



2023
**CIVIL SERVICE
ANNUAL REPORT**



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LETTER OF TRANSMITTAL



HUMAN RESOURCES

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March 13, 2024

Mayor Paul TenHaken
City of Sioux Falls
City Hall, 224 West Ninth Street
P.O. Box 7402
Sioux Falls, SD 57117-7402

Dear Mayor TenHaken:

In accordance with Section 39.091 of the Civil Service Ordinance, the Civil Service Board submits its 84th Annual Report for the year 2023.

The Board acknowledges the continued support of the Mayor, the City Council, and the City employees in maintaining the Civil Service System.

Respectfully submitted,
Civil Service Board:

Robin Burnley, Chair
Alayna Holmstrom, Member
Beth Roesler, Member
Doug Barthel, Member
Bill O'Toole, Secretary

CIVIL SERVICE BOARD REVIEW

Civil Service Board

Robin Burnley
Chair

Alayna Holmstrom
Member

Beth Roesler
Member

Doug Barthel
Member

The Civil Service Board consists of four members who are resident taxpayers of the city of Sioux Falls. The members are appointed by the Mayor and serve a five-year term. The Civil Service Board shall adopt, amend, and enforce rules and regulations providing for the appointment and employment of all positions in the City classification system. All rules are subject to the approval of the Mayor. The Board is responsible for certifying all entrance and promotional/transfer eligibility lists. The Civil Service Board conducts hearings and renders decisions in response to appeals from civil service employees from action resulting in reduction, suspension, demotion, or discharge by City management. The Board has the power to administer oaths and the power to secure by its subpoena both the attendance and testimony of witnesses and the production of papers relevant to the hearing if necessary. All actions of the Civil Service Board are subject to judicial review by statutes and rules of the court. The Civil Service Board provides guidance and makes recommendations regarding employment activities and testing procedures.

Civil Service Board Activities in 2023

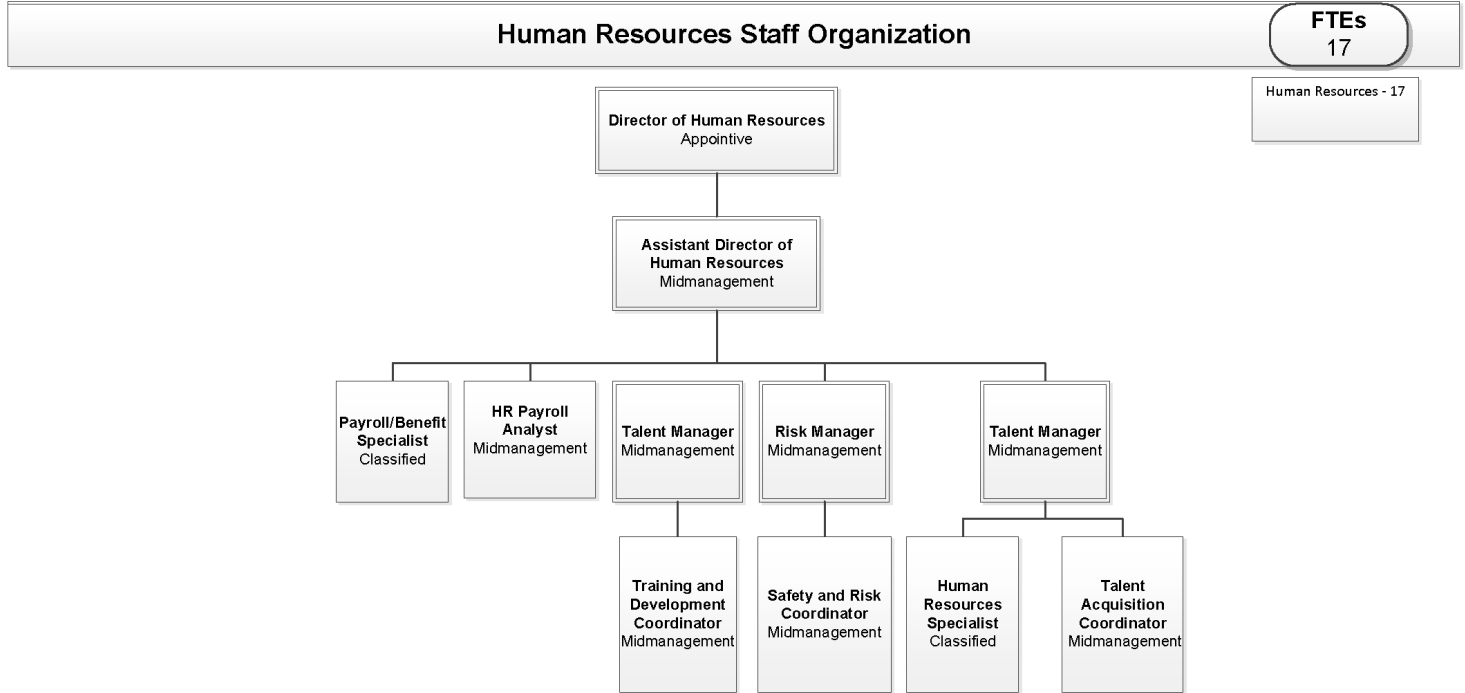
During 2023, the Civil Service Board convened for six regular meetings and one Civil Service Board appeal hearing.

Discussion and/or action taken in 2023 included:

- ➔ Certified 104 Entrance Eligibility Lists.
- ➔ Certified 35 Promotion/Transfer Eligibility Lists.
- ➔ Extended 5 Entrance Eligibility Lists.
- ➔ Extended 2 Promotion/Transfer Eligibility Lists.

HUMAN RESOURCES OVERVIEW

HUMAN RESOURCES ORGANIZATIONAL CHART



HUMAN RESOURCES OVERVIEW

Human Resources operates under the supervision and direction of the Mayor of Sioux Falls. The Director is appointed by the Mayor on the advice and consent of the City Council. The Director has ultimate responsibility for the overall operation, planning, development, and administration of the department, Citywide benefits, civil service system, personnel policies and procedures, risk management, and labor relations activities.

The department is comprised of four major functional divisions: Talent Acquisition, Compensation and Benefits, Employee Relations and Development, and Risk Management and Safety. The department has both staff and line responsibilities: supports, advises, and assists departmental supervisors and managers, and performs duties and activities directly relating to City operations and civil service procedures.

Compensation and Benefits	Risk Management and Safety
Payroll (Active/Pension)	Risk Management
Munis Administration	Liability Claims
Pension Administration	Workers Compensation
Benefits Administration	Security/Gallagher
Leave Administration	Loss Control
Pre-retirement Planning	Property Insurance
Unemployment Claims	Incident Investigations
Classification Plan	Special Events Liability Coordinator
FLSA, FMLA, HIPAA	Threat Management
457 Deferred Compensation Plan	Safety and Occupational Health
125 Flexible Benefits	Safety and Training

Talent Acquisition	Employee Relations and Development
Employee Experience	Labor Relations
Workforce	Conflict Management
Recruitment	Coaching/Discipline
Civil Service Board	Grievances
Executive Order Administration	Substance Abuse Plan
I-9 Lifecycle—E-Verify	Performance Evaluations
EEO Compliance/Affirmative Action Plan Administration	EAP
Part-time/Seasonal Hiring	Occupational Health
Applicant Tracking	Job Audits
Job Analysis	Organizational Structure
Job Evaluation	Training and Development
Records Retention	Onboarding and Orientation
ASCEND Internship	Wellbeing

SUMMARY OF CIVIL SERVICE PERSONNEL ACTIONS

January 1 to December 31, 2023

Regular Meetings Held by the Civil Service Board.....	6
Appeal Hearings Held by the Civil Service Board	1
Eligible Lists Established	139
Entrance.....	104
Promotional/Transfer	35
Gain in Civil Service	150
New employees added	150
Re-employment.....	0
Separations During Probationary Period	36
Losses from Civil Service	90
Terminations	6
Retirements.....	33
Resignations	51
Civil Service to Appointed	0
Layoffs	0
Deaths.....	0
Promotions	48
Transfers.....	4
Reassignments/Reclassifications.....	97
Civil Service Appeals	1
Civil Service Census (December 31, 2023).....	1,277
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Authorized Total FTE for 2023	1,357
(less authorized appointed FTE).....	24
(less elected).....	9
Authorized Civil Service FTE (December 31, 2023).....	1,324

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
116	Accountant	4	4
107	Administrative Assistant	4	3
163	Advanced Practice Provider	4	4
89	Animal Control Officer	5	8
92	Animal Control Supervisor	1	1
100	Assistant City Attorney	0	0
005	Assistant City Clerk	2	2
910	Assistant City Engineer	2	2
141	Assistant Director of Finance	1	1
038	Assistant Director of Human Resources	1	1
300	Assistant Director of Parks and Recreation	1	1
003	Assistant Director of Planning and Development Services	1	1
245	Assistant Fire Chief	0	2
202	Assistant Fire Marshal (Civilian)	1	1
026	Assistant Library Director	1	0
012	Assistant Police Chief	1	1
087	Assistant Public Health Director	0	1
99	Billing Specialist	3	2
566	Biosolids Supervisor (Certified)	1	1
018	Branch Librarian	6	6
406	Building Inspection Manager	1	1
501	Building Inspector	4	5
281	Building Maintenance Supervisor	1	1
283	Building Maintenance Worker	3	3
118	Business Analyst	7	8
114	Business and Project Manager	1	1
152	Business Application Specialist	2	2
417	Business Development Coordinator	1	1
043	Business Operations Manager	1	1
121	Business Technician	3	4
051	Care Coordinator	2	2
601	Chemist	2	2
095	Chief Accountant	1	1
079	Chief Building Official	1	1
087	Chief of Health Administration and Performance Management	1	0
142	Chief Technology Officer	1	1
144	City Carrier	2	2

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
148	City Carrier/Library	1	1
007	City Engineer	1	1
401	City Services Technician	12	11
139	CityLink Producer	2	2
016	Civic Analytics Analyst	3	6
042	Civic Analytics Manager	1	1
045	Civic Analytics Specialist	4	3
088	Clinic Administrator	1	1
066	Clinic/Lab Aide	2	2
029	Clinical Services Manager	1	0
504	Code Compliance Officer	1	0
096	Coding Technician	1	1
082	Communications and Marketing Manager	0	0
128	Communications Services Lead	1	1
156	Communications Services Supervisor	1	1
157	Communications Strategist	3	3
171	Community Engagement and Health Equity Coordinator	0	1
052	Community Health Worker	1	2
418	Community Housing Coordinator	0	1
576	Controls System Specialist	2	3
565	Controls System Supervisor	1	1
229	Criminal Analyst	1	1
286	Custodial Supervisor	2	2
285	Custodial Worker	14	15
050	Dental Assistant	6	8
048	Dental Hygienist	3	1
046	Dental Manager	1	1
014	Deputy City Attorney	1	2
181	Desktop Support Administrator	1	1
167	Digital Communications Manager	1	1
129	Digital Communications Specialist	1	1
168	Digital Communications Strategist	1	1
155	Digital Services Coordinator	0	0
337	District Park Supervisor	4	4
124	Document Specialist	2	2
407	Electrical Inspection Manager	1	1
411	Electrical Inspector	5	5

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
575	Electrician	2	2
579	Electrician (Licensed)	1	2
200	Emergency Manager	1	1
049	Emergency Medical Quality Assurance Coordinator	1	1
534	Emergency Vehicle Technician (Certified)	2	2
931	Employee Relations Manager	0	0
704	Engineering Logistics Specialist	1	1
972	Engineering Program Manager	1	1
968	Engineering Project Manager	2	4
969	Engineering Project Manager P.E.	3	5
970	Engineering Services Coordinator	2	3
010	Engineering Technician	9	8
041	Engineering Technician II	12	6
093	Environmental Analyst	3	3
906	Environmental Engineer	1	1
055	Environmental Health Manager	1	1
090	Environmental Health Specialist	2	2
091	Environmental Health Specialist (Certified)	4	4
551	Environmental Services Manager	1	1
600	Environmental Technician	1	2
711	Equipment Operator	37	38
278	Facilities Carpenter	2	2
280	Facilities Electrician-Certified	1	1
277	Facilities HVAC Technician	1	1
276	Facilities Plumber/Licensed	0	1
115	Finance Manager	1	1
184	Financial Coordinator	1	1
207	Fire Apparatus Operator	49	49
211	Fire Battalion Chief	7	7
203	Fire Captain	47	48
212	Fire Division Chief	3	2
218	Fire EMS Educator (Civilian)	2	2
209	Fire Inspector	5	5
216	Fire Inspector (Civilian)	3	3
205	Fire Marshal (Civilian)	1	0
204	Fire Marshal (Uniformed)	0	1
214	Fire Protection Engineer (PE)	1	0

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
103	Fire Protective Equipment Technician	1	2
110	Fire Records Analyst	1	1
210	Firefighter	85	89
531	Fleet Manager	1	1
532	Fleet Services Technician	1	1
112	Fleet Supervisor	2	2
112	Forensic Specialist I	3	3
104	Forensic Specialist II	3	2
127	Graphic Designer	2	2
028	Health Administration Manager	1	1
058	Health Administrative Technician	1	1
962	Health Information Technology Coordinator	1	1
027	Health Program Coordinator	1	0
418	Housing Clinic Coordinator	0	0
515	Housing Compliance Supervisor	1	1
030	Housing Development Manager	1	1
070	Housing Program Specialist	3	3
078	Housing Technician	1	1
918	Human Relations Specialist	1	1
149	Human Resources Payroll Analyst	1	1
151	Human Resources Specialist	2	2
541	Industrial Pretreatment Technician	1	1
140	Information Security Administrator	0	1
182	Information Security Architect	0	0
182	Information Security Manager	0	1
137	Information Technology Infrastructure Manager	1	1
186	Information Technology Operations Manager	0	1
138	Information Technology Support Supervisor	1	0
135	Information Technology System Analyst	8	11
062	Information Technology System Manager	1	0
603	Landfill Environmental Technician	2	2
739	Landfill Equipment Operator	10	10
742	Landfill Operations Manager	1	1
737	Landfill Scale Operator	3	4
83	Lead Animal Control Officer	1	1
974	Lead Billing Specialist	0	1
580	Lead Building Maintenance Mechanic	1	1

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
284	Lead Building Maintenance Worker	2	2
712	Lead Equipment Operator	13	14
713	Lead Landfill Equipment Operator	2	2
743	Lead Landfill Scale Operator	1	1
578	Lead Maintenance Mechanic	5	5
574	Lead Mechanic	3	3
239	Lead Parking Equipment Service Technician	1	1
235	Lead Parking Patrol	1	1
960	Lead Police Records Technician	1	1
572	Lead Sewer Collection Technician	4	3
573	Lead Sewer Collection Technician (Certified)	2	3
117	Lead Utility Billing Technician	1	1
731	Lead Wastewater Operator	1	1
732	Lead Wastewater Operator (Certified)	3	3
557	Lead Water Distribution System Technician	1	1
558	Lead Water Distribution System Technician (Certified)	4	4
726	Lead Water Operator	1	1
727	Lead Water Operator (Certified)	3	2
719	Lead Water Service Technician	0	1
011	Legal Administrative Assistant	1	1
023	Librarian	7	7
022	Library Associate	41	44
067	Licensed Practical Nurse	2	2
400	Licensing Specialist	1	1
522	Light Supervisor	1	1
520	Light, Power, & Traffic Superintendent	1	1
523	Line Worker	7	7
577	Maintenance Mechanic	8	11
530	Mechanic	13	13
408	Mechanical Inspection Manager	1	1
503	Mechanical Inspector	3	3
053	Medical Assistant	1	1
976	Medical Records Technician	0	1
065	Mental Health Counselor	0	0
233	Neighborhood and Preservation Planner	1	1
505	Neighborhood Revitalization Supervisor	1	0
136	Network Engineer	2	2

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
074	Nurse Case Manager	3	3
941	Nurse Manager	1	0
102	Paralegal	2	2
075	Park & Recreation Logistics Specialist	0	1
338	Park Caretaker	19	19
341	Park Carpenter	1	1
340	Park Central Services Supervisor	1	1
299	Park Development Specialist	1	2
335	Park Forestry Caretaker	4	4
336	Park Forestry Supervisor	1	1
334	Park Maintenance Mechanic	1	1
952	Park Operations Manager	1	0
342	Park Supply Specialist	1	0
339	Park Technician	25	24
238	Parking Administrative Technician	1	1
235	Parking Patrol	3	3
301	Parks and Recreation Administrative Manager	0	0
343	Parks and Recreation Geo Data Specialist	0	0
297	Parks Planning & Projects Manager	1	1
154	Parts & Inventory Technician	2	4
150	Parts Worker	2	0
961	Patient Access Supervisor	1	1
097	Patient Support Technician	7	5
034	Payroll/Benefits Specialist	3	4
410	Permit Technician	5	7
081	Permitting Support Manager	1	1
512	Planning and Zoning Specialist	3	4
514	Planning Projects Coordinator	1	1
500	Plans Examiner	4	4
409	Plumbing Inspection Manager	1	1
511	Plumbing Inspector	3	3
105	Police Application Specialist	0	0
223	Police Captain	4	4
111	Police Evidence Technician	3	3
224	Police Lieutenant	9	9
228	Police Officer	231	229
220	Police Records Manager	1	1

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
108	Police Records Technicians	10	9
225	Police Sergeant	34	35
913	Principal Engineer	8	8
414	Property Maintenance Inspection Manager	0	0
415	Property Maintenance Inspector	3	4
605	Public Drop-off Attendant	0	1
166	Public Health Administrator	1	1
057	Public Health Laboratory Manager	1	1
085	Public Health Prevention Coordinator	1	1
054	Public Health Scientist I	1	1
056	Public Health Scientist II	2	2
542	Public Parking and Utility Billing Manager	1	1
244	Public Safety Legal Specialist	0	1
241	Public Works Legal Specialist	1	1
143	Purchasing Assistant	0	0
119	Purchasing Manager	1	1
120	Purchasing Specialist	3	4
076	Quality and Risk Coordinator	1	1
187	Radio Communications Analyst	0	1
068	Radiology and Lab Technologist	1	1
069	Real Estate Specialist	2	2
951	Recreation Manager	1	1
287	Recreation Program Coordinator	5	4
288	Recreation Program Specialist	5	6
059	Registered Nurse	7	8
540	Regulatory Compliance Manager	1	1
502	Residential Plans Examiner	1	0
604	Resource Recovery Technician	1	1
927	Risk Manager	1	1
930	Safety and Risk Coordinator	1	2
736	Sanitary Landfill Superintendent	1	1
131	Senior Accountant	1	1
132	Senior Accountant (CPA)	2	3
100	Senior Assistant City Attorney	7	7
169	Senior Graphic Designer	1	1
183	Senior Infrastructure Architect	1	1
017	Senior Librarian	2	2

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
080	Senior Planner	2	1
563	Sewer Collection Supervisor (Certified)	2	2
570	Sewer Collection Technician	20	21
964	Staff Engineer	4	3
965	Staff Engineer P.E.	1	2
911	Strategic Project Manager	1	1
710	Street Logistics Specialist	1	1
709	Street Logistics Technician	1	1
552	Street Maintenance Supervisor	3	4
550	Street Operations Manager	1	1
734	Sustainability Coordinator	1	1
145	System Administrator	4	4
039	Talent Acquisition Coordinator	3	3
036	Talent Manager	2	2
109	Technical Clerk	0	0
130	Technical Support Specialist	7	9
185	Technology Project Manager	0	1
098	Traffic Devices Maintenance Supervisor	1	1
967	Traffic Engineer, P.E.	1	1
971	Traffic Operations Engineer	1	1
546	Traffic Sign Technician	4	4
545	Traffic Signal Technician	5	5
164	Training and Development Coordinator	1	1
199	Training Facility/Emergency Management Coordinator	0	1
506	Transit Program Coordinator	1	1
333	Urban Forestry Specialist	1	1
063	Urban Planner	4	4
521	Utilities Services Technician	1	1
013	Utility Administrator	1	1
547	Utility Billing Supervisor	0	0
113	Utility Billing Technician	5	6
524	Utility Electrician	0	0
702	Utility Locator	3	3
027	Vector Control Program Coordinator	1	1
735	Vehicle/Equipment Service Worker	3	3
539	Wastewater Facilities Engineer	1	1
723	Wastewater Maintenance Supervisor	1	1

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	2022 December	2023 December
564	Wastewater Operations Manager	1	1
730	Wastewater Operator	7	6
537	Wastewater Superintendent	1	1
544	Water Distribution System Supervisor (Certified)	1	1
556	Water Distribution System Technician	11	10
703	Water Logistics Specialist	1	1
724	Water Maintenance Supervisor	1	1
554	Water Operations Manager	1	1
725	Water Operator	7	8
535	Water Program Coordinator	1	1
543	Water Program Specialist	1	1
602	Water Quality Analyst	0	1
560	Water Service Supervisor (Certified)	1	1
721	Water Service Technician	7	7
536	Water Superintendent	1	1
538	Watershed Maintenance Supervisor	1	1
405	Welder	1	1
973	Wellness Specialist	0	1
147	Workers' Compensation Specialist	1	0
	Total Civil Service Employees	1,239	1,277

2023 DISCIPLINARY ACTIONS APPEALABLE TO CIVIL SERVICE BOARD

Suspensions	9
Public Works/Water	1
Information Technology	1
Library	1
Fire	3
Police	3
Demotions	0
Terminations	5
Fire	1
Health.....	2
Public Works/Landfill.....	1
Public Works/Water	1