher level and more complex tasks. Progression is contingent upon specified experience and demonstrating mastery of essential job duties. The growth plan applies to the first three levels of the new job family with promotion into lead and supervisory roles remaining competitive. A detailed listing is provided in Attachment A.

- Reclassification of Employees Approval is requested to transition current managerial
 employees into the new job descriptions for their levels. Reclassification costs will be
 offset through the increased billing revenue associated with filling mechanic vacancies
 and thus reducing overtime and outside contract expenses. A detailed listing of individual
 adjustments is provided in Attachment B.
- Modification of Certification Pay Program Approval is requested to modify the City's
 existing Automotive Service Excellence (ASE) Certification Pay Program, which is
 specific to equipment repair positions. The revised program supports recruitment and
 retention efforts though:
 - Establishing increasing compensation tiers based on total certifications achieved
 - Expanding certifications included and positions eligible to participate
 - Reducing barriers to pursuing certifications by sponsoring exam fees

Review of this program was initiated by BESD, and coordinated through SWMD. Program details specific to BESD and SWMD are provided in Attachment C & D.

Your consideration and approval of this plan are appreciated. Please feel free to contact Lori at 207-1465, or David at 207-6471 should you have additional questions.

APPROVED: Yes No	1 ,8, 15
Ben Gorzell, Chief Financial Officer	Date
APPROVED: YesNo	1,8/15
Peter Zanoni, Deput, City Manager	Date
APPROVED: Yes No	1,8,15
Sheryl Sculley, City Manager	Date

City of San Antonio

Solid Waste Management Department Heavy Equipment Mechanic Job Progression Plan

Objective

In order to attract new, talented employees to the City, retain currently employees, and facilitate employee growth and development, the Human Resources (HR) and Solid Waste Management (SWM) Departments have collaborated in creating three (3) new Heavy Equipment Mechanic jobs.

Progression Plan

In this growth plan, a new employee with limited experience will be hired into the Heavy Equipment Mechanic I job title. After two (2) years in the Heavy Equipment Mechanic I job title with increasing responsibility and experience and acceptable performance evaluations, the employee would be eligible for promotion.

The employee would advance to a Heavy Equipment Mechanic II job and receive a approximately 10% salary increase, in addition to other Council-approved salary increases. After two (2) years as a Heavy Equipment Mechanic II with increasing responsibility and experience and acceptable performance evaluations, the employee would be eligible for promotion to Heavy Equipment Mechanic III job and receive a approximately 5% salary increase. Employee movement is not limited by vacancies nor is the movement guaranteed by experience alone. Employees must meet all the criteria.

Promotion Criteria

In order to advance, the employee must perform satisfactorily in:

- Panel Interview
- Skills assessment

The interview will be conducted by SWM Management to ascertain if an employee has mastered the knowledge and skills necessary to advance in the progression plan.

The skills assessment will be administered by a third-party. Employees undertaking the assessment will have the opportunity to demonstrate their knowledge and abilities by performing the duties required to advance to the next level in the job progression plan.

Any employee movement would be based on the Heavy Equipment Manager's recommendation and the HR Director's approval.

City of San Antonio

Solid Waste Management Department Heavy Equipment Mechanic Job Progression Summary

Proposed Action	Entry position	Approximately 10% Salary Increase	Approximately 5% Salary Increase
Range Max	\$45,085.30	\$49,706.54	\$54,801.24
Range Min	\$33,234.76	\$36,641.02	\$40,396.72
Requirements	-High school diploma or General Education Development (GED) Certificate. -Six (6) months experience performing essential job functions which could include experience gained through a technical training program. -Texas Class "A" Driver's License within 90 days of employment.	-High school diploma or General Education Development (GED) CertificateTwo (2) years of experience as a Heavy Equipment Mechanic ITexas Class "A" Driver's License within 90 days of employment	-High school diploma or General Education Development (GED) CertificateTwo (2) years experience as a Heavy Equipment Mechanic IITexas Class "A" Driver's License within 90 days of employment
Job Title	Heavy Equipment Mechanic I	Heavy Equipment Mechanic II	Heavy Equipment Mechanic III

City of San Antonio Solid Waste Management Reclassification Changes

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TO:

Ben Gorzell, Chief Financial Officer

Peter Zanoni, Deputy City Manager

FROM:

Lori Steward, Interim Human Resources Director

David McCary, Solid Waste Management Director

SUBJECT:

Solid Waste Management Department Reorganization

DATE:

November 21, 2014

In October, the Solid Waste Management (SWM) Department acquired responsibility for the maintenance and repair of the City's heavy equipment and diesel vehicles. The mechanical skills needed to perform these jobs are more technical than the previous job descriptions. Human Resources (HR) and SWM designed a new family of jobs to better meet SWM's needs. SWM is now prepared to transition current employees into the new job titles.

New Job Family

The new SWM mechanic job family consists of the six new titles: Heavy Equipment Manager, Heavy Equipment Superintendent, Heavy Equipment Service Advisor, Heavy Equipment Mechanic II, Heavy Equipment Mechanic III.

Employee Reclassification

The transition from current job titles to the new job titles would be accomplished in two (2) phases. In Phase 1, all employees will be reclassified according to the table below. Managerial employees will be transitioned upon program approval by the City Manager.

Current Job Title	Current Range Min	Current Range Max	Mechanic Job Title	Mechanic Range Min	Mechanic Range Max
Equipment Technician	\$31,651.36	\$42,937.44	Heavy Equipment Mechanic I	\$33,234.76	\$45,085.30
Master Fleet Maintenance Tech	\$34,896.16	\$47,339.24	Heavy Equipment Mechanic II	\$36,641.02	\$49,706.54
Fleet Maintenance & Equipment Service Advisor	\$34,896.16	\$47,339.24	Heavy Equipment Service Advisor	\$40,396.72	\$54,801.24
Fleet Maintenance & Equipment Supervisor	\$36,641.02	\$49,706.54	Heavy Equipment Superintendent	\$44,340.92	\$75,379.46
Fleet Maintenance & Equipment Superintendent	\$44,340.92	\$75,379.46	Heavy Equipment Manager	\$58,640.92	
Fleet Operations Manager			Heavy Equipment Manager		\$99,689.46

It is estimated that implementation as outlined above will have an annual cost of \$184,000 including benefits. A schedule outlining individual adjustments is attached.

Phase 2 will allow the progression from Heavy Equipment Mechanic I to Heavy Equipment Mechanic II or Heavy Equipment Mechanic III. In order to progress, employees will undergo a panel interview by SWM and a skills assessment by a third party to ascertain the knowledge and skills necessary to perform the essential job functions and allow employees to move to other levels. The format of the skills assessment and panel interview will be defined and finalized by

SWM. Phase 2 costs for employee increases are estimated to be approximately \$120,000 annually, including benefits. This phase is to be used into the future and is an ongoing program.

Implementation will be funded through revenue generated by filling approximately four (4) vacant Heavy Equipment Mechanic positions.

Your consideration and approval of this plan as described is confirmed with your signatures beclow. If you have any questions or need additional information regarding this request, please feel free to contact Lori at 207-1465 or David at 207-6471.

APPROVED: Yes No _	
Bandsonll	1,8,15
Ben Gorzell, Chief Financial Officer	Date
APPROVED: YesNo	
Deleggioni	1.8/15
Peter Zanoni Deputy City Manager	Date

MEMORANDUM			
TO: FROM: SUBJECT: DATE: CC:	[Recipient Name] [Supervisor Name] Heavy Fleet Maintenance Mechanic Progression: Letter of Recommendation [Click to Select Date] [Name]		
	to whom this memo is addressed currently works under my supervision. The rrently a Heavy Equipment Mechanic I □ II □ and has been in this position for		
A review of this employee's employment record confirms that the employee meets the employment requirements for the Heavy Equipment Mechanic II \Box III \Box . Additionally, the employee has performed work that I believe qualifies him/her for the position. Therefore, I recommend this employee for promotion to Heavy Equipment Mechanic II \Box III \Box .			

MEMORANDUM			
TO: FROM: SUBJECT: DATE: CC:	Solid Waste Management Department Skills Assessment Review Panel Heavy Fleet Maintenance Mechanic: Skills Assessment Determination [Click to Select Date]		
The review pa	ndum serves to confirm that the dipassed the skills assessment anel members have reviewed don the information reviewed Heavy Equipment Mechanic II	nt for the position of Fleet Me the employee's skills assessr by this panel, the employee v	chanic
promotion to i	reavy Equipment Mechanic II		
		•••••	
Human Resourc	ces Representative	Signature	Date
		<u> </u>	
SWMD Division	Manager	Signature	Date
Heavy Fleet Ma	iintenance Division Manager	Signature	Date
Heavy Fleet Ma	iintenance Division Manager	Signature	Date

MEMORANDUM			
TO: FROM: SUBJECT: DATE: CC:	[Recipient Name] Solid Waste Management Department Skills Assessment Review Panel Heavy Fleet Maintenance Mechanic: Skills Assessment Determination [Click to Select Date] [Name]		
Upon review employee do	panel has determined that the ene skills assessment test for the of the skills assessment result bes not meet the minimum require are included below:	e position of Heave Equipmes and employment history,	it has been determined that the
Further ques	stions can be directed to the em	ployee's supervisor,	
Human Resou	rces Representative	Signature	Date
SWMD Divisio	on Manager	Signature	Date
Heavy Fleet N	laintenance Division Manager	Signature	Date
Heavy Fleet N	Naintenance Division Manager	Signature	Date



CITY OF SAN ANTONIO

SOLID WASTE MANAGEMENT DEPARTMENT 4410 W. PIEDRAS DRIVE SAN ANTONIO, TEXAS 78228

Employee Acknowledgment Form

By signing below, I acknowledge that I received, read, understand, and agree to comply with the Solid Waste Management Department's policy Fleet Heavy Equipment Mechanic Job Progression (02-11). I understand that this form will be retained in my employee personnel file.

Employee Name (print)	Employee SAP Number	
Employee Signature	Date	
Indicate your division by checking the box.		
□ Northeast Service Center		
□ Northwest Service Center		
☐ Southeast Service Center		
☐ South Central Service Center		
☐ Administration		
☐ Brush and Bulky		
☐ Landfill Operations		
☐ Resource Recovery		
☐ Warehouse Operations		
☐ Fleet Division		

City of San Antonio

Human Resources Department Interdepartmental Correspondence

TO:

Peter Zanoni, Deputy City Manager

FROM:

Lori Steward, Human Resources Director γ

COPIES:

Ben Gorzell, Chief Financial Officer

David W. McCary, Solid Waste Management Director

SUBJECT:

Heavy Equipment Mechanic Job Progression Revision - Solid Waste Management

DATE:

October 27, 2016

This memo conveys a request to revise the current Heavy Equipment Mechanic career progression plan created in December of 2014. Because the position titles and growth plan were new, it was necessary to waive the initial experience requirement as no Heavy Equipment Mechanics would have qualified for the position growth opportunities. As the program progressed, SWMD has found that the Heavy Equipment Mechanic I incumbents have been ready and able to fulfill the responsibilities of a Heavy Equipment Mechanic II prior to the two (2) year requirement being met. In order to attract and maintain top performers, and provide these employees with the opportunity for career advancement, SWMD requests to modify the existing requirement from two (2) years of experience to one (1) year of experience.

Additionally, the experience requirement to progress from a Heavy Equipment Mechanic II to III should remain at two (2) years of experience for employees hired prior to the date of this amendment. SWMD proposes a grandfathering provision for employees with respect to the requirements for promoting to Heavy Equipment Mechanic II or III. Clarifying language will also be added to state that vacant Heavy Equipment Mechanic II or III position will automatically ILO down to a Heavy Equipment Mechanic I.

Criteria	Proposed Change	Reorganization Memo	Notes
Minimum experience as a HEM I to advance to a HEM II	1 year	2 years	Early implementation allowed advancement within less than 1 year.
Grandfather provision for current employees hired prior to this proposed amendment	Employees hired prior to this amendment to progress to HEM II or HEM III with at least six months of experience in current grade and demonstrated experience in previous role.	2 years	
Assessment Frequency	1 year, upon completion of annual performance evaluation.	Not described.	Currently performing assessments every 6 months.

City of San Antonio

Human Resources Department Interdepartmental Correspondence

Disciplinary action	Zero disciplinary actions in the past 12 months required to promote.	Not described.	Currently reviewing only the last 6 months.
Preventable Accidents/Injuries	Zero preventable accidents or injuries in the past 12 months required to promote.	Not described.	Currently reviewing only the last 6 months.
Panel Review	A panel review of the employee's skills level will be conducted by the Heavy Fleet Management team to ensure consistency of the skills level across the department.	Panel interview.	Panel review will review work completed by the employee and will replace the interview.
Procedure for vacant positions	ILO any vacant HEM II or HEM III position to a HEM I.	Not described.	

HR supports the above proposals and requests consideration and approval of the revised growth plan. If approved, the program will be effective December 1, 2016. Please feel free to contact Natalie Balderrama at 207-0057 with additional questions.

Approved Denied

Peter Zanoni
Deputy City Manager

