



2024
**CIVIL SERVICE
ANNUAL REPORT**



CONTENTS

Letter of Transmittal 2

Civil Service Board Review 3

Human Resources Overview 4-5

Summary of Civil Service Personnel Actions 6

Number of Employees by Classification 7-14

Disciplinary Action 15

LETTER OF TRANSMITTAL



HUMAN RESOURCES

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March 12, 2025

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 85th Annual Report for the year 2024.

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 2024

During 2024, the Civil Service Board convened for six regular meetings and no Civil Service Board appeal hearings.

Discussion and/or action taken in 2024 included:

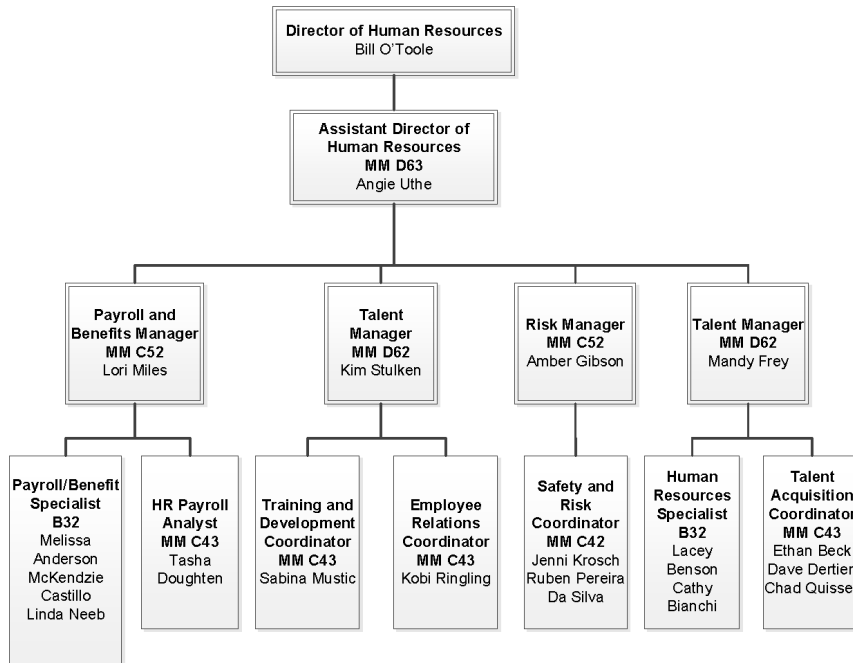
- ➔ Certified 89 Entrance Eligibility Lists.
- ➔ Certified 64 Promotion/Transfer Eligibility Lists.
- ➔ Extended 2 Entrance Eligibility Lists.
- ➔ Extended 1 Promotion/Transfer Eligibility List.

HUMAN RESOURCES OVERVIEW

HUMAN RESOURCES ORGANIZATIONAL CHART

Human Resources Staff Organization

FTEs
19



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	EAP
Affirmative Action Plan Administration	Occupational Health
Part-time/Seasonal Hiring	Job Audits and Analysis
Applicant Tracking	Organizational Structure
Records Retention	Training and Development
ASCEND Internship	Onboarding and Orientation
	Wellbeing

SUMMARY OF CIVIL SERVICE PERSONNEL ACTIONS

January 1 to December 31, 2024

Regular Meetings Held by the Civil Service Board.....	6
Appeal Hearings Held by the Civil Service Board	0
Eligible Lists Established	153
Entrance.....	89
Promotional/Transfer	64
Gain in Civil Service	215
New employees added	214
Re-employment.....	1
Separations During Probationary Period	43
Losses from Civil Service	92
Terminations	2
Retirements.....	53
Resignations	35
Civil Service to Appointed	0
Layoffs	0
Deaths.....	2
Promotions	77
Transfers.....	13
Leave of Absences	0
Reassignments/Reclassifications.....	64
Civil Service Appeals	0
Civil Service Census (December 31, 2024).....	1,354
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Authorized Total FTE for 2024	1,441
(less authorized appointed FTE).....	25
(less elected).....	9
Authorized Civil Service FTE (December 31, 2024)	1,407

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	As of 12.31.24
116	Accountant	3
107	Administrative Assistant	3
163	Advanced Practice Provider	4
89	Animal Control Officer	8
92	Animal Control Supervisor	1
105	Application Specialist	4
189	Application Support Manager	1
508	Arts Coordinator	1
005	Assistant City Clerk	2
910	Assistant City Engineer	2
141	Assistant Director of Finance	1
038	Assistant Director of Human Resources	1
300	Assistant Director of Parks and Recreation	1
003	Assistant Director of Planning and Development Services	1
245	Assistant Fire Chief	2
202	Assistant Fire Marshal	1
026	Assistant Library Director	1
012	Assistant Police Chief	1
087	Assistant Public Health Director	1
99	Billing Specialist	2
566	Biosolids Supervisor (Certified)	1
716	Biosolids Technician	2
018	Branch Librarian	6
114	Budget Officer	1
406	Building Inspection Manager	1
501	Building Inspector	4
281	Building Maintenance Supervisor	1
283	Building Maintenance Worker	3
118	Business Analyst	9
417	Business Development Coordinator	1
043	Business Operations Manager	1
121	Business Technician	4
051	Care Coordinator	2
601	Chemist	1
095	Chief Accountant	1
079	Chief Building Official	1
142	Chief Technology Officer	1
144	City Carrier	2

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	As of 12.31.24
148	City Carrier/Library	1
007	City Engineer	1
401	City Services Technician	11
016	Civic Analytics Analyst	6
042	Civic Analytics and Data Officer	1
045	Civic Analytics Specialist	3
088	Clinic Administrator	1
066	Clinic/Lab Aide	2
096	Coding Technician	1
157	Communications Strategist	3
171	Community Engagement and Health Equity Coordinator	1
052	Community Health Worker	2
418	Community Housing Coordinator	1
576	Controls System Specialist	4
565	Controls System Supervisor	1
175	Creative Production Specialist	1
156	Creative Production Supervisor	1
173	Creative Services Manager	1
229	Criminal Analyst	1
286	Custodial Supervisor	2
285	Custodial Worker	15
050	Dental Assistant	7
048	Dental Hygienist	2
046	Dental Manager	1
014	Deputy City Attorney	2
167	Digital Communications Manager	1
129	Digital Communications Specialist	1
168	Digital Communications Strategist	1
176	Digital Content Coordinator	1
139	Digital Media Producer	2
337	District Park Supervisor	4
124	Document Specialist	2
407	Electrical Inspection Manager	1
411	Electrical Inspector	5
575	Electrician	2
579	Electrician (Licensed)	2
200	Emergency Manager	1
049	Emergency Medical Quality Assurance Coordinator	1

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	As of 12.31.24
534	Emergency Vehicle Technician (Certified)	2
035	Employee Relations Coordinator	1
704	Engineering Logistics Specialist	1
972	Engineering Program Manager	1
968	Engineering Project Manager	7
969	Engineering Project Manager P.E.	4
970	Engineering Services Coordinator	3
010	Engineering Technician	9
041	Engineering Technician II	8
093	Environmental Analyst	3
906	Environmental Engineer	1
055	Environmental Health Manager	1
090	Environmental Health Specialist	2
091	Environmental Health Specialist (Certified)	4
551	Environmental Services Manager	1
600	Environmental Technician	3
711	Equipment Operator	38
278	Facilities Carpenter	2
280	Facilities Electrician-Certified	2
277	Facilities HVAC Technician	1
276	Facilities Plumber/Licensed	1
115	Finance Manager	1
184	Financial Coordinator	1
207	Fire Apparatus Operator	49
211	Fire Battalion Chief	6
203	Fire Captain	46
212	Fire Division Chief	3
218	Fire EMS Educator (Civilian)	2
209	Fire Inspector	8
204	Fire Marshal	1
198	Fire Medical Officer	1
103	Fire Protective Equipment Technician	1
110	Fire Records Analyst	1
210	Firefighter	92
531	Fleet Manager	1
532	Fleet Services Technician	1
112	Fleet Supervisor	2
112	Forensic Specialist I	4

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	As of 12.31.24
104	Forensic Specialist II	2
127	Graphic Designer	2
028	Health Administration Manager	1
058	Health Administrative Technician	1
962	Health Information Technology Coordinator	1
029	Health Program Manager	1
179	Health Systems Analyst	1
515	Housing Compliance Supervisor	1
030	Housing Development Manager	1
070	Housing Program Specialist	4
078	Housing Technician	1
918	Human Relations Specialist	1
149	Human Resources Payroll Analyst	1
151	Human Resources Specialist	2
541	Industrial Pretreatment Technician	1
140	Information Security Administrator	2
137	Information Technology Infrastructure Manager	1
138	Information Technology Support Manager	1
135	Information Technology System Analyst	9
172	Internal Communications Strategist	1
523	Journey Lineworker	6
603	Landfill Environmental Technician	2
739	Landfill Equipment Operator	10
742	Landfill Operations Manager	1
737	Landfill Scale Operator	4
83	Lead Animal Control Officer	1
974	Lead Billing Specialist	1
714	Lead Biosolids Technician	1
580	Lead Building Maintenance Mechanic	1
284	Lead Building Maintenance Worker	3
712	Lead Equipment Operator	13
713	Lead Landfill Equipment Operator	2
743	Lead Landfill Scale Operator	1
578	Lead Maintenance Mechanic	5
574	Lead Mechanic	3
239	Lead Parking Equipment Service Technician	1
235	Lead Parking Patrol	1
960	Lead Police Records Technician	1

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	As of 12.31.24
572	Lead Sewer Collection Technician	2
573	Lead Sewer Collection Technician (Certified)	3
117	Lead Utility Services and Parking Technician	2
731	Lead Wastewater Operator	2
732	Lead Wastewater Operator (Certified)	2
557	Lead Water Distribution System Technician	1
558	Lead Water Distribution System Technician (Certified)	4
727	Lead Water Operator (Certified)	3
719	Lead Water Service Technician	1
011	Legal Administrative Assistant	1
023	Librarian	7
022	Library Associate	44
067	Licensed Practical Nurse	3
400	Licensing Specialist	1
522	Light Supervisor	1
520	Light, Power, and Traffic Superintendent	1
577	Maintenance Mechanic	11
530	Mechanic	11
408	Mechanical Inspection Manager	1
503	Mechanical Inspector	3
976	Medical Records Technician	1
2001	Metro Administrator	1
2004	Metro Advanced Communications Operator	6
2005	Metro Emergency Communications Operator	24
2006	Metro Non-Emergency Communications Operator	2
2003	Metro Shift Lead	9
2002	Metro Supervisor	2
233	Neighborhood and Preservation Planner	1
136	Network Engineer	2
074	Nurse Case Manager	3
941	Nurse Manager	1
102	Paralegal	2
338	Park Caretaker	20
341	Park Carpenter	1
340	Park Central Services Supervisor	1
297	Park Development Manager	1
299	Park Development Specialist	2
335	Park Forestry Caretaker	4

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	As of 12.31.24
336	Park Forestry Supervisor	1
334	Park Maintenance Mechanic	1
952	Park Operations Manager	1
342	Park Supply Specialist	1
339	Park Technician	20
235	Parking Patrol	2
075	Parks and Recreation Logistics Specialist	1
154	Parts and Inventory Technician	4
961	Patient Access Supervisor	1
097	Patient Support Technician	8
931	Payroll and Benefits Manager	1
034	Payroll/Benefits Specialist	3
410	Permit Technician	7
081	Permitting Support Manager	1
512	Planning and Zoning Specialist	4
514	Planning Projects Coordinator	1
500	Plans Examiner	3
507	Plans Examiner Manager	1
409	Plumbing Inspection Manager	1
511	Plumbing Inspector	2
223	Police Captain	4
111	Police Evidence Technician	3
224	Police Lieutenant	10
228	Police Officer	237
220	Police Records Manager	1
108	Police Records Technicians	8
225	Police Sergeant	36
913	Principal Engineer	9
119	Procurement Officer	1
912	Project Manager	2
414	Property Maintenance Inspection Manager	1
415	Property Maintenance Inspector	4
605	Public Drop-off Attendant	1
166	Public Health Administrator	1
057	Public Health Laboratory Manager	1
085	Public Health Prevention Coordinator	1
027	Public Health Program Manager	1
054	Public Health Scientist I	1

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	As of 12.31.24
056	Public Health Scientist II	3
542	Public Parking and Utility Billing Manager	1
244	Public Safety Legal Specialist	1
241	Public Works Legal Specialist	1
120	Purchasing Specialist	4
076	Quality and Risk Coordinator	1
068	Radiology and Lab Technologist	1
069	Real Estate Specialist	2
289	Recreation Center Coordinator	1
951	Recreation Manager	1
287	Recreation Program Coordinator	4
288	Recreation Program Specialist	8
059	Registered Nurse	9
540	Regulatory Compliance Manager	1
502	Residential Plans Examiner	1
604	Resource Recovery Technician	1
927	Risk Manager	1
930	Safety and Risk Coordinator	2
736	Sanitary Landfill Superintendent	1
131	Senior Accountant	2
132	Senior Accountant (CPA)	2
100	Senior Assistant City Attorney	7
169	Senior Graphic Designer	1
183	Senior Infrastructure Architect	1
017	Senior Librarian	2
080	Senior Planner	2
911	Senior Project Manager	1
563	Sewer Collection Supervisor (Certified)	3
570	Sewer Collection Technician	21
964	Staff Engineer	2
965	Staff Engineer P.E.	2
710	Street Logistics Specialist	1
709	Street Logistics Technician	1
552	Street Maintenance Supervisor	4
550	Street Operations Manager	1
145	System Administrator	4
039	Talent Acquisition Coordinator	3
056	Public Health Scientist II	3

NUMBER OF EMPLOYEES BY CLASSIFICATION

Occupational Code	Classification	As of 12.31.24
036	Talent Manager	2
130	Technical Support Specialist	10
098	Traffic Devices Maintenance Supervisor	1
967	Traffic Engineer, P.E.	1
971	Traffic Operations Engineer	1
546	Traffic Sign Technician	4
545	Traffic Signal Technician	4
164	Training and Development Coordinator	1
506	Transit Program Coordinator	1
333	Urban Forestry Specialist	1
063	Urban Planner	5
521	Utilities Services Technician	1
013	Utility Administrator	1
702	Utility Locator	4
113	Utility Services and Parking Technician	6
188	Vehicle Technologist	1
735	Vehicle/Equipment Service Worker	2
539	Wastewater Facilities Engineer	1
723	Wastewater Maintenance Supervisor	1
564	Wastewater Operations Manager	1
730	Wastewater Operator	7
537	Wastewater Superintendent	1
544	Water Distribution System Supervisor/Certified	1
556	Water Distribution System Technician	10
703	Water Logistics Specialist	1
724	Water Maintenance Supervisor	1
554	Water Operations Manager	1
725	Water Operator	7
535	Water Program Coordinator	1
543	Water Program Specialist	1
560	Water Service Supervisor (Certified)	1
721	Water Service Technician	6
536	Water Superintendent	1
538	Watershed Maintenance Supervisor	1
405	Welder	1
973	Wellness Specialist	1
Total Civil Service Employees		1,354

2024 DISCIPLINARY ACTIONS APPEALABLE TO CIVIL SERVICE BOARD

Suspensions	14
Public Works/Water Reclamation	1
Human Resources/Communications and Culture.....	1
Fire	6
Police	6
 Demotions	 0
 Terminations	 2
Fire	2