



GROUPS MAINTENANCE LEAD WORKER

DEFINITION

Under direction, performs skilled manual labor in the maintenance and repair of public works areas including parks, parkways, and medians; coordinates and inspects contractual and custodial work; leads the work of a crew engaged in such work; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Grounds Maintenance Worker series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties/ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in and leads the work of a crew engaged in tree trimming, including tree removal, stump grinding, and pruning of trees, shrubs, and hedges.
- Participates in and leads the work of a crew engaged in mowing lawns, making repairs of irrigation and sprinkler systems, controlling weeds, repairing fences, applying pesticides and insecticides, and performing general maintenance of parks and rights-of-way.
- Writes or reviews mitigation contract documents (i.e., plans and specifications) for site preparation, clearing and grubbing, earthwork, plant installation, erosion control, maintenance, and short-term monitoring; prepares traffic control plans for landscape projects; reviews and revises engineering plans for parks facilities installations.
- Uses a variety of equipment and tools such as welders and chemical sprayers; welds equipment at parks and facilities as needed.
- Prepares work assignments and deploys crewmembers accordingly; assists in the preparation of performance evaluations; reviews time sheets for accuracy; prepares and submits records and reports concerning work performance.
- Ensures work of crew is performed in a safe and efficient manner; trains subordinates in semi-skilled operations and safe work methods and practices.

- Responds to concerns from employees, emergency calls from the public and other agencies, and requests for information; takes appropriate action and resolves problems.
- Inspects facilities to ensure delivery of acceptable maintenance practices; performs inspection of work areas for compliance with accepted standards, required maintenance, and needed corrective work; maintains records of work performed; maintains equipment; reviews coding on invoices and recommends approval for payment; monitors budget expenditures for vendors and contracts.
- Coordinates work to be performed by maintenance contractors including the daily inspection of work to ensure compliance with contract specifications and resolve problems in the field; meets with representatives of contracting firms to review maintenance deficiencies and expected corrective actions; discusses need for special projects and/or additional work and requests cost figures.
- Obtains price quotations and processes purchasing of tools, materials, and supplies; reviews and grades contract bid proposals; logs invoices; oversees and tracks budget expenditures throughout the year.
- Transports, sets up, and tears down equipment and furniture for Citywide special events.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Equipment operation, techniques, and methods used in the area of specialization.
- Landscape design including trees, plants, flowers, and shrubs.
- Plant pest and disease eradication including proper use of herbicides and pesticides.
- Use of Geographic Information System (GIS) programs to research areas, edit, remove, and add locations, and make updates.
- Methods, tools, and equipment used to abate weeds, insects, and rodents.
- Methods, tools, and equipment used to irrigate landscaping and maintain trees, plants, and shrubs.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Safely operate vehicles, equipment, and stationary mechanical equipment and make minor adjustments and repairs.
- Read and interpret basic maps, blueprints, gauges, and testing equipment.
- Analyze, interpret, and/or evaluate bid specifications.

- Troubleshoot and repair broken irrigation lines, sprinklers, valves, and drip lines.
- Oversee contract work on City landscapes and parks.
- Properly apply herbicides and pesticides in accordance with state regulations.
- Run irrigation on fields and dry areas; add and remove irrigation timers.
- Perform graffiti removal functions.
- Set up and tear down traffic control equipment.
- Operate a boom vehicle and trim trees.
- Remove trees and grind tree stumps.
- Perform business math to oversee and ensure expenditures remain within allocated amounts.
- Prepare accurate and simple records and reports.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in construction and maintenance work.

Experience:

- Three (3) years of journey level experience in public works maintenance and repair work including supervision of contract work.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Class “A” California Driver’s License with endorsements, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Forklift Certification, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid First Aid and CPR Certificate, to be maintained throughout employment.
- This position is subject to mandatory drug and alcohol testing pursuant to Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) regulations.
- Possession of, or successful acquisition within twelve (12) months of employment, valid Chemical, Pesticide, and Rodent Licenses, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Qualified Applicator Certification, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces to use

confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



GROUNDS MAINTENANCE WORKER

DEFINITION

Under general supervision, performs unskilled, semi-skilled, and/or skilled manual labor in the maintenance and repair of City grounds and irrigation systems; removes graffiti; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the maintenance and repair of public works facilities. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Grounds Maintenance Lead Worker in that the latter performs the more complex work assigned to the series and provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Operates blowers, sweepers, clippers, sprayers, and other equipment or vehicles; cleans and repairs restrooms and park playground equipment; performs minor and major tune-ups, replacing parts or repairing equipment such as sharpening saws; operates and sharpens chain saws, pole saws, and hedge trimmers.
- Performs routine maintenance and playground equipment safety inspections; performs insect and rodent abatement as well as removal of bees.
- Assists tree trimming crews by removing trees, grinding tree stumps, chipping limbs, and trimming trees; sprays weeds.
- Participates in the work of a crew engaged in the removal of graffiti including sandblasting, pressure washing, chemical cleaning, and painting of surfaces.
- Participates in the work of a crew in operating, maintaining, and repairing in-ground irrigation systems; cleans walkways, parking areas, and other areas of leaves and other debris; removes trash.
- Answers emergency calls from the public and other agencies taking appropriate action such as placing barricades, removing fallen trees and limbs, replacing street signs, and emergency patching of streets or flood control facilities; assists with installation and removal of holiday lights and decorations.
- Performs welding functions for playground equipment, signage, and other structures.
- Safely utilizes a variety of equipment and tools including power and hand tools to perform the work.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Equipment operation, techniques, and methods used in the area of specialization.
- Methods, tools, and equipment to abate weeds, insects, and rodents.
- Methods, tools, and equipment to irrigate landscaping and maintain trees, plants, and shrubs.
- Residential drainpipes in City parkways.
- Graffiti removal techniques including sandblasting, pressure washing, chemical cleaning, and painting of surfaces.
- Traffic laws and ordinances as they pertain to trucks and heavy equipment use.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Safely operate a variety of vehicles, equipment, and stationary mechanical equipment and make minor adjustments and repairs.
- Safely and effectively use hand and power tools.
- Accurately read gauges and testing equipment.
- Properly apply herbicides and pesticides in accordance with state regulations.
- Run irrigation on fields and dry areas; add and remove timers.
- Repair irrigation and sprinkler systems and wire tracking for irrigation.
- Operate a boom vehicle and trim and remove trees.
- Remove and grind tree stumps at various locations.
- Troubleshoot and repair broken laterals, main lines, sprinklers, valves, and drip lines; perform minor backflow repairs.
- Repair park and playground equipment.
- Use a measuring wheel and tape measure to install signs per City specifications.
- Keep accurate records.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in construction and maintenance work.

Experience:

- Three (3) years of journey-level relevant maintenance experience.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Class “A” California Driver’s License with required endorsements, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Forklift Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Chemical, Pesticide, and Rodent Control Licenses, to be maintained throughout employment.
- This position is subject to mandatory drug and alcohol testing pursuant to Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) regulations.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces to use confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



GROUNDS SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff performing the maintenance and repair of public works within the Public Works Department; plans and coordinates a comprehensive maintenance and repair program including City parks, park related facilities, grounds, grounds of public buildings, facility maintenance, custodial services, athletic fields, trees, medians, parkways, irrigation, and appropriate insecticide and pesticide application in compliance with state and federal regulations; oversees the work of contractors; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Services Manager. Exercises direct supervision over maintenance and technical staff.

CLASS CHARACTERISTICS

This classification is the supervisory level within public works maintenance that exercises independent judgment on diverse and specialized public work maintenance and repair functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the Public Works Manager in that the latter has full management authority in planning, organizing, and directing the full scope of public work maintenance and repair within the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff providing support to Public Works Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with those of other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Oversees the work of those engaged in the repair and maintenance of parks, grounds, athletic fields, playgrounds, and related facilities, trees, parkways, medians, grounds of public buildings, graffiti abatement, facility maintenance, custodial services, irrigation and repair, and insecticide and pesticide application.
- Schedules and supervises the work of contracted crews and City staff crews engaged in various maintenance and repair activities.
- Evaluates service needs, equipment, and work methods; assists in developing comprehensive plans to satisfy future needs of department services; establishes and enforces operating and safety procedures; investigates service requests and complaints made by the public; explains priorities, programs, and policies.
- Monitors contracts, prepares bid specifications, and reviews and approves plans.
- Answers emergency calls from the public and other agencies taking appropriate action such as placing barricades, removing fallen trees and limbs, replacing street signs, emergency patching of streets, and irrigation repairs.
- Investigates complaints related to maintenance and initiates appropriate action; investigates and prepares incident reports; investigates and responds to claims against the City; and responds to questions and complaints from the public.
- Interacts with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of park maintenance and repair.
- Equipment inspection, maintenance, and repair.
- Equipment operation, techniques, and methods used in various public works related maintenance activities.
- Methods, materials, and equipment used in turf management.
- Parks, parkways, medians, tree trimming, graffiti abatement, facilities maintenance, custodial services, mowing, insecticide, herbicide, and pesticide application, pest control, and irrigation.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.

- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Plan, direct, and coordinate equipment maintenance and repair, schedule work, set priorities, and monitor and inspect work progress.
- Operate programs within allocated amounts.
- Respond to emergency and problem situations in an effective manner.
- Prepare cost estimates for time, materials, and equipment.
- Allocate equipment, materials, and personnel in a cost-effective manner.
- Interpret work from sketches and plans.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of experience in public works maintenance and repair work including lead or supervisory experience.

Licenses and Certifications:

- Possession of a valid California Class “A” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Qualified Applicator Certificate (QAC) from the California Department of Pesticide Regulation, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various Agency sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the City’s needs, in addition to responding as a Disaster Services Emergency Worker.



HOMELESS OUTREACH COORDINATOR

DEFINITION

Under general direction, provides intervention services to the homeless population through individual focused outreach and engagement and in partnership with the Chino Police Department's Quality-of-Life Team; serves as liaison to the homeless community and consults with other community and county agencies and programs to maintain coordination of homeless services that aligns with the City's goals; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This classification is responsible for the coordination and oversight of the City's homeless outreach program operations and activities. Incumbents have responsibility for independently coordinating and implementing an assigned program's goals and objectives. Positions in this classification rely on experience and use considerable discretion and independent judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, coordinates, leads, oversees, and participates in homeless outreach and engagement program operations and activities, including staff and volunteers.
- Monitors and evaluates assigned activities and projects; identifies opportunities for improving service delivery and procedures; recommends improvements, modifications, and process changes and reviews with appropriate management staff; implements improvements.
- Conducts client intakes and needs assessments.
- Develops and oversees program goals and objectives.
- Coordinates, monitors, evaluates, and advocates for multiple services to meet client specific needs.
- Leads service coordination for clients including assuming primary responsibility for developing and implementing plans and goals in collaboration with the client, providing client with support, guidance, and encouragement on the journey to housing, reunification with family members, addiction treatment, and other needed resources.
- Establishes good rapport with diverse homeless population.
- Effectively plans, provides, and evaluates case management services related to the clients.
- Transports homeless individuals in City vehicle to appointments, shelters, and rehabilitation centers.

- Participates in the San Bernardino County Point-in-Time count.
- Serves as a City representative for the Interagency Council on Homelessness for the West Valley Steering Committee and the City's Homeless Task Force.
- Prepares program reports and makes presentations concerning program activities, goals, and objectives.
- Meets with service providers and agencies to facilitate needed services, resources, and opportunities for the client; establishes and maintains effective relationships with governmental and community agencies regarding programs and services.
- Maintains detailed client service records and prepares reports and correspondence as needed.
- Ensures client right to privacy and ensures appropriate confidentiality.
- Participates in the development and administration of program budgets; applies for and administers grants, monitors program expenditures; identifies and recommends resolutions for budgetary issues.
- Attends off-site visits as needed, and facilitates workshops, trainings, and meetings with government and community agencies.
- Participates in public outreach and education.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Case management principles, methods, and techniques.
- Available medical, housing, psychological, educational, and social service resources.
- Trends, functions and organization of public assistance and social service systems.
- Narrative case report writing practices.
- Ethnic and economic groups and cultural differences.
- Principles of providing functional direction and training.
- Local government operations and the functions of City departments.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Develop and maintain an effective caseworker relationship with clients.
- Prepare and implement case management plans.
- Interpret and explain complex laws and regulations to clients and the public.
- Work effectively in the absence of supervision.
- Use diagnostic assessment tools to assess physical and psycho-social needs of homeless clients.

- Maintain accurate logs, records, and written records of work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of applicable work experience providing case management, social services, and working with the homeless in outreach and engagement services.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various Agency sites; vision to inspect site conditions. The job involves fieldwork requiring frequent walking in operational areas. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, and inclement weather conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Positions require working varied shifts and/or alternate schedules as needed.



HUMAN RESOURCES AND RISK MANAGEMENT ANALYST

DEFINITION

Under direction, provides professional and confidential analytical support and consulting services to City departments in a variety of human resources program areas, including risk management, loss prevention, claims management, recruitment, examination, classification, training, safety and health, salary and benefits administration, employee relations, and performance management; performs research and analysis; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of assigned human resources program areas. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Human Resources and Risk Management Analyst in that the latter performs the more complex work assigned to the series and provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides support and guidance to employees, department representatives, and management on a variety of human resources program areas including risk management, loss prevention, claims management, recruitment, examination, classification, training, safety and health, salary and benefits administration, employee relations, and performance management.
- Conducts research and statistical analysis; prepares technical records, reports, and summaries to present and interpret data, identify alternatives, and make recommendations; assists in composing staff reports, City Council agenda items, and correspondence related to assigned functions.
- Reviews, verifies for completeness and accuracy, and processes a variety of forms, including for health benefits, performance evaluations, merit increases, service and disability retirement, leaves of absence, workers' compensation, and claims for unemployment insurance.
- Researches, plans, and organizes a variety of staff training programs; outlines annual training calendar; assists in implementation of training projects; negotiates fees with training facilitators; assists in conducting training programs as required; prepares and distributes training tools to staff, including instructional materials, handouts, evaluation forms, and visual aids.
- Receives, reviews, and prepares for approval City department requests for recruitment; reviews eligibility lists to confirm vacancy; updates applicable job descriptions as appropriate; communicates with the hiring manager throughout the recruitment process; completes reference checks for candidates and approves hire or promotion; prepares conditional offers and final letters of employment for hiring managers.

- Schedules, prepares materials, and proctors exams for law enforcement, including Police Officer Standards and Training (POST), Public Safety Dispatcher, Corporal, Sergeant, and Lieutenant; sends exams for grading and distributes results.
- Reviews benefits termination information; provides alternative options for health insurance; notifies appropriate parties.
- Assists with the coordination of the City's open enrollment process; assists in the annual renewal of contracts/policies; establishes a process/plan for plan enrollment; creates media to notify employees of the process and provide instructions.
- Administers the City's health and retirement benefits including Consolidated Omnibus Budget Reconciliation Act (COBRA), the Affordable Care Act, and supplemental insurance policies; processes enrollments, terminations, and qualifying events; notifies payroll of changes.
- Plans and coordinates the annual employee benefits fair; organizes a variety of vendors; reserves location and arranges for set up; advertises the event to employees; provides direction to HR staff on the day of the event.
- Coordinates the Department of Transportation (DOT) Random Drug Test Program; verifies City training materials are current and appropriate; stays abreast of future DOT driver regulations; ensures the City is current with Clearinghouse regulations.
- Compiles information and prepares manuals, documents, resolutions, and publications relating to administrative, fiscal, or operational issues.
- Provides recommendations and information on employment trends in support of labor negotiations to aid in the bargaining process.
- Processes the City's tuition advancement program; verifies employees have met required criteria prior to releasing reimbursement funds.
- Processes unemployment claims received by the City and responds to unemployment inquiries; represents the City in unemployment hearings as assigned.
- Researches and shares with the department current human resources and risk management trends; conducts comparison surveys with surrounding agencies to determine best practices.
- Makes recommendations regarding new and current policies and procedures that will benefit the department and the City.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of full-service human resources programs, including recruitment, labor relations, benefits administration, risk management, loss prevention, and claims processing.
- Principles of municipal administration and budgeting.
- Principles of research, statistical analysis, and report preparation.
- Techniques for collecting, interpreting, and reporting complex and technical data and information.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Complex arithmetic and statistical techniques.
- Business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best

- practices pertinent to the assigned area of responsibility, including state and federal OSHA.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Implement and coordinate assigned program functions.
- Research, prepare, and present complex reports on a variety of subjects.
- Perform moderately difficult and/or complex professional administrative and analytical work requiring sensitivity to issues.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Effectively represent the department and the City in meetings with governmental agencies, contractors, vendors, labor groups, and various businesses, professional, regulatory, and legislative organizations, and individuals.
- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Maintain accurate files and records.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in human resources management, business or public administration, or a related field.

Experience:

- Three (3) years of increasingly responsible human resources and risk management administration experience.

Licenses and Certifications:

➤ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



HUMAN RESOURCES SPECIALIST I/II

DEFINITION

Under immediate supervision (Human Resources Specialist I) or general supervision (Human Resources Specialist II), performs a variety of technical and para-professional duties in one or more specialty programs within the Human Resources/Risk Management Department; coordinates and serves as a liaison for assigned programs, projects, and activities with other City departments, staff, and applicants; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision (Human Resources Specialist I) or general supervision (Human Resources Specialist II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Human Resources Specialist I: This is the entry-level classification in the Human Resources Specialist series. Initially under close supervision, incumbents learn and perform a wide variety of technical duties in the human resources program. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Human Resources Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Human Resources Specialist II: This is the fully qualified journey-level classification in the Human Resources Specialist series. Positions at this level are distinguished from the Human Resources Specialist I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Human Resources Specialist class series are flexibly staffed and positions at the II-level may be filled by advancement from the I-level; progression to the II-level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the II-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

Positions at the Human Resources Specialist I level may perform some of these duties and responsibilities in a learning capacity.

- Composes, types, edits, and proofreads a variety of human resources documents, including forms, memos, correspondence for department management and staff, and administrative, statistical, financial, and staff reports; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed.
- Establishes and maintains a filing system for documents; maintains and disposes of documents and employment files in accordance with state and federal requirements and the City's Records Retention Policy.
- Enters and updates employee information in the Human Resources Information System (HRIS) database; maintains and troubleshoots the database.
- Coordinates committee or staff meetings, including sending correspondence and notices, preparing agendas, and taking minutes.
- Receives and responds to inquiries from the public, employees, and outside agencies regarding Human Resources-related matters.
- Schedules candidates for live scans/fingerprinting.
- Reviews job descriptions to determine required safety training for City employees; reviews and assesses training options to ensure content and material meet City needs and federal and state requirements for implementation; gathers quotes and recommends appropriate training options.
- Tracks and processes safety and health training forms for employees; schedules and documents related to employee testing; distributes certificates and cards as needed.
- Updates training databases/platforms; adds, removes, and maintains employee profiles; creates and assigns job specific training and learning paths; tracks and schedules applicable courses.
- Accurately records and tracks claims and property damage documentation to pursue subrogation; coordinates responses to subrogation demands; maintains records of claims against the City.
- Provides support in the administration of workers' compensation and general liability claims; inputs workers' compensation information into database/platform to reflect accurate injury information; gathers pertinent information to assist in the investigation of claims.
- Supports Safety and Health Committee responsibilities; reviews incident reports for workers' compensation claims, or other reported/observed unsafe or hazardous conditions; suggests appropriate training to mitigate concerns; recommends newsletter and bulletin board topics.
- Coordinates activities related to the Department of Transportation (DOT) compliance including scheduling employees for random drug/alcohol screenings; maintains and updates DOT logs.
- Coordinates the supplies, training, and use instruction for the City's disposable sharps kits.
- Maintains and tracks the City's Safety Data Sheets (SDS); provides instruction on how to inventory and locate SDS.
- Works with hiring departments to prepare and publish job announcements; screens applications and forwards to hiring managers.
- Coordinates applicant interviews and conducts interview orientation; schedules employment examinations; proctors and reviews exam results; schedules appointments for candidates in the background process, including pre-employment physicals, psychological exams, and stress tests as applicable.

- Schedules, prepares materials, and proctors exams for law enforcement, including Police Officer Standards and Training, Public Safety Dispatcher, Corporal, Sergeant, and Lieutenant; sends exams for grading and distributes results.
- Establishes and maintains candidate eligibility lists; notifies hiring departments and candidates of application status; collects and compiles new hire checklist paperwork and forms; completes verification of employment and driving record requests.
- Ensures accuracy in tracking applicants through each phase of the selection process; prepares applicant tracking reports and summaries as required.
- Drafts conditional and/or final offers of employment for hiring managers; verifies completion of new hire paperwork; enters new employee information into the HRIS.
- Conducts benefits orientation sessions with new hires; prepares new hire orientation information packets; enters benefit elections into City and third-party administrator databases; make changes to benefit elections in databases/platforms due to qualifying events; notifies payroll of benefits status/adjustments.
- Assists with coordinating employee benefit and health fairs and open enrollment.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of human resources, including recruitment and selection, employee benefits administration, employee training and development, workers' compensation, and general human resources administration.
- Business letter writing and standard formats for reports and correspondence.
- Principles and practices of research, data collection, and report preparation.
- Record-keeping principles and procedures.
- A variety of human resources information technology applications.
- Policies, procedures, personnel rules, and labor contract provisions related to areas of assignment.
- Administrative policies relating to wage and hour issues, hiring, and other personnel actions.
- Business mathematics.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including state and federal Occupational Safety and Health Administration.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform technical and analytical work requiring attention to detail and accuracy.
- Prepare and present information on a variety of subjects in a clear and concise manner.
- Understand, explain, and apply laws, rules, regulations, policies, and procedures.

- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential personnel issues and employee situations.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Assist employees with completion of a variety of human resources forms and changes.
- Make accurate arithmetic and statistical computations.
- Maintain accurate and confidential human resources records.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Human Resources Specialist I/II: Equivalent to an associate's degree from an accredited college with major coursework in human resources management, business or public administration, or a related field.

Experience:

- Human Resources Specialist I: One (1) year of technical or paraprofessional human resources or clerical experience; Human Resources Specialist II: Two (2) years of increasingly responsible technical or paraprofessional human resources or clerical experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



INFORMATION TECHNOLOGY ANALYST

DEFINITION

Under general supervision, provides technical support, system implementation, maintenance, troubleshooting, and related services for the City's information technology systems; monitors system performance to ensure performance and reliability standards are met; responds to complex user support problems; performs the technical and complex tasks relative to information technology services and programs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level classification responsible for performing the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Creates and manages Citywide employee access to computer systems, email, and various applications; sets and resets employee passwords; audits employee usage of technology and equipment to ensure compliance with City policies.
- Installs, configures, troubleshoots, repairs, and maintains desktop computers, computer components, software, peripheral devices, network servers and infrastructure, security firewalls, switches, routers, and related automated equipment and systems; determines whether equipment needs to be upgraded or replaced.
- Manages and performs system/data backup and recovery procedures; provides remote capabilities for offsite users to connect to City systems; provides remote and on-site technical computer support services.
- Provides consultative services to user departments in the use of third-party tools to access data in software applications to produce complex maps, reports, and analysis beyond the original software; modifies complex reports to improve functionality of the application.
- Designs, implements, and maintains the City's Geographic Information System (GIS); creates layers databases; monitors data submitted by other departments; ensures data is accurate and accessible.
- Analyzes user requirements and translates them into GIS terms and actions; troubleshoots, manages, services, and creates applications.
- Produces a wide variety of GIS maps and reports; provides technical assistance to City departments; trains users in new and existing GIS applications.

- Configures and deploys cell phone and mobile equipment Citywide, including for the Police Department.
- Develops simple application user interfaces and relational databases for a variety of software applications.
- Installs detailed, client-specific configurations for hardware residing on servers, mainframes, and operating systems.
- Coordinates with vendors to support and manage various software products; advises users on software updates; assists users in accessing vendor support as necessary.
- Monitors security threats such as virus, malware, and spyware; takes immediate corrective action as needed.
- Manages, maintains, and provides support in Finance, Human Resources, Police Department, and utility billing and consumption databases and systems.
- Conducts research for software, hardware, and other technology solutions; installs new systems and upgrades to existing systems.
- Participates in the development and administration of information technology systems, procedures, and methods of operation.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and procedures involved in the maintenance and operations of a computer network.
- Use and operation of complex business applications and software systems.
- Operation, installation, and maintenance of computer hardware and peripherals.
- Management and maintenance of an Enterprise Resource Planning system.
- Management and maintenance of an Enterprise GIS system.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and maintain relational databases, including creating database connections and table joins.
- Install and perform routine maintenance on computer equipment, correct configuration errors, and resolve customer/user problems.
- Coordinate with other staff to address issues related to the network infrastructure or server operating systems and identify and analyze information system needs.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized IT certifications and/or training such as Cisco, EMC, PMP, and Microsoft.

Experience:

- Three (3) years of increasingly responsible experience working with personal and mainframe computer hardware, network systems, and a variety of software applications.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



September 2025
FLSA: Exempt

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Information Technology Division, including Citywide network infrastructure, information systems, and applications; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support the Administration Department in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the City Manager or assigned supervisory or management personnel. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for managing the Information Technology Division in the Administration Department. The incumbent is responsible for developing and implementing policies and procedures for the assigned division, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other City divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major City initiatives.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Information Technology (IT) Division, including Citywide network infrastructure, information systems, and applications.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Maintains, configures, and upgrades datacenter physical equipment, applications, and servers; identifies, quotes, approves, and purchases Citywide IT equipment; oversees the installation,

configuration, and maintenance of datacenters, physical and virtual servers, Citywide area networks, local area networks, Virtual Desktop Infrastructure, storage area networks, and networked attached storage.

- Reviews and monitors networks, systems, and applications; reviews security logs for abnormal behavior.
- Evaluates new technology; analyzes returns on investment of IT purchases; maintains the highest standards in technology-acquisition practices; develops, evaluates, and maintains best practices and standards in process, design, architecture, and operations of all aspects of services-oriented information technology delivery.
- Understands the business needs of staff and departments and balances fulfillment of those needs with considerations of broader City objectives and limited resources; provides leadership in evaluating complex technology strategies and developing strategic approaches that maximize City resources while bringing the best results.
- Identifies information technology issues and opportunities, analyzes problems and alternatives, and develops sound conclusions and recommendations; sets priorities and allocates resources to meet staff needs in a timely, effective manner; maintains flexibility and responsiveness to changing circumstances.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in IT; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Principles and practices of information technology management, analysis, design, and maintenance.
- Principles, practices, and theory of data management and its application to a wide variety of services and programs.
- Principles and practices for developing and implementing security systems protocols and standards.
- Principles and practices of enterprise software implementation and management.
- Principles and practices of designing and managing information technology infrastructure, communication and network systems, and associated hardware and software.
- Principles and practices of project management, including tools and techniques, cost accounting, and change management and control.
- Networking protocols and firewall principles.
- Cyber Security Incident Response Plans and sources.
- City purchasing requirements.
- Geographical Information Systems, SCADA systems, and IP Telephony.
- State record requirements to be a valid trusted system.
- Physical and logical access pursuant to Department of Justice regulations.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the staff and operations of the IT Division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Install, configure, and maintain datacenters physical and virtual servers, Citywide area networks, local area networks, Virtual Desktop Infrastructure, storage area network, and networked attached storage.
- Develop policies and procedures for purchasing IT equipment Citywide.
- Install, configure, and maintain the City proxy system, including controllers, readers, and cards.
- Install, configure, and maintain the City's CCTV system, including cameras, video management system, and License Plate Readers.

- Identify information technology issues and opportunities, conduct complex research projects, visualize and present data for both qualitative and quantitative content, evaluate alternatives, make sound recommendations, and prepare effective reports.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Organize, manage, implement, and maintain efficient and effective information technology programs to ensure the reliability, integrity, and security of City information systems and infrastructure.
- Perform complex diagnostics and troubleshooting on hardware, software, and communications problems.
- Prepare, negotiate, and administer contracts.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized IT certifications and/or training such as Cisco, EMC, PMP, and Microsoft applications.

Experience:

- Five (5) years of increasingly responsible experience working with personal and mainframe computer hardware, network systems, and a variety of software applications, including two (2) years in a supervisory or management capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend,

stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



INFORMATION TECHNOLOGY SPECIALIST I/II

DEFINITION

Under immediate supervision (Information Technology Specialist I) or general supervision (Information Technology Specialist II), provides first level support for all end-users; provides software application support for a variety of City functions; maintains and supports computers, printers, networks, and other equipment; provides staff support for various meetings; performs programming tasks for multiple applications; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision (Information Technology Specialist I) or general supervision (Information Technology Specialist II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Technology Specialist I: This is the entry-level classification in the Information Technology Specialist series. Initially under close supervision, incumbents learn and perform a wide variety of technical duties in support of the City's information technology program. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Information Technology Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Information Technology Specialist II: This is the fully qualified journey-level classification in the Information Technology Specialist series. Positions at this level are distinguished from the Information Technology Specialist I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Information Technology Specialist class series are flexibly staffed and positions at the II-level may be filled by advancement from the I-level; progression to the II-level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the II-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

Positions at the Information Technology Specialist I level may perform some of these duties and responsibilities in a learning capacity.

- Adds and sets up new users on various Citywide and department specific hardware, software, active directory, and telecommunication systems.
- Assists users with operational questions or problems and in the use of computer software applications; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems and databases.
- Installs, maintains, and repairs microcomputer hardware and peripheral components such as monitors, keyboards, printers, and drives; installs and configures telephone systems and mobile devices.
- Assists with server maintenance and network configuration; installs and configures desktop applications; performs technical network related duties such as resetting passwords and diagnosing hardware and software or communication system connectivity issues.
- When assigned to the Police Department, updates and troubleshoots the Computer Aided Dispatch (CAD) and Records Management System (RMS); ensures compliance with Department of Justice (DOJ) and Criminal Justice Information Services (CJIS) requirements.
- Provides software application and computer programming support for a variety of City functions.
- Deploys computers, software, mobile devices, and related equipment citywide.
- As directed, runs specialized search programs for evidentiary purposes for the Police Department.
- As necessary, refers issues to higher level technical or professional staff for further investigation and resolution.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Positions at the Information Technology Specialist I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving desktop computer hardware and software and routine network system issues.
- Diagnostic tools used in troubleshooting hardware, software, and connectivity issues.
- Tools and equipment used in testing the functionality of computer systems.
- Principles of database management and systems development.
- Windows operating systems and network infrastructure operations and support.
- Computer and peripheral equipment maintenance methods and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of technical duties in support of the City's technology programs and services.
- Understand and apply a wide variety of information technology systems.
- Elicit information from end users to triage requests and identify appropriate action.
- Install and configure desktop computers, associated hardware and software, and connect to network systems.
- Troubleshoot, evaluate, and diagnose desktop and routine network problems; resolve or refer to higher level staff as needed.
- Utilize new and existing software and hardware.
- Handle disputes and complaints and resolve problems in a calm and tactful manner.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Information Technology Specialist I/II: Equivalent to completion of the twelfth (12th) grade, supplemented by specialized IT certifications and/or training such as Cisco, Dell, Electromagnetic Compatibility (EMC), Project Management Professional (PMP), and Microsoft applications.

Experience:

- Information Technology Specialist I: One (1) year of experience providing technical support for desktop computer hardware and software or network/communication systems.
- Information Technology Specialist II: Two (2) years of increasingly responsible experience working with personal and mainframe computer hardware, network systems, and a variety of software applications.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds

or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, supervises, and participates the work of staff providing information technology support and services within the Information Technology Division; maintains and oversees City-wide network infrastructure and Police Department technology assets; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management. Exercises direct supervision over professional, technical, and administrative staff.

CLASS CHARACTERISTICS

This is a supervisory level that exercises independent judgment on diverse and specialized information technology functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the IT Manager in that the latter has full management authority in planning, organizing, and directing the full scope of activities within the division.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, reviews, and participates in the work of staff providing Information Technology (IT) support and services to the Police Department and City-wide; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures; creates and manages technology for budget forecasting as it relates to public safety.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Oversees and participates in the installation, configuration, and maintenance of software applications and hardware, including servers, networks, and related devices.
- Installs, manages, and maintains enterprise firewalls to secure City-wide data networks; maintains and oversees Police Department IT assets; keeps current on Department of Justice rule changes and security updates.
- Manages and oversees IT projects, as assigned; manages server storage utilizing storage area networks.
- Provides user support on various hardware and software issues in a timely manner; troubleshoots and corrects technical problems and performs repairs.
- Manages and maintains the Video Management System, including Closed Circuit Television.
- Assists in the development of requests for proposals; participates in identifying the scope of work and any technical specifications; evaluates proposals and recommends award.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of computer network maintenance and operations.
- Configuring networking equipment, including switches, routers, and firewalls.
- Server and desktop virtualization, network server services, and Layer 2 and 3 network devices
- Criminal Justice Information Systems policies, procedures, and implementation for compliance.
- Complex business applications and software systems.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex IT functions and duties.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Install and perform routine maintenance on computer equipment, correct configuration errors, and resolve customer/user problems.
- Operate, install, and maintain computer hardware and peripherals.
- Assist in the resolution of critical information system problems and complaints.
- Anticipate the implication of various options for resolution and recommend optimal solutions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized IT certifications and/or training such as Cisco, Electromagnetic Compatibility (EMC), Project Management Professional (PMP), and Microsoft applications.

Experience:

- Five (5) years of increasingly responsible experience working with computers, network hardware, and advanced network topologies.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

- Possession of, or successful acquisition within twelve (12) months of employment, a valid Criminal Justice Information Services Division (CJIS) Local Agency Security Officer Certification, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Criminal Justice Information Services Division (CJIS) Advanced Certification, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



MAINTENANCE COORDINATOR

DEFINITION

Under general supervision, participates in and leads the work of crews engaged in performing semi-skilled and skilled manual labor in the maintenance and repair of public works areas including streets, sewers, storm drains, water systems, parks, parkways and medians, custodial and building maintenance, and contract inspection; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This classification is responsible for the coordination of one or more programs in the Public Works Department. Incumbents have responsibility for independently coordinating and implementing public works infrastructure maintenance and repairs. Positions in this classification rely on experience and use considerable discretion and independent judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in and leads the work of a crew engaged in maintaining sewers and water mains, as well as servicing of storm drains, lift stations, and pumps.
- Participates in and leads the work of a crew engaged in tree trimming from an aerial lift using hand and power tools, pruning and trimming of trees, shrubs, and hedges, and mowing lawns.
- Participates in and leads the work of a crew engaged in repairing irrigation and sprinkler systems and weed control, as well as applying pesticides and insecticides.
- Participates in and leads the work of a crew engaged in performing general maintenance of parks and rights-of-way, patching and paving streets, making concrete repairs, and installing and maintaining street signs.
- Participates in and leads the work of a crew engaged in performing general building and facilities custodial, maintenance, and repair work.
- Assists in the preparation of performance evaluations; reviews time sheets for accuracy; prepares and submits records and reports concerning work performance.
- Ensures work of assigned crew is performed in a safe and efficient manner; trains subordinates in semi-skilled operations.
- Performs inspection of work areas for compliance with accepted standards, required maintenance, and needed corrective work.

- Coordinates work to be performed by maintenance contractors including checking work on a daily basis to ensure compliance with contract specifications and resolving problems in the field.
- Maintains records of work being performed; reviews coding on invoices and recommends approval for payment; prepares correspondence detailing deficiencies in work completed by contractors; obtains price quotations and processes purchasing of materials and supplies.
- Performs traffic control duties for special events, according to City and state standards.
- Responds to complaints from employees and the public and to requests for information; resolves problems.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

When assigned to Building/Facilities Maintenance:

- Performs painting; makes repairs of electrical, air conditioning, and heating systems; performs minor carpentry functions; performs custodial functions including sweeping and mopping of rooms, halls, stairways, and offices; performs striping, sanding, refinishing, waxing, and/or buffing of floors; vacuums and shampoos rugs, carpets, and upholstery.
- Empties and cleans waste receptacles, pencil sharpeners, and ash trays; dusts and polishes furniture, countertops, pictures, and brass and chrome fixtures.
- Cleans and disinfects restrooms, floor mats, drinking fountains, and fixtures; ensures specified sanitary standards are maintained; performs pest control tasks in buildings; cleans entrances to buildings by sweeping, hosing, and picking up trash; washes walls; removes markings on walls, restroom stalls, countertops, and desks; washes windows, mirrors, and window blinds.
- Moves furniture or other heavy objects for set-up and tear down of City functions; makes minor repairs and adjustments to building fixtures and equipment; replenishes paper for copier room, as directed; restocks and orders supplies, as needed.
- Oversees building security functions and systems; locks and unlocks rooms, windows, offices, and public facilities; sets up intercom or speaker systems, as directed; changes light bulbs and fluorescent tubes; cleans light fixtures.
- Reports fire, sanitary, safety, or security hazards in public facilities; reports needed maintenance or repair.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Equipment operation, techniques, and methods used in the area of specialization.
- Landscape design.
- Methods, tools, and equipment used to abate weeds, insects, plant pests, and rodents.
- Methods, tools, and equipment to irrigate landscape and maintain trees, plants, and shrubs.
- Patching with hot and cold asphalt mix.
- Concrete mixing.
- Equipment, tools, and standards related to proper installation and maintenance of streets, signs, and pavement markings.

- Traffic laws and ordinances as they pertain to trucks and heavy equipment use.
- Methods, materials, tools, and equipment used in general building repair and maintenance, custodial work, related chemical solutions, and proper use and mixing techniques.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Safely operate equipment and vehicles used in work performed and make minor adjustments and repairs.
- Repair irrigation and sprinkler systems.
- Perform light carpentry, plumbing, and masonry work.
- Perform basic custodial, maintenance, and repair work of City buildings and facilities.
- Inspect, operate, diagnose problems, and perform preventive maintenance and repair work on electric motors, pump panels, engines, pumps, compressors, valves, and related equipment.
- Analyze, interpret, and/or evaluate bid specifications.
- Properly apply herbicides and pesticides in accordance with state regulations.
- Run irrigation on fields and dry areas; add and remove timers.
- Operate a Boom vehicle and trim trees.
- Remove and grind tree stumps at various locations.
- Troubleshoot and repair broken laterals, main lines, sprinklers, valves, and drip lines.
- Accurately read gauges and testing equipment.
- Read and interpret basic maps and blueprints.
- Pour and mix concrete to repair sidewalks, curbs, and gutters.
- Mix asphalt and repair potholes, streets, and alleys.
- Inspect and maintain the City's storm drain system.
- Review storm drain plans.
- Perform insect and rodent abatement work.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in construction and maintenance work.

Experience:

- Three (3) years of experience in public works maintenance and repair work, including oversight of contract work and general custodial experience.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the office or in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to climb and descend ladders; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights up to 100 pounds on an occasional basis, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



MANAGEMENT AIDE

DEFINITION

Under general supervision, performs a variety of administrative, secretarial, and office support duties of considerable complexity, requiring thorough knowledge of the assigned department, division, or program, its procedures, and operational details; provides administrative support to assigned departmental staff; composes and prepares correspondence using judgment in content and style; performs skilled word processing, data entry and organization, telephone and counter reception, processing of invoices, recordkeeping, statistical and technical report preparation, and filing duties; provides information to the public and City staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey level classification where incumbents perform routine administrative, secretarial, or clerical duties in support of program or division management. Incumbents possess a comprehensive understanding of departmental functions and professional activities and provide support to professional-level staff in the completion of their duties, in addition to completing clerical assignments. Work is performed independently, exercising judgment and initiative. Positions receive occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides administrative support to an assigned staff in the daily management of operations.
- Performs research and analysis on administrative, fiscal, and operational matters, as directed; compiles data and prepares reports to summarize findings and make recommendations as to appropriate action to be taken in accordance with general guidelines.
- Assists in budget preparation, analysis, and administration; as directed, performs audits and/or maintains records of account activity; prepares projections of service volumes and related costs.
- Participates in the preparation and revision of manuals and other administrative materials; provides administrative assistance in the implementation of new administrative procedures.
- Prepares, types, and/or processes various documents requiring knowledge of the department, division, or program functions, which may include, but are not limited to, permits, licenses, applications, vouchers, claims, meeting agendas and minutes, correspondence, periodic reports, contracts, agreements, legal/official documents, and bid documents.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting secretary, including preparing agendas and informational packets, setting up meeting and training rooms, and taking and transcribing minutes for assigned meeting, boards, and commissions; prepares complex departmental agenda items and packets for City Council or other

committee or commission meetings.

- Coordinates, tracks, and maintains various contracts to include bidding, Request For Proposal (RFP) awards, amendments, negotiations, and performance reviews during the contract term; reviews and organizes all components for agreements and amendments including contract coversheets, certificates of insurance, signed agreements/amendments, staff reports, and any other documentation needed for routing; takes corrective actions as needed.
- Responds to inquiries and provides technical and administrative assistance to resolve complaints or refers to appropriate authority; explains administrative procedures and methods; interprets and explains rules, regulations, and procedures; answers questions to resolve concerns and issues.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms, reports, and documents for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Performs various accounting/bookkeeping work, which includes verifying or computing financial data, preparing billing invoices, processing accounts payable/receivable, preparing financial reports and statements, maintaining and balancing accounts, preparing bank deposits, and processing payroll, as assigned.
- Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files.
- Organizes, coordinates, and attends various meetings and training as required or appropriate.
- Completes special projects as assigned.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

When assigned to the Services Division in Public Works:

- Assists staff and management with execution of ongoing projects and by collecting, arranging, and evaluating data for analysis.
- Serves as a program coordinator; monitors and coordinates personnel training, motivation, and administrative evaluations; coordinates and provides training and development for assigned personnel; prepares training requests and material; keeps statistical data and files on personnel trained; instructs employees on performance issues and notifies them of performance and personnel issues; implements disciplinary procedures in conjunction with Human Resources.
- Monitors and coordinates timely completion of performance ratings; ensures ratings are accurate and appraisals are completed and submitted within allocated timeframes; assists management and supervisors in the basic preparation of performance evaluations; answers general questions from staff.
- Maintains suspense logs on urgent action items requiring immediate attention by division supervisors and management; ensures projects and activities are completed within designated timeframes.
- Performs research and analysis and prepares reports for specialty areas including organic waste collection and recycling, solid waste, water conservation, water consumption, food generation, edible food recovery, and recycling programs; performs community outreach for the upcoming implementation of related programs.
- Responds to inquiries and communicates with residents, City staff, and the public regarding City programs such as Household Hazardous Waste disposal, water conservation, and organic waste

recycling; provides guidance and information on water efficient techniques, recycling, and related programs currently in place.

- Creates and markets program notices through multiple media outlets; compiles an outreach calendar featuring Organic Waste Recycling and Water Conservation; researches incentives and giveaways for community outreach efforts.
- Keeps management informed of new or revised administrative policies, regulations, and procedures that affect the division; provides management with recommendations and potential changes.

When assigned to the Community Services Division:

- Writes articles; prepares and edits a variety of materials and documents that promote City programs, services, and events for internal distribution and public marketing.
- Develops and reviews comprehensive public information, community relations, and information programs to inform employees and the public of various activities and programs, gain recognition of support to specific programs, and continue to enhance the reputation for integrity and stewardship.
- Obtains information by contacting division and program staff; meets with staff to discuss, plan, and schedule communications for social media campaigns, department branding, City events, and departmental changes.
- Provides public and internal updates regarding program activity based on social media analytics and in relation to programs, to include Armed Banner and Liberty Courtyard Brick Purchasing.
- Collaborates with graphic artists to design, create, and install banners and produce material such as newsletters, social media postings, flyers, and posters; submits invoices for payments to vendors.
- Prepares documents and materials for web server and social media; tracks information accessibility to public and users; evaluates and measures social media program success and impact; monitors trends in social media tools and applications and appropriately applies that knowledge to increasing the use of social media for the City.
- Verifies factual accuracy of information; ensures compliance with government and security regulations and policies.
- Creates graphics for internal recognition programs and updates website and social media pages; manages and updates various social media accounts, pages, and groups on assigned platforms.
- Keeps abreast of updates to programs, departments, activities, and events.

When assigned to the Purchasing Division:

- Processes requested purchase order modifications; reviews and verifies associated documents.
- Checks invoices against purchases orders or contracts; investigates and resolves routine discrepancies related to item and price differences, leftover funds, and quantities; identifies reasons for discrepancies and initiates action to correct records and documents.
- Reviews requisitions and quotes; verifies data entered for proper approval, correctness, and appropriate documentation with respect to specifications; approves requisitions in compliance with the City's purchasing policies and procedures; converts requisitions to purchase orders.
- Maintains vendor lists and contracts; performs vendor profile updates within appropriate data systems to include adding and updating information and correcting data and statuses; determines completeness of contract files; regularly purges invalid vendors based on activity level.
- Processes purchase order modifications (POM's) and assists Accounts Payable with PO/invoice discrepancies.
- Obtains quotes and purchases needed items; monitors deliverables for assigned purchases; examines

files for late deliveries and urgent orders; obtains statuses or reasons for missing quantities or delays.

- Enters approved contracts and amendments to contracts in appropriate software; requests missing paperwork, approvals, and amounts; resolves issues related to contracts prior to data entry.
- Assists in analyzing and adjusting City-wide procurement policies and procedures.
- Assists in preparing and submitting year end close out of contracts including monthly projections, accruals, and encumbrances.
- Processes requests for disposition of surplus property and City-wide fixed assets.
- Coordinates surplus property disposal.
- Assists in assigning tag numbers to City-wide fixed assets and coordinating the disposal of such fixed assets with accounting staff.
- Assists with inventory of City-wide fixed assets.

QUALIFICATIONS

Knowledge of:

- Business administrative policies and procedures.
- City and department programs, goals, and policies and procedures of the assigned department/division.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report generation.
- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
- Recordkeeping, report preparation, and filing systems and methods.
- Financial recordkeeping and budget preparation.
- Business arithmetic, including percentages and decimals.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

When assigned to the Community Services Division:

- Planning, writing, and editing graphics, documents, materials, and quasi-technical articles.
- Public speaking techniques and methods for speaking to groups and explaining programs, events, and activities.
- Social media platforms, digital editing, and retouching software.
- Analyzing agency information program materials and offering recommendations for improving the delivery of program information.

When assigned to the Purchasing Division:

- Procurement regulations, procedures, and policies related to one or more procurement phases or functions.
- Interrelated steps and procedures required to assemble, review, and maintain procurement files related to complex contracts.

- Procurement clerical operations and procedures to resolve nonstandard transactions, complaints, or discrepancies.
- Requirements of various contract clauses and special laws.
- Automated procurement systems to reconcile errors.

Ability to:

- Perform administrative, statistical, and functional work involving the use of independent judgment.
- Maintain confidentiality of information received.
- Understand scope of authority in making independent decisions.
- Gather and compile department/division-specific information from a variety of sources.
- Prepare, review, and present reports, recommendations, and other correspondence and communications in a clear and concise manner.
- Type accurately at a speed necessary for successful job performance.
- Understand and follow complex oral and written instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

When assigned to the Community Services Division:

- Apply principles and methods in public affairs.
- Convey detailed program information, both orally and in writing, to clarify operations, programs, and activities to the general public.
- Gather and report public reaction to programs, events, and activities.
- Analyze the City's information program materials and offer recommendations for improving the delivery of program information.
- Draw appropriate conclusions and offer meaningful recommendations in improving aspects of information materials.

When assigned to the Purchasing Division:

- Apply policies, regulations, and procedures related to several procurement phases and functions.
- Research errors or investigate complaints that require reconstructing and reconciling incomplete information or performing other nonstandard procedural assignments.
- Monitor contractor performance and coordinate/recommend corrective action.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by college level course work in public administration, business administration, accounting, information technology, or a related field.

Experience:

- Five (5) years of increasingly responsible clerical, technical, and routine administrative experience related to the responsibilities of the assigned position.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



MANAGEMENT ANALYST

DEFINITION

Under direction, performs a variety of complex professional administrative and analytical work in support of assigned department managerial functions; performs research and analysis; analyzes departmental budgets; reviews expenditures and revenue reports and identifies and researches any discrepancies; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of assigned department managerial functions. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Management Analyst in that the latter performs the more complex work assigned to the series and provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides support and guidance to employees, department representatives, management, and the public regarding administrative, fiscal, or operational issues, policies, and procedures.
- Conducts research and statistical analysis; gathers relevant information to prepare technical records, reports, and summaries to present and interpret data; identifies alternatives and make recommendations where appropriate; assists in composing staff reports and correspondence related to assigned functions.
- Analyzes departmental budgets; reviews expenditures and revenue reports and identifies and researches any discrepancies; coordinates input of new year expenditure and revenue budgets; prepares reports for management use including detailed reports on the results of prior year projections, historical actuals for use in projections, and revenue spreadsheets to use for projection; monitors current position allocations and calculates salary amounts to be budgeted for the next year; completes position cost analysis, as needed.
- Plans, distributes, and coordinates budget deadlines, meetings, documents, email communication, and reports; assists department staff throughout the budget process to ensure they meet deadlines.
- Assists in the preparation of the Annual Comprehensive Financial Report; analyzes financial statements and researches increases and decreases in balances in order to provide explanations; gathers relevant information from various internal and external sources and ensures information is presented accurately.
- Prepares contract amendments; evaluates current contracts and determines needed changes; gathers required documents from consultants; ensures contract packages are complete and accurate prior to submitting for approval.

- Reviews, verifies for completeness and accuracy, and processes a variety of forms and documents, including contracts, reimbursement requests, Internal Service Fund (ISF) request forms, position request forms, and Personnel Action Forms (PAF) for new budget year allocation changes, and salary allocation spreadsheets.
- Processes and submits invoices and purchase orders in a timely manner; ensures there are sufficient funds available for purchase orders for the remainder of the fiscal year; approves department requisitions; ensures requisitions are allocated to the correct account program and object and are within the budgeted appropriation; tracks any changes for accurate forecasting in the following year's budget.
- Serves as liaison to Human Resources (HR); processes recruitment paperwork; completes various HR forms; ensures new hire paperwork and PAFs are complete; tracks departmental staff trainings and coordinates biannual CPR trainings.
- Serves as liaison to Finance; completes and processes general ledger (GL), payroll history transfer, and invoice modification requests; approves department contracts ensuring amounts are within budget and are coded to the correct GL account; verifies timesheets including account numbers, hours added, and pay codes; requests new vendors for refunds; reviews and processes corrections or transfers in a timely manner to ensure the general ledger is accurate.
- Facilitates and prepares staff reports, contracts, and documents for City Council review; researches project background; obtains additional information and documents as needed including agreement signatures, exhibits, and letters; reviews approved staff reports submitted to the City Council; appropriates budget amounts approved pursuant to City Council direction.
- Assists with special projects including the maintenance of the City's Capital Improvement Program (CIP) schedule, expenditures and carryover amounts, detailed funding sources, and graphs and tables relating to CIP projects.
- Assists in managing the City's chart of accounts; sets up new programs, object codes, and project numbers; ensures items are coded to the correct accounts; updates Chart of Accounts Manual and distributes to staff.
- Compiles information and prepares manuals, documents, resolutions, and publications relating to administrative, fiscal, or operational issues.
- Participates in the development of departmental goals and objectives; makes recommendations regarding new and current policies and procedures that will benefit the department.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of municipal administration, accounting and auditing, and budget and grants management.
- General principles and practices of municipal government budget preparation, administration, and control.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Financial, statistical, and comparative analysis techniques for interpreting various agreements and financial documents.
- Advanced principles, practices, and methods of administrative and organizational analysis.
- City personnel rules and regulations, municipal codes, purchasing policies, finance principles, and legal requirements.

- Methods and techniques of research, statistical analysis, report preparation, and presentation.
- Public administration policies, procedures, functions, authorities, and regulations.
- Principles and practices of sound business communication.
- Department organization, functions, programs, policies, procedures, and initiatives.
- Principles and procedures of recordkeeping, document processing, and filing systems.
- Basic principles and practices of database development and maintenance.
- Mathematical principles and statistical techniques.
- Recent and on-going developments, current literature, and sources of information in assigned areas of responsibility.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Research, analyze, evaluate, understand, interpret, and apply programs, policies, procedures, and guidelines, and develop sound recommendations.
- Plan and conduct effective management, administrative, and operational studies.
- Prepare clear and concise correspondence and reports on a variety of financial, budgetary, and administrative issues.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Collect, analyze, interpret, summarize, and present administrative and technical information and data in an effective manner for a variety of intended audiences.
- Conduct meetings, give presentations, and accurately convey messages.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Understand, interpret, explain, and apply federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Develop and administer assigned budgets and accurately track and process receipts of revenues and payments of expenditures.
- Use mathematical functions and principles and perform complex arithmetic calculations accurately.
- Maintain and update accurate records and files.
- Handle sensitive and confidential information
- Research, prepare, and present complex reports on a variety of subjects.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, accounting, or a related field.

Experience:

- Three (3) years of increasingly responsible governmental administrative experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



MANAGEMENT ASSISTANT

DEFINITION

Under general supervision, provides specialized paraprofessional administrative support to assigned departmental projects and programs; performs budget, contract, and grant administration; prepares a variety of reports and documents in support of departmental/division goals; develops, summarizes, and maintains administrative and fiscal records; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey level classification is responsible for independently performing specialized paraprofessional duties in support of departmental/division operations. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Prepares various reports and responses regarding budget, contracts and contract amendments, proposals, grant opportunities, and contract issues; creates staff reports for the City Council.
- Participates in the preparation and administration of departmental and project budgets; maintains, monitors, and inputs budget tracking and controls; forecasts budget expenditures and revenues; conducts internal auditing processes; compiles financial documents and performs budget transactions; performs analysis on various accounts as needed for auditing and other purposes.
- Prepares and administers grants; maintains and monitors requirements of funding sources; processes status reports; monitors expenditures and revenues; finalizes end of grant documents; ensures related activities are compliant.
- Administers project contracts and professional service agreements; processes documents; monitors and oversees provided services; contacts contractors on issues related to service; analyzes contractor work for compliance; tracks service needs.
- Performs research and analysis on administrative, fiscal, and operational problems or issues; prepares technical reports to interpret data; identifies alternatives and makes and justifies recommendations.
- Prepares memoranda, letters, summaries, check requests, labels, mailing envelopes, lists, and reports; responds to written correspondence.
- Responds to the community, outside agencies, and internal departments/divisions regarding City programs.
- Inputs data into databases and maintains record keeping and filing systems.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.

- Performs related duties as assigned.

When assigned to Public Works:

- Coordinates and tracks division payroll; responds to payroll related requests from the Finance and Human Resources Departments.
- Participates in preparing funding requests for staffing, equipment, and vehicles; processes assignment changes for staff; tracks and compiles data from various projects.
- Participates in organizing and facilitating events; interfaces with the public and various City Departments to enforce, encourage, and advertise City programs; coordinates day to day operations of assigned programs.

When assigned to Development Services:

- Coordinates housing program activities; reviews and approves applications; schedules inspections, reviews, and bids; prepares contract agreements with contractors and homeowners; prepares contractor disbursements upon completion.
- Monitors loans; ensures properties are owner occupied; provides loan payoff and subordination information to realtors or escrow companies; tracks loan payoffs and due dates; prepares reconveyance documents.
- Participates in managing the Community Development Block Grant Program; processes subrecipient applications and prepares contract agreements; prepares program files, reports, and budget; monitors budget expenditures; ensures all program and reporting activities meet Housing and Urban Development compliance standards.

When assigned to Community Services:

- Coordinates with the Human Resources Department to facilitate the division hiring process; schedules interviews; reviews interview questions; assists with identifying outside panel members for interviews.
- Conduct site inspections as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, time management, prioritization of tasks, and project management.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Purchasing, accounting, and budgeting practices and procedures.
- Principles, practices, and procedures for budget preparation and administration
- Principles, practices, and procedures for grant preparation and administration
- Principles and practices of data collection, database input, maintenance, querying, and report preparation.
- Records retention and destruction practices.
- Business arithmetic.
- Research techniques, methods, and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform varied, responsible, complex, and difficult office paraprofessional administrative work requiring the use of tact and discretion.
- Prepare clear, accurate, and concise records and documentation.
- Organize and maintain a variety of automated and hardcopy records, logs, and specialized and sensitive department personnel files.
- Interpret, apply, and explain City-wide, departmental, and divisional administrative policies, procedures, practices, principles, rules, programs, and processes applicable to departmental operations.
- Make accurate arithmetic calculations.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to an associate's degree from an accredited college with major coursework in public administration, business administration, or a related field.

Experience:

- Two (2) years of increasingly responsible administrative support experience equivalent to an Administrative Assistant with the City of Chino.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



PARKS AND FACILITIES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Parks and Facilities Division, including park development, facility development, custodial services, and building maintenance; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Director of Community Services, Parks and Recreation in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Community Services, Parks and Recreation. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for managing a division in the Community Services, Parks and Recreation (CSPR) Department. The incumbent is responsible for developing and implementing policies and procedures for assigned division, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other City divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major City initiatives.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Parks and Facilities Division, including park development, facility development, custodial services, and building maintenance.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Directs, oversees, and monitors project and construction management for Capital Improvement and Internal Service Fund projects.

- Prepares and submits grant applications for park development project funding; administers grant funds and related contracts and agreements.
- Directs and oversees the maintenance, renovation, and construction of City facilities; directs parks and public facilities planning activities; identifies and manages the acquisition of land for future projects.
- Directs parks and public facility maintenance; reviews and monitors related contracts.
- Ensures division activities are in compliance with accessibility best practices, the Americans with Disabilities Act, and related regulations.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in community services maintenance and construction programs and activities; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Regulations relating to grant proposals, application, and administration.
- Practices, principals, and techniques of project management and construction development and management.
- Department of Industrial Relations and Public Works Contract, Building, and Fire Codes related to capital improvements and Internal Services Fund projects.

- Methods, tools, equipment, materials, and work practices utilized in parks and facility maintenance and construction.
- Level of maintenance and repair activities generally performed in parks and facilities.
- Architectural, landscape architectural, civil, electrical, mechanical engineering, and irrigation design principals.
- Methods and techniques of research and statistical analysis.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the staff and operations of the Parks and Facilities Division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Interpret and apply provisions of codes, regulations, statutes, and ordinances relevant to city parks and facilities projects.
- Implement the Parks and Facilities Master Plan and Civic Center Master Plan for future expansion of parks and facilities.
- Follow and administer the City's accessibility and Americans with Disabilities Act policy requirements related to Capital Improvement and Internal Service Fund projects.
- Develop and implement comprehensive plans to meet future City needs and services.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in public administration, park administration, park planning, construction, or a related field.

Experience:

- Five (5) years of responsible experience in the maintenance and operations of parks and facilities, including two (2) years of experience in a supervisory or management capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



PAYROLL SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff preparing, processing, and reporting City payroll within the Finance Department; plans and coordinates a comprehensive payroll program; performs difficult or specialized payroll duties; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is a supervisory level classification that exercises independent judgment on diverse and specialized payroll functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the Fiscal Services Manager in that the latter has full management authority in planning, organizing, and directing the full scope of activities within the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff performing full spectrum payroll duties within the Finance Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.

- Coordinates, oversees, and participates in a full spectrum of payroll activities; ensures timely and accurate posting of payroll to the financial accounting system; coordinates the wire transfer of funds for direct deposit, payroll taxes, and employee deductions to various banking institutions.
- Ensures accurate reporting of changes in pay, payroll status, taxes, benefits, deductions, and retroactive pay adjustments.
- Ensures compliance with reporting mandates; submits appropriate forms and transmits information to government agencies including the Internal Revenue Service and the Employee Development Department.
- Implements and remains current on all Memoranda of Understanding and employee agreement provisions related to payroll, including leave accruals, cash-outs, and other benefit provisions.
- Generates and processes quarterly taxes; ensures the preparation and delivery of employee W2 forms.
- Compiles, analyzes, and reconciles a variety of records in the preparation of documents and reports; prepares financial forecasting and estimates as needed.
- Prepares reports and provides analysis for financial audits, as required for internal and external audit functions.
- Answers employee questions regarding payroll and benefit deductions; explains requirements, policies, and procedures.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of payroll and benefits administration.
- Payroll and deductions policies, practices, and procedures.
- Garnishment and employment verification practices and procedures.
- Accounting and bookkeeping methods and principles.
- Benefits and insurance deductions administration.
- Bargaining units and Memoranda of Understanding interpretation.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task

coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex payroll duties.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Accurately prepare, review, and maintain payroll and benefits documents, forms, reports, spreadsheets, claims, and correspondence.
- Identify errors and reconcile discrepancies.
- Perform complex clerical and financial record keeping work.
- Reconcile differences within a record keeping system using mathematical skills.
- Make arithmetic calculations quickly and accurately.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to an associate degree with major coursework in business administration, accounting, finance, or a related field.

Experience:

- Three (3) years of responsible payroll supervisory or lead experience.

Licenses and Certifications:

- Certification as a Payroll Professional by the American Payroll Association is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



PAYROLL TECHNICIAN

DEFINITION

Under general supervision, performs highly responsible duties in the preparation, administration, and maintenance of City payroll transactions and records; ensures the payroll function is carried out in an accurate, timely manner in accordance with legal requirements and sound financial management principles and practices; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of payroll. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Reviews timekeeping reports to identify and resolve errors in time reported; ensures availability of leave time reported; verifies earnings and deductions; ensures payroll checks are calculated in accordance with legal requirements, City policies, and labor contract provisions; processes stop payment and reissued checks requests.
- Verifies and calculates overtime payments and verifies, audits, edits, and processes the final payroll, benefit program payables, and pay checks.
- Generates and checks final payroll reports and registers; coordinates wire transfer of funds for direct deposit, payroll taxes, and employee deductions to various banking institutions.
- Ensures the timely and accurate posting of payroll to the financial accounting system.
- Processes special payroll transactions, such as wage assignments and liens, advances, and other special payments; calculates and manually prepares special payroll transactions and pay checks.
- Ensures accurate reporting of changes in pay, payroll status, taxes, benefits, other deductions, retroactive pay adjustments, and terminations.
- Answers employee questions regarding payroll and benefits deductions by explaining requirements, policies, and procedures.
- Maintains various spreadsheets to track time and payments for designated purposes, including various City benefit programs.
- Reconciles and balances payroll accounts and process journal vouchers.

- Prepares journal vouchers for liability accounts, wage liens, garnishments, deposits for financial institutions, and payroll taxes.
- Oversees the generation and mailing of monthly, quarterly, and annual payroll, retirement, and tax withholding information to federal and state government agencies and CalPERS; audits and balances accounts in preparation for generating tax reports; generates and reconciles year-end payroll reports; prepares and submits employee W-2 forms and related tax statements.
- Prepares payment requests, verifies, and reconciles payments to the City's health and benefit providers, and resolves billing errors and discrepancies with providers.
- Confers with the Human Resources Department on routine questions regarding employee benefits and individual employees regarding benefits, changes, and MOU implementation; serves as the payroll liaison with Information Services staff.
- Provides work technical and functional guidance to employees assisting in the payroll function.
- Prepares records and process claim forms for participation in the City's loan programs.
- Coordinates with Human Resources Department staff to provide payroll related information for employment verification requests.
- Maintains confidentiality of records and information.
- Enforces and maintains all payroll documents as they relate to the City's records retention policy.
- Assists the City's outside auditors on payroll related questions and matters.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Procedures and practices governing payroll, time reporting, and related financial transactions.
- Office methods and practices.
- Basic principles of business mathematics and record keeping.
- Data processing systems and applications.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform difficult clerical, financial record keeping work.
- Reconcile differences within a record keeping system using mathematical skills.
- Make arithmetic calculations quickly and accurately.
- Recognize and correct computational errors.
- Accurately compare, post, and transfer numbers.
- Operate a variety of office equipment including a ten-key calculator by touch.

- Comprehend and apply written and oral instructions.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of experience in an accounting position, with an emphasis in payroll processing and automated payroll-processing systems.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



PERMIT AND INSPECTION SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, supervises, and participates in the work of staff performing public works inspections, technical engineering, plan checks, and permit issuance within the Public Works Department; manages the Public Works counter operations; conducts the most complex and difficult public works inspections; provides highly technical assistance to the City Engineer and the City Traffic Engineer; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over professional, technical, and administrative staff.

CLASS CHARACTERISTICS

This is a supervisory level classification that exercises independent judgment on diverse and specialized public works inspection, technical engineering, plan checking, and permitting functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff performing public works inspections, technical engineering, plan checks, and permit issuance within the Public Works Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.

- Performs the most complex public works inspections of industrial, commercial, and residential developments during various stages of construction.
- Works with contractors to ensure the work in the right of way is completed correctly and on time.
- Performs plan checks and technical reviews of encroachment permits; ensures compliance with approved plans, specifications, regulations, and City ordinances.
- Coordinate with City Geographic Information System (GIS) staff to identify and update GIS data and records. .
- Responds to technical questions from inspection staff; meets with homeowners, contractors, developers, architects, and engineers to resolve issues and concerns; recommends necessary changes to obtain compliance with applicable codes and regulations.
- Oversees fiscal activities at the Public Works counter; ensures fees are accurately charged and collected.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of public works field inspection.
- Principles and practices of plan checking.
- Principles and practices of construction methods, materials, and related codes.
- Public works permitting procedures, including the collection of applicable fees.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.

- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex building inspection and permitting activities and responsibilities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Read and interpret civil engineering plans.
- Provide clarification on conflicting engineering standards.
- Plan check and provide comments on civil engineering plans.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Five (5) years of experience in public works inspection and maintenance including inspection, permitting, review and approval of traffic plans, and ADA accessibility in a public agency, including one (1) year of experience in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When working in an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



PERMIT CENTER COORDINATOR

DEFINITION

Under general supervision, plans, schedules, assigns, reviews, and participates in the work of staff performing plans check activities within the Permit Division; plans, assigns, and coordinates a comprehensive permit program, including the review and issuance of residential, commercial, and industrial building projects; provides staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises supervision over technical and administrative staff.

CLASS CHARACTERISTICS

This supervisory classification exercises independent judgment on diverse and specialized permit functions with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff performing permit review and issuance; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Provides information regarding permit procedures, policies, and functions, building and construction valuation based on established standards, and City, state, and federal regulations pertaining to building and construction.
- Provides online technical support for the permitting process; regularly meets with the Information Technology Department to discuss technical issues, user complaints, and process improvements.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.

- Assists in coordination of the plan approval process; communicates permit submittal status, policies, and procedures to the public and internally; reviews permit submittals for accuracy and completion; distributes plans submittal documents for review; provides timelines on due dates; tracks the status of plan checks; notifies applicants.
- Performs a full range of complex technical duties in support of the Development Services Department, including the review of building plans, code interpretation, and responding to technical questions from building inspection, plan review, and building permit issuance staff; minor plan checks, issue minor permits, and review and approve plans accompanying documentation.
- Identifies controversial and challenging projects; keeps the management apprised of potentially difficult concerns and issues.
- Coordinates plan review processing with other City staff and staff from other agencies including counter technicians, planners, inspectors, building officials, engineers, fire inspectors, and health department plan checkers.
- Calculates permit and mitigation fees; tracks fee deferrals and bonds related to development projects; provides fee estimates as requested.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- General construction practices, methods, and terminology.
- Plan check and permit approval processes and procedures.
- Methods and techniques of reviewing a diverse range of applications for accuracy and completeness.
- Applicable zoning and related laws and regulations.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including Uniform Building, Electrical, Plumbing, and Mechanical Codes and ordinances.
- Business letter writing and basic report preparation.
- Business mathematics.
- Record keeping principles and practices.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex permit review activities and responsibilities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Supervise the enforcement of a wide range of building and related codes and regulations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by college level coursework in building inspection, urban planning, architecture, engineering, or a related field.

Experience:

- Four (4) years of increasingly responsible permit issuance experience in a public agency.

Licenses and Certifications:

- Possession of a valid Permit Technician Certificate from the International Code Council, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



PERMIT TECHNICIAN

DEFINITION

Under general supervision, performs responsible technical and administrative work for building and right-of-way permit applications, plans, and the issuance of other related permits; provides information regarding permit procedures to the public; processes permit submittals for quality reviews; assigns plan reviews to required division; provides timelines on due dates; tracks the status of plan checks and notifies applicants; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of building and permitting functions. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides information regarding permit procedures, policies, and functions, building and construction valuation based on established standards, and City, state, and federal regulations pertaining to building and construction.
- Provides quality customer service to the public at the building or public works counter, over the telephone, and through electronic means; processes building or right-of-way permits and applications; responds to inquiries regarding building, engineering, and plan review, permitting process, and common code issues; resolves problems or complaints.
- Serves as a resource to customers, including directing them, as necessary, to various sources of information including other City departments or outside agencies; notifies customers when plans or permits are ready for pick-up or issuance; provides status updates as required.
- Maintains permit applications and drawings for active plan checks; compiles and maintains plan check files and records; ensures accuracy of plan check records; tracks status of plan check and notifies applicants; maintains department supplies including applications and forms for the department.
- Enters, stores, and retrieves permit data into software program; provides ongoing maintenance of permitting records; maintains contractor information as well as permit occupancies, class code, and square footage.
- Assists in coordination of the plan approval process; communicates permit submittal status, policies, and procedures to the public and internally; reviews permit submittals for quality review; distributes plans submittal documents for review.

- Creates Certificate of Occupancies for brand new buildings and tenant improvements; creates permits for new tract developments homes; inputs initial fees on permit submittals.
- Generates specialized reports including Building Activity Reports; engages with outside agencies to support department programs.
- Prepares and organizes monthly reports of permits issued and fees collected by the department; generates and reviews reports and records of permits and plan check data; produces and updates a variety of forms, letters, and other materials.
- Monitors department email for permit submittals, payments, resubmittals, and document uploads; provides applicants with status on permit submittals.
- Provides online technical support for the permitting process; meets with IT to discuss and resolve online website and technical issues.
- Coordinates meetings between staff and contractors and inspectors.
- Performs routine plan checks for compliance with established standards.
- Updates contractor's licenses and workers' compensation insurance records.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- General construction practices, methods, and terminology.
- Permit submittal processing, procedures, and fee structures.
- Plan check and permit approval processes and procedures.
- Record keeping principles and practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including Uniform Traffic Control devices, Uniform Building, Electrical, Plumbing, and Mechanical Codes and ordinances.
- Methods and techniques of reviewing a diverse range of applications for accuracy and completeness.
- Applicable zoning and related laws and regulations.
- Business letter writing and basic report preparation.
- Business mathematics.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Apply policies, procedures, and standards to specific situations; read, interpret, and explain building plans, specifications, codes, permit policies, and permit procedures.
- Understand and explain City policies, procedures, fees, and basic planning and building codes and regulations to the general public, permit applicants, and City staff.

- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, policies, and procedures.
- Read and interpret plans, specifications, related construction documents, and maps.
- Perform detailed, technical, and specialized planning and/or permit support work.
- Perform the full range of office and administrative support duties and tasks.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Maintain accurate logs, records, and basic written records of work performed.
- Make accurate arithmetic and financial computations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Maintain related files and records.
- Classify, compute, tabulate, and categorize data.
- Quickly and accurately calculate fees and valuations.
- Understand and carry out verbal and written directions.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of permit issuance experience in a municipal department, or five (5) years of increasingly responsible clerical experience requiring the application of policies and procedures.

Licenses and Certifications:

- Possession of, or successful acquisition within twelve (12) months of employment, a valid Permit Technician Certificate from the International Code Council (ICC), to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and

closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



PLANNING TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical support activities related to current and advance planning, including a review of development and land use applications, zoning, site plans, and related documents for proper handling; issues and approves permits; provides assistance to the public on planning, community development, zoning, and permit issues; provides staff assistance to the planning staff and management; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management or supervisory staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the City's planning and land development functions. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides information and assistance at the front counter, on the phone, and through e-mail communication by answering questions and providing information regarding zoning, development standards, and approved development proposals.
- Performs routine plan check functions for planning permits and planning applications; receives and reviews documents for zoning compliance, accuracy, and completeness; routes applications to appropriate planning staff.
- Reviews applications for building permits; within authorized guidelines, approves routine permits; if outside scope of authority, routes permit applications to appropriate planning staff.
- Reviews Business License applications for compliance with zoning compliance.
- Provides administrative support to professional planners on basic current and advance planning projects; coordinates with project applicants, prepares and posts legal notices, and conducts background research.
- Performs administrative duties including typing, filing, copying documents, and record keeping; prepares forms and provides graphic displays, photographs, or other exhibits as needed.
- Performs site inspections for entitlement projects and zoning compliance; documents and submits findings for action by planning staff.
- Conducts research for land use, zoning, advanced planning, urban design, populations trends, transportation, housing, economic, and environmental issues.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.

- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Processes and procedures associated with various zoning permits, record keeping, and records management practices.
- Zoning codes and requirements.
- Application and use of plan check software and Geographic Information System (GIS) data.
- Basic principles and practices of urban and regional planning and zoning.
- Methods and techniques of conducting and documenting site inspections.
- Methods and techniques of reviewing a diverse range of applications for accuracy and completeness.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Interpret planning and zoning programs to the general public; identify and respond to issues and concerns of the public.
- Read plans and specifications and make site visits.
- Review applications for accuracy and completeness; process and/or submit to planning staff for action.
- Conduct routine research on planning and zoning related matters and prepare findings.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by college level coursework in urban planning, land development, or a related field.

Experience:

- Two (2) years of experience providing technical support to a planning or land development program.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



PLANS EXAMINER

DEFINITION

Under direction, reviews various types of architectural plans for compliance with building, electrical, mechanical, plumbing, energy, and accessibility codes and local ordinances; advises builders and property owners on building construction methods, zoning laws, and related regulations; when assigned, assists in inspection of buildings and other structures; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of the City's plan check function. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Reviews and processes residential, commercial, and industrial plans to ensure the specifications are correct, complete, and adhere to established federal, state, and local regulations and guidelines; checks engineering calculations and other information related to construction plans and corrections.
- Examines plans and specifications of commercial, industrial, and single and multi-family residential projects to determine compliance with applicable building, electrical, plumbing, occupancy, and zoning codes; checks for grade and quality of materials used in construction.
- Determines compliance with the California Codes and provisions of state and county health and environmental ordinances; suggests correction of defects or inadequacies found; requires corrections be made to meet the requirement of pertinent codes; prepares plan check correction reports.
- Approves plans that comply; issues permits for construction; analyzes structural engineering aspects of all designs and calculations.
- Evaluates test reports such as engineering reports and soil analysis reports; interprets and explains codes to contractors, architects, and others as required.
- Coordinates construction progress with other City departments or divisions and outside agencies; confers with architects, engineers, contractors, and owners on proposed projects to resolve unusual problems.
- Composes correspondence pertaining to required plan check corrections; prepares monthly plan check reports; maintains related plan check records.
- Classifies and logs new projects for plan checks; creates plan check files; enters initial site data and permit data into database; revises data as project status and details change.

- Answers questions and advises the public concerning codes and plan check reports; advises building inspectors of unusual design, construction, or installation problems; provides technical guidance to permit and building inspection personnel.
- Represents the division and department at development plan and plan check coordination meetings as directed.
- Performs field inspections of structures under construction for compliance with approved plans and codes, as directed.
- Investigates complaints pertaining to violations of building codes and laws; researches code related issues for clarification; assists in the code revisions/adoption process and development/revisions of relevant policies and procedures.
- Keeps abreast of new developments in building code enforcement and safety provisions; attends educational/informational activities to develop increased skills and proficiency; participates in staff growth activities including training and development of lower level/trainee staff.
- On an as-needed basis, may be required to assist Building Inspectors in the performance of their duties.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, procedures, and terminology of structural engineering, architecture, and building construction.
- Means and methods of building erection of all types of construction.
- Federal, state, and municipal codes and regulations governing housing, building construction, rehabilitation, alterations, use, occupancy, and setbacks.
- Construction and building methods related to safety and fire prevention.
- Building related codes and ordinances enforceable by the City, including the California Codes.
- Research methods and sources of information related to building code enforcement.
- Proper plan check techniques to examine crafts skill and materials and detect deviations from plans, regulations, and standard construction practices.
- Principles of structural design and engineering mathematics.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Read, interpret, and explain complex building plans, engineering calculations, site survey project specifications, blueprints, building construction plans, designs, specifications, building codes, and reports.
- Apply engineering and architectural principles and practices.

- Read and accurately interpret building plans to ensure conformance with building codes, development standards and regulations.
- Make engineering and mathematical computations rapidly and accurately.
- Explain legal requirements to the public and recommend changes or modifications necessary to bring plans into conformity.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of experience checking plans for a public agency or five (5) years of experience as a Building Inspector.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid International Code Council Plans Examiner Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid International Code Council Commercial/Residential Inspector (Building, Electrical, Plumbing, and Mechanical) Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



POLICE PAYROLL ASSISTANT

DEFINITION

Under general supervision, performs accounting and clerical duties in connection with the preparation, processing, and maintenance of Police Department payroll and related financial records; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a single-level classification. Initially under close supervision, incumbents learn and perform routine accounting and clerical duties while learning City policies and procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Assists in processing, preparing, and reporting Police Department payroll.
- Assists in the review of timekeeping reports submitted by all Police Department employees to ensure conformance with City policies and procedures; ensures availability of leave time reported
- Assists in generating and checking reports; prepares payroll data for grant reporting; registers to verify information reported to City Payroll.
- Prepares requisition entries; assists with reconciliation of City-issues credit cards.
- Helps ensure accurate reporting of changes in pay, payroll status, taxes, other deductions and benefits, retroactive pay adjustments, and terminations to City Payroll.
- Answers employee questions regarding payroll and benefits deductions by explaining requirements, policies, and procedures.
- Helps maintain various spreadsheets to track time for Police Department employees.
- Maintains confidentiality of records and information.
- Performs general clerical work as necessary to maintain payroll and related functions; answers and directs telephone calls and e-mails; prepares memos.
- Maintains a variety of files and records related to the City's payroll system and general accounting functions; collaborates with IT department to maintain payroll software.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.

- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Procedures and practices governing payroll, time reporting, and related financial transactions.
- Office methods and practices.
- Basic principles of business mathematics and record keeping.
- Data processing systems and applications.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform difficult clerical, financial record keeping work.
- Reconcile differences within a record keeping system using mathematical skills.
- Make arithmetic calculations quickly and accurately.
- Recognize and correct computational errors.
- Accurately compare, post, and transfer numbers.
- Operate a variety of office equipment including a ten-key calculator by touch.
- Understand and apply general fiscal and financial record keeping practices in the performance of assigned tasks.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- One (1) year of experience in payroll processing.

Licenses and Certifications:

➤ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



POLICE RECORDS AND EVIDENCE COORDINATOR

DEFINITION

Under general direction, plans, coordinates, leads, and participates in the performance of responsible technical and paraprofessional work in the Records and Evidence Units; serves as administrator of records management systems; responds to Public Records Act requests; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This classification is responsible for the coordination of one or more programs in the Records and Evidence Units. Incumbents have responsibility for independently coordinating and implementing the program's goals and objectives. Positions in this classification rely on experience and use considerable discretion and independent judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, and oversees the daily functions, operations, and activities of Records and Evidence staff; coordinates assignments and directs staff in the execution of duties; evaluates workloads and recommends staffing allocations to ensure proper coverage.
- Provides technical, analytical, and administrative support on matters as assigned; researches, analyzes, and makes recommendations regarding operations and administrative issues.
- Makes recommendations for changes and improvements to existing procedures for assigned areas.
- Administers and maintains records and evidence management databases and systems; configures system components and assigns appropriate user privileges; recommends system enhancements; coordinates and resolves software issues with vendors.
- Advises and provides assistance to department and City personnel regarding the operation of automated records and evidence systems; assists with maintenance and accuracy of the police records management system; troubleshoots problems and recommends effective solutions.
- Collects, prepares, and produces Police Department documents for Public Records Act (PRA) requests and criminal subpoenas; gathers items from various bureaus in compliance with PRA, appropriate case law, and regulations related to records including redactions; consults with the City Attorney's Office, District Attorney's Office, and the Department of Justice as needed; packages information according to subpoena standards; maintains detailed records of related activities.
- Completes District Attorney's Office requests for information or documentation within a strict timeframe.

- Assists management in compiling statistical data and preparing routine reports, including Uniform Crime Reports (UCR) and National and California Incident-Based Reporting System (NIBRS/CIBRS) reports; conducts records audits and corrects and documents errors.
- Provides assistance to management staff; creates recommendations for procedural and process changes; provides feedback to supervisory staff regarding staff performance; serves as trainer for unit staff.
- Collects, receives, and stores collected evidence; maintains precise records of property transactions; audits and inventories property and evidence.
- Attends training classes to remain current on police record keeping, records management system activities, and evidence and property-related activities.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Systems and procedures for the processing, maintenance, retrieval, and release of police records.
- Basic operating principles, equipment, and systems used in automated law enforcement recordkeeping and records management.
- Filing procedures of the District Attorney, Courts, and City Attorney.
- Procedures and techniques of evidence collection and processing, including proper maintenance of the evidence chain of custody.
- Case management for Detective and Traffic Bureau systems.
- Organizational procedures and operations of the Police Department.
- Applicable data processing systems and applications.
- Court procedures regarding evidence and providing testimony.
- Principles, practices, procedures, and techniques of records and inventory management.
- Functions, principles, and practices of law enforcement agencies.
- Police terminology and law enforcement codes.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Explain and apply policies and procedures.

- Maintain accurate records and organize effective filing systems.
- Maintain an organized working environment as required for the processing of property and evidence.
- Perform property and evidence control functions to protect the integrity of evidence.
- Collect, store, and dispose of a variety of property.
- Conduct file and record searches to obtain case information.
- Maintain inventory control records.
- Perform technical, detailed, and responsible law enforcement support work.
- Organize, research, and maintain technical and administrative files.
- Make accurate arithmetic and statistical calculations.
- File and maintain automated and hardcopy records with accuracy.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in public safety support, clerical/administrative support, or a related field.

Experience:

- Three (3) years of increasingly responsible records and evidence processing experience in a law enforcement environment.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid California Law Enforcement Telecommunications System (CLETS) Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; to operate a motor vehicle and visit various City sites; vision to inspect site conditions. The job involves fieldwork requiring frequent walking in operational areas to

identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and hazardous substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



POLICE RECORDS AND EVIDENCE SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff performing Police records, property, and evidence duties within the Police Department duties; plans and coordinates a comprehensive records and evidence management program, including security, maintenance, processing, distribution, and purging; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises supervision over technical and clerical staff.

CLASS CHARACTERISTICS

This classification is the supervisory level within Police Records and Evidence that exercises independent judgment on diverse and specialized police records and evidence management functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the Police Technical Services Manager in that the latter has full management authority in planning, organizing, and directing the full scope of services and activities within the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff providing support to records and evidence maintenance, processing, distribution, and purging in the Police Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Serves as the Department's Custodian of Records; directs police records preparation, processing, purging, and file management activities; maintains security of records; communicate with external agencies to coordinate the release of records and evidence; ensures functions meet all applicable laws, regulations, and City policies.
- Serves as System Administrator for records; oversees the maintenance of records and evidence management systems and databases, including system enhancements and resolution of software issues; ensures compliance with Criminal Justice Information Security requirements for records management and Computer Aided Dispatch systems.
- Collects, prepares, and produces Police Department documents for Public Records Act (PRA) requests and criminal subpoenas; gathers items from various bureaus in compliance with PRA, appropriate case law, and regulations related to records including redactions; consults with the City Attorney's Office, District Attorney's Office, and the Department of Justice as needed; packages information according to subpoena standards; maintains detailed records of related activities.
- Directs and oversees the processing and storage of property and evidence; ensures proper maintenance of the evidence chain of custody; directs audits and inventories of property and evidence; ensures facilities are in proper working order for the preservation of property and evidence.
- Directs California Law Enforcement Telecommunications System (CLETS) related programs and activities; serves as the City's CLETS Coordinator; ensures activities are in compliance with Department of Justice and Federal Bureau of Investigations CLETS guidelines.
- Compiles police records and evidence validation reporting; ensure compliance with state and federally mandated reporting requirements.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of police records and property and evidence; incorporates new developments as appropriate.
- Represents the City in meetings with members of other public and private organizations, community groups, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of law enforcement records management, including records disbursement and purging procedures.
- Basic principles and operating characteristics of law enforcement communications systems.
- Operational characteristics of automated records management systems.
- Police terminology and law enforcement codes.

- Public Records Act laws including SB1421 and regulations relating to criminal records and appropriate case law regarding required redactions.
- Principles, practices, methods, and techniques of the processing and release of property and evidence.
- Procedures and techniques of evidence collection and processing, including proper maintenance of the chain of evidence.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex records management duties and tasks.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Organize, implement, and direct police records management and customer service activities.
- Understand and apply the rules and requirements of the Uniform Crime Reporting system, including the National Incident Based Reporting System and related reports.
- Maintain a timely and efficient property and evidence processing program.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Four (4) years of increasingly responsible experience in police records maintenance, including one (1) year of experience in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid California Law Enforcement Telecommunications System (CLETS) certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



POLICE RECORDS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of complex clerical duties in support of the Police Department's police records function; responds to questions, complaints, and requests from the public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the fully qualified journey-level classification in the Police Records Technician series. Positions at this level are distinguished from lower-level positions by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Types and processes a wide variety of Police records, reports, and materials; operates automated systems to create or revise computer files.
- Staffs the public counter; answers questions from the public and City staff or directs them to the appropriate department/division; issues permits and licenses according to prescribed procedures; processes incoming and outgoing mail, packages, and deliveries; checks in guests for appointments.
- Accepts, reviews, and processes a wide variety of documents, reports, and applications for completion, accuracy, and compliance with established regulations; provides guidance regarding how to comply with established regulations.
- Releases requested reports and related information to the public or to outside agencies in accordance with established regulations.
- Accurately submits inquiries, entries, and records removals from the California Law Enforcement Telecommunications System (CLETS); communicates with other law enforcement agencies through CLETS.
- Prepares case files for offenders held in custody and out on bail; performs case creation and submission to the District Attorney for filing.
- Serves as a Court Liaison; performs Live Scans for defendants and the public; registers and processes sex and arson registrants.
- Sorts, files, copies, and distributes crime and traffic reports, citations, and other records as appropriate; performs file searches to locate missing records.
- Processes financial transactions; receives fees and prepares receipts and records in accordance with

established procedures; balances cash drawer; deposits funds.

- Assembles, codes, records, and summarizes a variety of Police records data including data on serious crime offenses, stolen vehicles, crime reports, and related records; compiles, computes, and prepares a variety of reports.
- Receives and processes electronic requests from the public in accordance with the law.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

When assigned as Records Training Officer:

- Compiles training resource binder for the trainee to include procedural notes for tasks/duties performed in the position.
- Maintains training program materials.
- Provides training and guidance to lower-level staff; prepares training evaluation for new staff; teaches, demonstrates, and evaluates required skills daily.

When assigned to the Detective Bureau:

- Prepares cases for the persons held in custody.
- Corresponds with the District Attorney's Office on case filings and dispositions.
- Receives, logs, and tracks civil and criminal officer appearance subpoenas including the coordination of officer schedules, testimony, standby, and overtime.
- Ongoing case management for Detective Bureau cases; statistical reporting; performs related duties outlined by direct supervisors.

When assigned to the Traffic Unit:

- Prepares and assigns cases for the persons held in custody.
- Corresponds with the District Attorney's Office on case filings and dispositions.
- Field based when working checkpoints or traffic control.
- Database management; statistical reporting; performs related duties outlined by director supervisors.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles, practices, procedures, and terminology of law enforcement.
- Police terminology and law enforcement codes.
- Police Department organization and procedures as they relate to the processing of police records.
- Standard operating procedures and legal obligations with respect to the release of data and reports to the public and other agencies.
- Operational characteristics of databases and communication systems used in law enforcement.
- Court-related processes related to the dissemination of records and reports.
- Principles, practices, techniques, and procedures of complex record keeping.
- Methods and techniques of preparing reports and correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules

of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of technical and administrative tasks within assigned law enforcement program area.
- Interpret, apply, and explain laws, codes, regulations, and ordinances.
- Interpret, apply, and explain applicable policies and procedures.
- Maintain confidentiality of information obtained in the course of performing duties.
- Provide helpful and effective customer service.
- Perform technical, detailed, and responsible office support work.
- Maintain an efficient record keeping system.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in public safety support or a related field.

Experience:

- Two (2) years of increasingly responsible experience in a law enforcement support position.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



POLICE SERVICE OFFICER I/II

DEFINITION

Under immediate supervision (Police Service Officer I) or general supervision (Police Service Officer II), performs a variety of routine community service, paraprofessional, and technical duties in support of law enforcement services and functions; responds to questions, disturbance complaints, and requests for non-sworn police services from the public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision (Police Service Officer I) or general supervision (Police Service Officer II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Police Service Officer I: This is the entry-level classification in the Police Service Officer series. Initially under close supervision, incumbents learn and perform duties in support of law enforcement functions including investigations, parking enforcement, and prisoner transport. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Police Service Officer II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Police Service Officer II: This is the fully qualified journey-level classification in the Police Service Officer series. Positions at this level are distinguished from the Police Service Officer I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Police Service Officer class series are flexibly staffed and positions at the II-level may be filled by advancement from the I-level; progression to the II-level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the II-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

Positions at the Police Service Officer I level may perform some of these duties and responsibilities in a learning capacity.

- Responds to a variety of requests for service not requiring a sworn police presence; receives requests at the public counter, via telephone, in the field, and as directed.

- Processes a caseload of incidents including residential and vehicle burglaries, theft, identity theft, fraud, vandalism, stolen vehicles, embezzlement, traffic collisions, and other criminal investigations.
- Performs crime scene investigations and prepares detailed reports; photographs, documents, collects, preserves, and processes evidence at crime scenes and autopsies, as directed; transports physical evidence from crime scenes; maintains chain of custody documentation for all property and evidence.
- Conducts traffic-related investigations at non-fatal traffic collisions; assists Police Officers; performs traffic control functions; takes photos and collects witness statements; arranges for vehicle towing; completes written reports on findings.
- Conducts parking enforcement; performs general patrol activities in neighborhoods and business centers; responds to abandoned vehicle complaints; impounds illegally parked or abandoned vehicles.
- Transports prisoners to and from law enforcement facilities.
- Female Police Service Officers may perform matron duties including performing a search of female suspects or prisoners, as assigned.
- Operates and performs routine safety and maintenance inspections of computers, radios, vehicles, and other technical equipment.
- Testifies and presents evidence in court.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Positions at the Police Service Officer I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Basic functions, principles, and practices of law enforcement agencies, including crime scene investigations and evidence retention practices and regulations.
- Record keeping and reporting methods, techniques, and procedures.
- Investigation techniques.
- Interview techniques.
- Safety practices and equipment related to the work.
- Techniques of first aid and CPR.
- Hazardous materials and related abatement methods.
- Police terminology and law enforcement codes.
- Basic arithmetic and statistical techniques.
- Business letter writing and the standard format for reports and correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Obtain necessary information from individuals in stressful or emergency situations.
- Observe accurately, recall faces, names, descriptive characteristics, facts of incidents, and places.
- Investigate and interview witnesses concerning crime, traffic, and related incidents.
- Take photographs and fingerprints.
- Protect the integrity of evidence.
- Analyze situations and identify pertinent problems/issues.
- Understand the functions, principles, and practices of municipal police services.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, codes, regulations, and departmental policies and procedures.
- Perform technical, detailed, and responsible office support work.
- Identify and solve problems through cooperative efforts.
- Organize, research, and maintain technical and administrative files.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Police Service Officer I/II: Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in public safety support or a related field.

Experience:

- Police Service Officer I: One (1) year of general clerical experience which includes a variety of data entry and record keeping tasks as well as public contact work in a fast-paced environment.
- Police Service Officer II: Two (2) years of increasingly responsible experience in a law enforcement support position comparable to a Police Service Officer I with the City of Chino.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; to operate a motor vehicle and visit various City sites; vision to inspect site conditions. The job involves fieldwork requiring frequent walking in operational areas with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards and hazardous substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Some positions may require working varied shifts and/or alternate schedules as needed.

City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the City's needs.

Employees in this classification are subject to on-call, which may include rotating-duty schedule, weekends and 24-hour emergency call out with little or no notice.



September 2025
FLSA: Exempt

POLICE TECHNICAL SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Police Department's Professional Services Division, including the Records, Technical Services, and Property and Evidence Units; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to sworn management in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for managing a division in the Police Department. The incumbent is responsible for developing and implementing policies and procedures for assigned division, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other City divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major City initiatives.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, manages, oversees, and participates in the daily functions, operations, and activities of Police Department's Professional Services Division, including the Records, Technical Services, and Property and Evidence Units.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Oversees the processing, filing, and maintenance of all reports and records created by the Chino Police Department; verifies, authenticates, and certifies records; coordinates records destruction in

conjunction with the City Clerk's Office; receives, responds, and/or assigns subpoenas and requests for disclosure of public information; ensures compliance with applicable statutes.

- Oversees fleet management, including the testing, evaluation, and selection of new vehicles; coordinates the outfitting/build-out of new vehicles and maintenance and repair of the department's fleet of patrol, tactical, specialty, and administration vehicles.
- Oversees the receipt, identification, classification, processing, storing, safeguarding, release, and disposal of all types of police property and evidence including weapons, explosives, narcotics, money, and hazardous materials in accordance with specific laws, rules, regulations, and policies.
- Ensures accurate tracking of the movement and maintenance of chain of custody documentation for all property and evidence; oversees the transport of property and evidence to labs for testing and to court for hearings.
- Oversees the maintenance, repair, and upkeep of Police buildings and facilities.
- Serves as a project manager; assembles teams and confers with staff in establishing a work plan; assigns tasks and identifies resources required; establishes project milestones; ensures projects are completed on time, within budget, and in adherence with quality control expectations.
- Assesses needs for new equipment, systems, and programs for the Department; works with vendors in researching and selecting new products; consistently monitors the service levels of vendors.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in law enforcement and public safety; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Principles and practices of classifying, indexing, processing, filing, retrieving, disbursing, and controlling a large volume of police records and reports.
- Federal Bureau of Investigation Uniform Crime Reporting Standards and Requirements and Criminal Justice Information Services Security Requirements.
- Current principles and practices applicable to civilian law enforcement functions.
- Law enforcement theory, principles, and practices and their application to a wide variety of services and programs.
- Police administrative practices.
- Police terminology and law enforcement codes.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the staff and operations of the Police Department's Professional Services Division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Organize, implement, and direct police records management and customer service activities.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Apply and explain pertinent laws, rules, regulations, protocols, policies, and procedures related to property and evidence.
- Maintain the integrity of evidence and chain of custody in accordance with established guidelines.
- Oversee the processing, maintenance, release, and disposal of a variety of Police Department records and documents.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Six (6) years of increasingly responsible technical and administrative experience within a law enforcement records program, including three (3) years of experience in a supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Serves as the back-up Emergency Operations Center (EOC) Coordinator and, in that role, rotates on a 12-hour on, 12-hour off basis with the primary EOC Coordinator during EOC activation.



POLICE TRAINING COORDINATOR

DEFINITION

Under general supervision, coordinates and implements the Police Department training program for all sworn and non-sworn staff, including scheduling training activities and functions; develops and implements methods to track training requirements; assists staff with individual training plans and makes recommendations for training courses and programs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned Police Sergeant. Exercises no supervision of staff. Provides training, guidance, and technical and functional direction to lower-level staff and volunteers.

CLASS CHARACTERISTICS

This is a non-sworn class that coordinates and implements the Police Department's training program. Responsibilities include working with staff to identify training needs and opportunities; scheduling training activities and functions; ensuring compliance with all applicable Federal, State, and local laws and regulations, and department policies and procedures; and maintaining records related to the program. This class is distinguished from other administrative support classes in that it performs complex technical duties that require advanced knowledge in the area of specialization of training program coordination.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, oversees, coordinates, and implements the Police Department training program for all sworn and non-sworn staff.
- Assists Police Department staff with individual training plans and makes recommendations for training; ensures that staff complies with Peace Officer Standards and Training (P.O.S.T.) Continued Professional Training requirements and/or specialized training; assists in identifying and resolving problems related to training issues.
- Maintains detailed calendar of department training events, activities, and hosting events; arranges appointments, schedules, conferences, extraditions, travel arrangements, and itineraries.
- Prepares expense reports and invoices; submits training reimbursement requests to P.O.S.T. and to the Finance Department; prepares source of revenue forms, expense reports, and payment authorizations.
- Tracks employee training hours and expenses; updates and maintains specialized database systems.
- Notifies P.O.S.T. of all newly hired and terminated police officers and dispatchers, as well as any change-of-status events.
- Tracks employee career development program and college units for sworn staff; advises employees eligibility and compensation amounts; completes P.O.S.T. certificate applications.
- Participates and assists in the administration of the Police Training and Background Division; recommends improvements in work flow, procedures, and the use of equipment and forms.
- Ensures that equipment, uniform, and procedure manuals are issued to new employees and retrieved

from separating employees.

- Coordinates special projects, assignments, and activities as assigned.
- Prepares and maintains accurate and complete records of the work performed; prepares clear and concise reports to monitor the success of training programs; creates related written materials.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval; ensures compliance with applicable Federal, State, and local laws, rules, regulations, and ordinances.
- May provide training and technical and functional direction to lower-level staff and volunteers.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and methods of administering and coordinating a comprehensive police training program.
- Functions, principles, and practices of law enforcement agencies.
- Applicable Federal, State, and local laws, codes, and regulations, as well as Police Department and City policies and procedures.
- Business letter writing and basic report preparation techniques; effective communication techniques in public presentations.
- Basic record keeping principles and procedures.
- Basic mathematical principles.
- Modern office practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word-processing, spreadsheet, and graphic design programs.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Coordinate, direct, and implement a comprehensive training program suited to meet the needs of the community and Police Department.
- Recommend and implement goals, objectives, and practices for providing an effective and efficient training program.
- Learn the certification and licensure requirements for sworn and non-sworn staff.
- Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws and regulations.
- Prepare written reports and correspondence.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.

- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework and/or advanced technical or paraprofessional courses in a related field.

Experience:

- Two (2) years of high-level administrative support experience in a law enforcement agency, including the coordination of complex programs, preferably related to training.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of, or ability to obtain, a valid Certification as Notary Public.
- Possession of, or ability to obtain, a Certified P.O.S.T. Training Course Presenter certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.



PRINCIPAL PLANNER

DEFINITION

Under general direction, plans, schedules, assigns, reviews, supervises, and participates in the work of staff performing planning work within the Planning Division; directs and performs complex professional work in all phases of City planning; manages the City's General Plan Update; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management. Exercises direct supervision over professional and technical staff.

CLASS CHARACTERISTICS

This classification is the supervisory level within the Planner series that exercises independent judgment on diverse and specialized planning functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the City Planner in that the latter has full management authority in planning, organizing, and directing the full scope of activities and programs within the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff performing planning work within the Planning Division; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.

- Conducts the most complex assignments or directs the work of staff in the preparation or review of current or long-range planning projects; serves as project manager for annexation projects; ensures activities are conducted in accordance with federal and state law, City ordinances, rules, and regulations.
- Revises and updates the City's comprehensive General Plan, Zoning Code, and other plan elements; ensures activities are on time and on budget.
- Drafts new City ordinances; prepares plan amendments and updates; conducts research, prepares reports, and performs or oversees special studies as assigned.
- Represents the Development Services Department in various meetings, including with the community, contractors, developers, Public Hearings, Development Review Committee, Design Review Board, other local development agencies, professional organizations, and local, state, and federal agencies.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of public sector planning work.
- Project management and contract administration principles and techniques.
- Land use, zoning, subdivision, and urban planning regulations, natural resources protection, and environmental laws.
- Comprehensive plans and advanced planning and development processes.
- Site planning and architectural design principles.
- General concepts of architecture, landscaping, grading, drainage, traffic, and transportation engineering as they relate to urban planning.
- Operational characteristics, services, and activities of a comprehensive environmental planning program.
- Research and reporting methods, techniques, and procedures.
- Principles of advanced mathematics and their application to planning work.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex planning work.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret and apply provisions of codes, regulations, statutes, and ordinances relevant to municipal planning activities.
- Operate programs within allocated budget funds.
- Read and understand plans, technical drawings, and specifications.
- Conduct effective site visits of planning projects during construction.
- Conduct complex research projects, evaluate alternatives, and make sound recommendations.
- Analyze site design, terrain constraints, land use compatibility, utilities, and other municipal services.
- Perform mathematical and planning computations with precision.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in planning, environmental design, architecture, landscape architecture, or a related field.

Experience:

- Five (5) years of responsible public sector planning experience, including two (2) years of experience in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



PROJECT COORDINATOR

DEFINITION

Under general direction, plans, coordinates, and oversees contracted City facilities and parks construction projects; manages budgets and timelines and inspects projects for compliance with plans and contract requirements; coordinates and schedules the maintenance of existing facilities and parks; assists in the development and planning of new parks and facilities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This classification is responsible for the coordination and oversight of facilities and parks maintenance and construction projects. Incumbents have responsibility for independently coordinating and implementing an assigned program's goals and objectives. Positions in this classification rely on experience and use considerable discretion and independent judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, coordinates, leads, and manages contracted parks and facilities maintenance and construction projects and Capital Improvement Projects; prepares scopes of work, timelines, and project budgets; prepares construction drawings and technical specifications; provides architectural design and material lists for new buildings and parks; prepares requests for proposal and bid specifications; oversees and inspects projects to ensure they are completed on schedule and in compliance with plans and contract requirements.
- Monitors and evaluates assigned activities and projects; identifies opportunities for improving service delivery and procedures; recommends improvements, modifications, and process changes and reviews with appropriate management staff; implements improvements.
- Administers project budgets and monitors and controls expenditures of allocated funds.
- Prepares invitations to bid and requests for information; processes submittals and responses; reviews bid documents, contractor and sub-contractor licenses, and Department of Industrial Relations information; attends and leads pre-bid meetings; negotiates contracts.
- Prepares agendas; schedules and coordinates pre-construction meetings and weekly project progress meetings; files Notices to Proceed and Notices of Completion.
- Coordinates park and public facility planning activities; conducts public workshops and meetings with community members and residents to solicit input and identify needs; recommends plans to incorporate community feedback into future projects.

- Receives internal requests from City staff for a variety of maintenance services; prioritizes and coordinates responses and activities as appropriate.
- Determines products, materials, and equipment to be used in building and facilities maintenance; prepares purchase orders; maintains inventory to ensure adequate materials, supplies, and tools are available; keeps records of time, materials, supplies, and work performed.
- Schedules, coordinates, and oversees the installation, servicing, repair, and replacement of park and facility amenities, site furnishings, furniture, HVAC, electrical equipment and wiring, flooring, painting, fixtures, software upgrades, and other related materials.
- Receives inquiries and provides information regarding parks activities; interprets and explains applicable City policies, procedures, laws, ordinances, and regulations; investigates, addresses, and responds to complaints; resolves service problems.
- Identifies and assists in the acquisition of land for future parks and facilities; inspects future park sites; assists in the design, development, and construction of new parks.
- Compiles staff requested Capital and Internal Service Fund projects; prioritizes projects and prepares preliminary budgets and timelines; routes to management for consideration.
- Writes staff reports; presents reports and requests for maintenance and construction projects to the City Council.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; presents reports, trainings, and information to and participates as a member of various commissions, committees, and task forces.
- Maintains accurate records of services and activities related to programs and projects; prepares a variety of written reports, memoranda, and correspondence.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and practices of planning, including plan and bid document preparation.
- Budget and contract administration.
- Methods and techniques of work planning, estimating, and construction scheduling.
- Tools, equipment, supplies, and safe methods of maintenance work, including electrical, heating, air conditioning, carpentry, and plumbing.
- Parks development and planning
- Mathematical, arithmetic and statistical techniques.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection, map, and report generation.
- Methods of preparing and processing various records, reports, forms, and other documents related to assigned areas of responsibility.
- Project life cycles, milestones, and compliance regulations.
- Principles and procedures of recordkeeping, document processing, and filing systems.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public,

vendors, contractors, and City staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Establish and maintain standards of maintenance and repair.
- Select and estimate quantities of supplies and equipment.
- Prepare construction documents and technical specifications.
- Prepare construction estimates.
- Read and interpret building plans.
- Prepare and present reports to various committees.
- Oversee expenditures and adhere to budgeted allocations.
- Maintain accurate logs, records, and written records of work performed.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Plan and conduct effective coordination, administrative, and operational activities.
- Perform responsible and difficult administrative and technical work involving the use of independent judgment and personal initiative.
- Provide specialized and technical support and coordinate the activities of various projects and activities.
- Collaborate with a variety of internal and external stakeholders.
- Use mathematical functions and principles and perform complex arithmetic calculations accurately.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to an associate degree from an accredited college or university with coursework in architecture, landscape architecture, public administration, or a related field.

Experience:

- Four (4) years of increasingly responsible facility maintenance, parks maintenance, construction, or project management experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



PROPERTY AND EVIDENCE TECHNICIAN

DEFINITION

Under general supervision, receives, processes, stores, preserves, safeguards, and coordinates the disposition of property and evidence collected by Police Officers and Police Service Officers; performs general clerical duties; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the Police Department's Property and Evidence Unit. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Receives, processes, stores, preserves, safeguards, and disposes of property and evidence collected in the course of law enforcement operations and investigations in accordance with specific laws, rules, regulations, policies, procedures, and timelines.
- Tracks the movement of and maintains chain of custody documentation for all property and evidence; protects the integrity of evidence through the judicial process and chain of custody.
- Accurately prepares and maintains records of property received, stored, and dispositioned.
- Performs clerical and record keeping duties; processes various forms, reports, and documents; researches case information, as necessary.
- Prepares and transports evidence including bodily fluid samples, DNA, narcotics, and latent prints to a crime laboratory and/or identification unit for analysis.
- Researches and prepares paperwork for firearms disposition, including 180-day firearm notification letters.
- Notifies owners and disposes of evidence and property according to applicable laws, codes, rules, and regulations; coordinates with the public for release of property.
- Maintains security of property/evidence storage areas; conducts inventory, as required or directed.
- Receives, stores, and processes counterfeit currency; transfers to the Secret Service.
- Gives testimony in court as to preservation, storage, or disposal of property/evidence, as required.
- Utilizes computer systems to access and retrieve information from local, state, and federal computer databases.

- Remains informed of laws, regulations, and policies relating to property and evidence preservation, storage, and disposal.
- Maintains and ensures evidence appliances are in working order.
- Orders and restocks supplies.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Legal requirements and policies regarding the receiving, storage, disposition, and chain of custody of property and evidence.
- Methods, procedures, principles, practices, and terminology used in property and evidence handling, recording, preservation, storage, and release.
- Court procedures regarding evidence and providing testimony.
- Principles, practices, procedures, and techniques of records and inventory management.
- Handling and care of firearms and other police equipment.
- Functions, principles, and practices of law enforcement agencies.
- Police terminology and law enforcement codes.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Maintain an organized working environment as required for the processing of property and evidence.
- Perform property and evidence control functions to protect the integrity of evidence.
- Collect, store, and dispose of a variety of property.
- Operate office equipment.
- Conduct file and record searches to obtain case information.
- Maintain inventory control records.
- Safely perform the physical requirements necessary in storing and moving materials.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Perform technical, detailed, and responsible law enforcement support work.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Organize, research, and maintain technical and administrative files.
- Enter data into a computer system and prepare written materials with sufficient speed and accuracy to perform the work.
- Make accurate arithmetic and statistical calculations.
- File and maintain automated and hardcopy records with accuracy.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern

business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of increasingly responsible experience in the handling of property and evidence in a law enforcement agency.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; to operate a motor vehicle and visit various Agency sites; vision to inspect site conditions. The job involves field work requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



PUBLIC INFORMATION OFFICER

DEFINITION

Under direction, plans, directs, and coordinates public relations and community promotions and events; writes, edits, and produces City Publications and other written communications including articles and speeches for the Mayor and City Council; helps coordinate the Mayor's State of the City Address; develops public relations programs for City services, events, and issues; monitors and updates the City website as directed; responds to media inquiries in a timely fashion; proactively drafts press releases and other related content to highlight City programs and initiatives; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of public relations. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Actively liaises with the media to manage community relations and proactively disseminate City updates.
- Researches, crafts, edits, and distributes a range of communication materials such as news releases, pamphlets, brochures, and reports to keep the community informed about City updates, policy issues, special events, and services.
- Collaborates with City staff to efficiently share information about City programs and activities.
- Plans and executes City events, including the State of the City, dedications, and groundbreaking ceremonies.
- Encourages a collaborative and service-driven ethos when interacting with colleagues across all organizational levels.
- Serves as the City's representative, presenting verbal reports during meetings with citizens, public and private entities, staff, City Council Members, and the media.
- Oversees multiple tasks concurrently, ensuring timely completion within budget constraints.
- Manages the prompt and accurate dissemination of materials; liaises with internal staff and external organizations.
- Assists in formulating a communication strategy for the City, suggesting methods for disseminating various types of information.

- Assesses the effectiveness of information dissemination and provides recommendations for improvement.
- Keeps track of public information circulating in and out of the City; stays informed about relevant updates.
- Cooperates with other departments to prepare talking points for public appearances and compile informational materials for distribution.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- The structure, programs, and community relations of municipal organizations.
- Effective techniques for communication and marketing, tailored to varied audiences and platforms.
- Public management, administrative functions, and general government operations.
- Effective strategies and techniques to conduct and manage meetings.
- The principles and practices of creating content for publications, including editing, design, layout, photography, and meeting publication requirements.
- Printing processes, techniques, and vendor interaction to ensure high-quality outputs.
- The principles and practices of media relations, including knowledge of journalism "style guides" and appropriate press release formats.
- Effective public speaking techniques to address diverse audiences confidently and persuasively.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, schedule, and monitor work progress effectively, balance competing demands and deadlines, and make sound decisions regarding operational and personnel functions.
- Convey information accurately and succinctly in both oral and written form, including translating complex technical issues, department policies, and programs into understandable concepts for a broader audience.
- Engage with internal and external stakeholders in a respectful, professional manner, and represent the City and/or Department in various meetings as directed.
- Comprehend and accurately implement relevant policies and procedures, managing confidential matters with the utmost discretion and integrity.
- Evaluate and resolve organizational, administrative, and technical issues, determine effective solutions under the guidance of a supervisor, and formulate comprehensive plans to fulfill future City needs and services.
- Design and execute positive public relations and informational initiatives, oversee diverse marketing and communications programs, and develop impactful marketing and communications materials.
- Perform under pressure and respond effectively during emergencies and crises.

- Forge and sustain productive relationships with various stakeholders including the community, City Council, public officials, boards, agencies, and volunteers, while performing effectively under pressure and responding adeptly during emergencies and crises.
- Display initiative and independent judgment with the boundaries of general policy, procedural, and legal guidelines, always maintaining tact and professionalism.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university in public administration, business administration, journalism, communications, marketing, public relations, or a related field.

Experience:

- Three (3) years of public information, marketing, and public relations experience for a public agency, non-profit organization, college, or private industry.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Some positions may require working varied shifts and/or alternate schedules as needed.



PUBLIC SAFETY DISPATCH SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, supervises, and participates in the work of staff performing public safety and emergency call taking and dispatching services within the Police Department; plans and coordinates the processing of emergency calls and dispatching of safety units; answers non-emergency calls for public safety and other City departments; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This supervisory classification within the Public Safety Dispatcher series that exercises independent judgment on diverse and specialized call taking and dispatching duties with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, reviews, and participates in the work of staff performing public safety and emergency call taking and dispatching services within the Police Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.

- Supervises and participates in the response to requests for Police and emergency services over the phone; answers 911 calls; screens incoming calls to determine necessity, priority, and type of response required; monitors other radio frequencies to be aware of incidents elsewhere that may affect operations.
- Supervises and participates in the dispatch, as necessary, of Police units in response to calls for service or requests from Officers in the field; uses appropriate terminology and cites Code sections by number; calls public and private agencies to request mutual assistance when necessary, including allied law enforcement, hospitals, towing services, and utilities.
- Tracks Police unit locations and status; maintains constant radio communication with personnel in the field; runs warrant checks on subjects, registration checks on vehicles, and property checks; relays information and instruction to personnel in the field.
- Receives, assigns, and performs audits of dispatching calls and data entered in police records as well as employee certification records.
- Monitors staff for engagement; ensures the balance of department staffing needs and employee wellness needs.
- Inspects, maintains, and tests all dispatch related systems and equipment; contacts vendors as needed to schedule repairs; makes notification of any outages.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, techniques, and terminology used in public safety dispatching, including computer aided dispatch and related emergency systems.
- Techniques for eliciting and providing accurate and timely information in emergency situations.
- 911 System and Deaf Translation System.
- Policies with respect to confidentiality and the release of sensitive information.
- Staff scheduling methods to ensure optimal coverage.
- Principles, practices, methods, and techniques of law enforcement agencies.
- City and County geography, maps, streets, landmarks, and driving directions.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules

of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex call-taking and dispatching duties and operate related communications equipment properly and effectively.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Assess and prioritize emergency situations using sound independent judgment in a calm manner.
- Dispatch appropriate response units for a diverse range of emergency situations.
- Read, understand, and interpret maps and other pertinent documentation.
- Memorize codes, names, street locations, and other information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Four (4) years of increasingly responsible public safety dispatching experience, including one (1) year of experience in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid P.O.S.T. Public Safety Dispatcher Basic certificate, to be maintained throughout employment.
- Possession of a valid P.O.S.T. Public Safety Dispatcher Training Officer certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a centralized communication operations environment, using public safety emergency services equipment including computer-aided dispatch systems, telephones, radios, and other communication devices, as well as standard office equipment including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and radio. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Performance of the work frequently requires positions to remain at a workstation for extended periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in a centralized communication operations environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Some positions may require working varied shifts and/or alternate schedules as needed.

City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the City's needs.



PUBLIC SAFETY DISPATCHER I/II

DEFINITION

Under immediate supervision (Public Safety Dispatcher I) or general supervision (Public Safety Dispatcher II), receives and responds to emergency and non-emergency calls; dispatches Police and emergency units and maintains contact with personnel in the field; operates a variety of transmitting/receiving equipment; performs a variety of general support duties related to dispatch activities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision (Public Safety Dispatcher I) or general supervision (Public Safety Dispatcher II) from assigned management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Public Safety Dispatcher I: This is the entry-level classification in the Public Safety Dispatcher series. Initially under close supervision, incumbents learn and perform receiving and dispatching emergency call duties in support of the Police Department. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Public Safety Dispatcher II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Public Safety Dispatcher II: This is the fully qualified journey-level classification in the Public Safety Dispatcher series. Positions at this level are distinguished from the Public Safety Dispatcher I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Public Safety Dispatcher class series are flexibly staffed and positions at the II-level may be filled by advancement from the I-level; progression to the II-level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the II-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

Positions at the Public Safety Dispatcher I level may perform some of these duties and responsibilities in a learning capacity.

- Receives requests for Police and emergency services over the phone; answers 911 calls; screens incoming calls to determine necessity, priority, and type of response required; collects pertinent

information to inform and prepare responders; monitors all radio frequencies to be aware of incidents elsewhere that may affect operations.

- Dispatches, as necessary, Police units in response to calls for service or requests from Officers in the field; uses appropriate terminology and cites Code sections by number; calls public and private agencies to request mutual assistance when necessary, including allied law enforcement, hospitals, towing services, and utilities.
- Prioritizes community safety; determines if schools need to be locked down or areas of the City needs closed due to safety concerns.
- Receives mutual aid requests from other emergency service providers such as law enforcement agencies, hospitals, Child Protective Service, and Adult Protective Services; dispatches and prioritizes calls as well as responding units.
- Accurately accounts for Police and emergency units locations and status; maintains constant radio contact with personnel.
- Runs records checks on subjects and vehicles for warrants/wanted information and officer/citizen safety, including researching firearms systems, wanted persons systems, missing persons files, criminal history, and probation/parole status.
- Maintains log of incoming service requests and actions completed; prepares various reports and files.
- Enters, updates, retrieves, and clears information shared locally and in nationwide law enforcement databases.
- Provides information and referral services to the public and other law enforcement agencies.
- Calms callers and maintains professionalism on the phone and the radio during stressful and dangerous situations.
- Monitors and operates closed circuit television and cameras and license plate readers in order to provide real time information and responses to field units.
- Operates a variety of public safety telecommunications equipment; tests and inspects equipment as needed.
- Provides general information to the public; as necessary, refers callers to appropriate agencies.
- Provides support to Crime Analyst and Records Technician functions, as directed.
- When a Dispatch Supervisor is not present, provides guidance and advice to dispatch and patrol personnel.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

When assigned as Communication Training Officer:

- Trains new hires; schedules trainee workload, learning activities, and remedial training.
- Completes daily observation reports; conducts daily meetings with trainees and supervisors.

When assigned as Training Coordinator:

- Ensures training is up to date and that trainees have needed equipment and manuals.
- Relays necessary information to the assigned Communication Training Officer.

QUALIFICATIONS

Positions at the Public Safety Dispatcher I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Related office methods and procedures, record keeping system, forms, correspondence, reports, and other materials common to operation of a Police Department.
- Police and/or emergency service dispatching procedures, laws, and regulations governing the use of dispatching equipment in a law enforcement agency.
- Operations and services of a comprehensive municipal law enforcement agency and the dispatch function.
- Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
- Techniques for eliciting and providing accurate and timely information in emergency situations.
- Methods and techniques of conflict resolution.
- Principles, practices, methods, techniques, and terminology used in public safety dispatching, including computer aided dispatch and related emergency systems.
- Operational characteristics of computer-aided communication systems and devices.
- City and County geography, maps, streets, and landmarks.
- Recordkeeping principles and procedures.
- Principles and practices of data collection and report preparation.
- Agencies involved with Police activities.
- Penal Code, Vehicle Code, and the local municipal code.
- 911 System and Deaf Translation System.
- Computerized systems used in municipal law enforcement agencies.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Dispatch appropriate response units for a diverse range of emergency situations.
- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Dispatch appropriate response units for a diverse range of emergency situations.
- Quickly and accurately disseminate information.
- Effectively communicate with upset and irate callers; obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Memorize codes, names, street locations, and other information.

- Perform technical, detailed, and responsible office support work.
- Organize, maintain, and update office database and records systems.
- Multi-task by listening, speaking, and performing computer functions simultaneously.
- Maintain composure, alertness, and concentration while working for extended periods of time.
- Within established parameters, make independent decisions that affect the safety of public safety personnel, citizens, and property.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Learn and effectively utilize various law enforcement software programs to retrieve or record information quickly and accurately.
- Learn and apply a wide variety of classification codes, computer commands, and standard broadcasting procedures and rules.
- Maintain confidentiality.
- Operate a computerized dispatch system, and radio and telecommunications systems quickly and accurately.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Public Safety Dispatcher I/II: Equivalent to completion of the twelfth (12th) grade.

Experience:

- Public Safety Dispatcher I: One (1) year of clerical or technical administrative experience with extensive public interaction, preferably in a law enforcement environment.
- Public Safety Dispatcher II: One (1) year of current, full-time experience operating a public safety computer aided dispatch system, or have been employed as a full-time, non-probationary Public Safety Dispatcher with eligibility for re-hire within one (1) year of application.

Licenses and Certifications:

- *For Part-Time and On Call employees only:* Possession of a valid POST Public Safety Dispatcher Basic certificate, to be maintained throughout employment.
- Typing certificate with a minimum typing speed of 40 net words per minute, with no more than 10 errors, dated no earlier than one year from appointment date and to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a centralized communication operations environment, using public safety emergency services equipment including computer-aided dispatch systems, telephones, radios, and other communication devices, as well as standard office equipment including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and radio. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Performance of the work frequently requires positions to remain at a workstation for extended periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in a centralized communication operations environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Some positions may require working varied shifts and/or alternate schedules as needed.

City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the Agency's needs.



PUBLIC WORKS INSPECTOR

DEFINITION

Under general supervision, performs construction inspections for a variety of public works projects; ensures conformance with applicable laws, codes, ordinances, plans, specifications, and regulations; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the fully qualified journey-level classification in the Public Works Inspector series. Positions at this level are distinguished from lower-level positions by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs routine construction inspections of various types of road, water, sewer, storm drain, traffic, and transportation construction work performed under contract to the City, including earth moving operations, placement of base materials, paving, utility placement, culvert construction, placing and finishing concrete, landscaping, and construction of specialized facilities; enforces compliance with contract plans and specifications; computes estimates of contractor work in progress; interprets and coordinates contract provisions with contractors.
- Inspects sub-division construction work, including concrete placement, forms, reinforcing steel, consolidation, finishing and curing; enforces compliance with contract plans, specifications, City standards, and proper construction practices for work such as installation of water lines, sewer, utility conduits, landscape improvements, construction of storm drains, culverts, flood control channels, catch basins, junction structures, curbs, gutters, sidewalks, driveways, and streets; stipulates corrections and repairs necessary before final acceptance is made; ensures proper placement and maintenance of signs, barricades, and warning devices; recommends to supervisor acceptance of public improvements in completed subdivisions.
- Inspects adjacent properties for damage from construction activity; investigates public complaints and inquiries; confers with property owners regarding project schedule, hazards, and inconveniences; advises the public relative to projects adjacent to their property; interprets and explains construction codes and regulations.
- Reviews plans and specifications of assigned projects; inspects materials for identification as conforming to specifications; reviews methods of construction prior to issuance of permits for proposed construction, alteration, or repair.

- Performs inspections as related to compliance with the Americans with Disabilities Act; generates accessibility reports based on findings.
- Conducts pre-bid and pre-construction meetings; discusses approved plans, submittals, permit conditions, survey cut sheets, compaction/soils reports, testing of wet utilities, scheduling dust/erosion control, tribal monitoring, and housekeeping; coordinates design alterations between City staff and contractors.
- Reviews and enforces public works permits; makes inspections of utility companies and contractors performing work in the public right of way; ensures notifications have been made to the public regarding all construction work.
- Inspects project sites and Citywide for the National Pollutant Discharge Elimination System (NPDES) and water conservation compliance.
- Performs or oversees soil compaction tests; checks materials to ensure compliance with job specifications; makes calculations in the field.
- Oversees the testing, flushing, disinfection, and sampling of the City's domestic water system.
- Inspects water meter boxes for compliance with size, location, and condition standards.
- Inspects water backflows for location, condition, and certification by a third party.
- Determines and negotiates land development project limits and quantities based on existing conditions.
- Determines if developments are suitable for occupancy and public use; signs for Certificate of Occupancy.
- Issues Demand for Compliance and/or Stop Work Orders to contractors, developers, and others not in compliance with applicable safety, craft ship, regulations, standards, permits and conditions.
- Prepares and maintains a variety of correspondence, reports, correction notices, and other written documentation.
- Acts as liaison between the City, contractors, other agencies, businesses, and residents affected by projects; maintains communication among the parties and responds to and resolves issues and complaints or refers them to the proper department for resolution.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Materials, methods, principles, and practices used in public works construction, including streets, curbs, gutters, sidewalks, drainage, streetlights, and related facilities and appurtenances.
- Common engineering construction methods.
- Maintenance and construction principles, proper construction techniques, use of materials and equipment, traffic control, and safe work practices.
- Construction methods used in water, sewer, storm drain, and dry utility pipe structures and equipment installation, as well as mechanical and structural rehabilitations.
- Construction and/or rehabilitation of public building facilities, bridges, roadways, and parks.
- Technical specifications, contract requirements, engineering drawings, and standard construction details.
- Engineering mathematics, including algebra, geometry, and trigonometry.
- Environmental regulations and codes.

- Basic practices of construction contract administration in a public agency setting.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Inspect standard capital improvement and public works projects to ensure compliance with plans and specifications.
- Detect flaws in construction methods and materials.
- Inspect engineering construction projects.
- Perform difficult and thorough field engineering construction inspections.
- Make accurate mathematical and geometric calculations.
- Read, understand, and interpret engineering and construction blueprints, plans, and specifications, including reading and using survey staking equipment.
- Maintain accurate records and files of work performed.
- Use tact and firmness in working with contractors to ensure conformity of construction with the interest of the public and the safety of employees.
- Interpret and enforce a variety of codes, ordinances, and special requirements related to construction work.
- Use a variety of field-testing devices.
- Make material quantity calculations and prepare cost estimates.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Detect and locate faulty materials and craftsmanship.
- Determine the stage of construction during which defects are most easily found and remedied.
- Review and analyze construction plans, specifications, maps, and legal descriptions for conformance with City standards and policies.
- Coordinate activities with multiple contractors, engineers, and property owners.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Make accurate mathematical, financial, and statistical computations.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of increasingly responsible public works inspection experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



PUBLIC WORKS LEAD INSPECTOR

DEFINITION

Under direction, inspects workmanship and materials used in a variety of Public Works projects; ensures conformance with plans, specifications, and departmental regulations; directs and guides contractors to achieve quality control and proper use of materials; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Public Works Inspector series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties/ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Inspects road, water, sewer, storm drain, traffic, and transportation construction work performed under contract to the City, including earth moving operations, placement of base materials, paving, utility placement, culvert construction, placing and finishing concrete, landscaping, and construction of specialized facilities; enforces compliance with contract plans and specifications; computes estimates of contractor's work in progress; interprets and coordinates contract provisions with contractor.
- Inspects sub-division construction work, including concrete placement, forms, reinforcing steel, consolidation, finishing, and curing; inspects construction of fencing/block walls; enforces compliance with contract plans, specifications, City standards, and proper construction practices for work such as installation of water lines, sewer, utility conduits, landscape improvements, construction of storm drains, culverts, flood control channels, catch basins, junction structures, curbs, gutters, sidewalks, driveways, and streets; stipulates corrections and repairs necessary before final acceptance is made; ensures proper placement and maintenance of signs, barricades, and warning devices; recommends to supervisor acceptance of public improvements in completed subdivisions.
- Inspects adjacent properties for damage from construction activity; coordinates inspections with other City departments; performs routine field tests; confers with City engineering staff on design problems encountered in the field.
- Coordinates with other City departments and utility agencies; maintains logbooks and records of inspection.

- Performs or oversees soil compaction tests; checks materials to ensure compliance with job specifications; makes calculations in the field.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, methods, materials, equipment, and safety hazards of construction.
- Applicable laws, regulations, codes, and departmental policies governing the construction of public works projects and sub-divisions.
- Construction survey equipment and techniques.
- Main line construction practices and techniques.
- Mathematics including algebra, geometry, and trigonometry.
- Terminology, technical report writing requirements, and preparation of correspondence related to the construction of public works.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Inspect routine and moderately difficult construction and enforce compliance with plans, specifications, ordinances, and codes.
- Read and interpret engineering plans, blueprints, and specifications, records of survey, legal descriptions, and tract descriptions.
- Make mathematical computations rapidly and accurately.
- Prepare clear and concise reports, correspondence, documentation, and other written materials involving mathematical computations.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Four (4) years of increasingly responsible experience performing a variety of sub-professional engineering, journey level public works, or heavy construction work.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When working in an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various Agency sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Some positions may require working varied shifts and/or alternate schedules as needed.



September 2025
FLSA: Exempt

PUBLIC WORKS SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Public Works Services Division, including repair and maintenance of street, sewer, storm drain, water and wastewater systems, park maintenance, facility maintenance, fleet maintenance, and rights-of-way; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Director of Public Works in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Public Works. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for managing a division in the Public Works Department. The incumbent is responsible for developing and implementing policies and procedures for assigned division, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other City divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major City initiatives.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Public Works Services Division, including repair and maintenance of street, sewer, storm drain, water and wastewater systems, park maintenance, facility maintenance, fleet maintenance, and rights-of-way.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Manages street, bridge, sidewalk, curb, gutter, and sewer and storm drain maintenance and repair

activities including concrete and asphalt installation and repair, striping, and signage; coordinates maintenance projects including the patching and repair of streets and street sweeping; oversees the removal or replacement of traffic control devices; monitors the operation of City streetlights and traffic control devices.

- Manages the maintenance and repair activities of City parks, public landscaping, and irrigation systems; coordinates landscaping, playground equipment maintenance and inspection, graffiti abatement, and trash removal.
- Plans, organizes, directs, and manages custodial staff performing routine and special maintenance and repairs to building structures and systems.
- Plans, organizes, directs, and manages the maintenance and repair of City vehicles and equipment fleet; evaluates service and equipment needs with available service vendors and products; writes or reviews bid specifications.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces as necessary.
- Attends and participates in professional group meetings; stays abreast of trends and innovations in public works services; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.

- Operational characteristics, services, and activities of a public works maintenance program.
- Principles, practices, and techniques of public works administration, sewer, storm drain, street, equipment maintenance, building maintenance, and parks and grounds.
- Methods, techniques, and practices employed in public works design and construction, including methods, procedures, and materials.
- Methods, tools, and techniques employed in construction and maintenance operations.
- Cost accounting.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the staff and operations of the Public Works Services Division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Develop comprehensive public works services plans to meet future City needs and services.
- Direct street, storm drainage, and park maintenance activities.
- Negotiate and administer contracts for maintenance activities.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in construction, engineering, or a related field.

Experience:

- Three (3) years of increasingly responsible relevant work experience in a supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License or evidence of equivalent mobility, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various Agency sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees in this classification are subject to 24-hour emergency call out with little or no notice.



PUBLIC WORKS SUPERVISOR

DEFINITION

Under general direction, plans and coordinates a comprehensive maintenance and repair program including City parks, park related facilities, grounds, grounds of public buildings, facility maintenance, custodial services, athletic fields, trees, medians, parkways, irrigation, and appropriate insecticide and pesticide application in compliance with state and federal regulations; oversees the work of contractors; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Services Manager. Exercises direct supervision over maintenance and technical staff.

CLASS CHARACTERISTICS

This classification is the supervisory level within public works maintenance that exercises independent judgment on diverse and specialized public work maintenance and repair functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the Public Works Manager in that the latter has full management authority in planning, organizing, and directing the full scope of public work maintenance and repair within the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff providing support to the Public Works Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with those of other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Oversees the work of those engaged in the repair and maintenance of parks, grounds, athletic fields, playgrounds, and related facilities, trees, parkways, medians, grounds of public buildings, graffiti abatement, facility maintenance, custodial services, irrigation and repair, and insecticide and pesticide application.
- Schedules and supervises the work of contracted crews and City staff crews engaged in various maintenance and repair activities.
- Evaluates service needs, equipment, and work methods; assists in developing comprehensive plans to satisfy future needs of department services; establishes and enforces operating and safety procedures; investigates service requests and complaints made by the public; explains priorities, programs, and policies.
- Monitors contracts, prepares bid specifications, and reviews and approves plans.
- Answers emergency calls from the public and other agencies taking appropriate action such as placing barricades, removing fallen trees and limbs, replacing street signs, emergency patching of streets, and irrigation repairs.
- Investigates complaints related to maintenance and initiate appropriate action; investigates and prepares incident reports; investigates and responds to claims against the City; and responds to questions and complaints from the public.
- Interacts with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of park maintenance and repair.
- Equipment inspection, maintenance, and repair.
- Equipment operation, techniques, and methods used in various public works related maintenance activities.
- Methods, materials, and equipment used in turf management.
- Parks, parkways, medians, tree trimming, graffiti abatement, facilities maintenance, custodial services, mowing, insecticide, pesticide, and herbicide application, pest control, and irrigation.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.

- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Plan, direct, and coordinate equipment maintenance and repair, schedule work, set priorities, and monitor and inspect work progress.
- Operate programs within allocated amounts.
- Respond to emergency and problem situations in an effective manner.
- Prepare cost estimates for time, materials, and equipment.
- Allocate equipment, materials, and personnel in a cost-effective manner.
- Interpret work from sketches and plans.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of experience in park maintenance and repair work including lead or supervisory experience.

Licenses and Certifications:

- Possession of a valid California Class “A” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within eighteen (18) months of employment, a Qualified Applicators Certificate (QAC) with Category C Certification.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various Agency sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Employees in this classification are subject to 24-hour emergency call out with little or no notice.



PURCHASING MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Purchasing Division, including all purchasing and warehouse activities; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Director of Finance in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Finance. Exercises direct supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for managing a division in the Finance Department. The incumbent is responsible for developing and implementing policies and procedures for assigned division, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other City divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major City initiatives.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Purchasing Division, including all purchasing and warehouse activities.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Assists departments in all phases of the procurement process in compliance with applicable local, state, and federal laws, rules, regulations, and policies governing public agency purchasing.
- Advises City staff regarding purchasing activity; oversees, reviews, and processes purchase orders, purchase order modifications, and change orders.

- Reviews solicitation requirements for reasonableness, recommends contract type, and determines appropriate procurement strategy and method of compensation.
- Interviews and negotiates with vendor representatives concerning availability, price, and terms of purchases; liaises between vendors and City staff to resolve complaints and secure adjustments.
- Supervises purchasing and warehouse activities; oversees warehouse inventory and organization; directs the transfer of City equipment and disposition of surplus property.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in purchasing and warehousing; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Procurement for various commodities and services utilized by government agencies.
- Rules and regulations regarding procurement and expenditure of federal, state, local, and grant funds.
- Principles and practices of purchasing and inventory control for a government agency.
- Record keeping methods related to the purchasing function.
- Laws and regulations applicable to municipal bidding procedures and purchasing operations.
- Sources and types of equipment and supplies used by a municipality.

- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the staff and operations of the Purchasing Division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Appropriately interpret and implement purchasing rules and guidelines.
- Perform and/or direct purchasing and inventory control.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business, public administration, or a related field.

Experience:

- Three (3) years of professional public procurement experience soliciting and contracting complex procurements, including construction services, professional consultant services, and grant-funded projects including one (1) year of experience in a lead, supervisory, or management capacity.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



RECYCLED WATER COORDINATOR

DEFINITION

Under direction, coordinates the operations and activities of the City's Recycled Water Program to ensure compliance with City and mandated regulations governing the use of recycled water; ensures City departments and customers are consistently and accurately informed on recycled water usage and capacity; maintains the City's cross connection program, backflow prevention device installations, inspections, and repairs; assists in resolving water quality related concerns/issues; collects a variety of water samples; performs program administrative and billing duties; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Water Utilities Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of administrative and systematic activities for the City's Recycled Water Program and maintaining the City's cross connection program, backflow prevention device installations, inspections, and repairs, and assisting in resolving water quality related concerns/issues. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Coordinates the operations and activities of the City's Recycled Water Program to ensure compliance with City and mandated regulations governing the use of recycled water; ensures departments and customers are consistently and accurately informed on system usage and capacity; monitors recycled water production, use, and storage; collaborates with other departments to resolve customer use and water availability.
- Monitors a variety of agricultural, irrigation, commercial, and municipal use areas to ensure compliance with City and regulatory requirements regarding quantity, location, use, and distribution of recycled water; provides daily systems data to internal departments for their information and action; notifies customers of usage guidelines so they may make the necessary adjustments; schedules and coordinates activities with customers and other City personnel.
- Collects samples for bacteriological, chemical, general physical analysis, gross alpha test, and other potable water quality samples and tests, as required.
- Collaborates with other departments to establish annual and seasonal allocations of recycled water by service area and individual customer; analyzes and monitors water supply availability and makes recommendations regarding allocations and future market planning.
- Coordinates with landscape architect firms to revise plans to meet required recycled water standards; compiles, drafts, and reviews landscape architect irrigation plans to assist with approval of engineering reports as mandated by the California Division of Drinking Water (DDW).

- Inspects meter locations to verify backflow device types and locations are compliant with state standards; assists with repair and testing of potable water backflow devices and related components for annual inspections; conducts retro fitting of potable and recycled water meters and backflow devices for new construction.
- Manages the City's cross connection control program files and records for state audits; performs cross connection control program shut down tests to evaluate hazards and compliance with State and County health agencies; prepares and notifies residents and businesses of scheduled water shut off when cross connection tests are performed.
- Repairs potable water sample stations to ensure accurate routine samples.
- Inspects on-site system installations compliance with state and local standards.
- Performs physical maintenance to repair recycled water infrastructure; manages water distribution operator and installs recycled water air vacuums, blow offs, plumbing fittings, and more.
- Gathers and analyzes drawings and locations to maintain and update GIS maps and software for recycled water systems.
- Investigates complaints regarding the use of recycled water; coordinates onsite inspections; enforces compliance with relevant ordinances and regulations.
- Assists in promoting the expanded use of recycled water services; promotes the sale of recycled water to District customers; assists in developing incentives to customers to use recycled water for appropriate, permissible purposes.
- Tracks, evaluates, and generates systems reports on recycled water program usage and operations for City management which include, but is not limited to, program revenue and expenditures, new customers, impacts of conservation methods on system capacity, and measures to balance system demand and capacity.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of recycled water program administration.
- Operational characteristics of recycled water systems as it affects capacity and resource availability.
- Best management practices for reclaimed water system administration.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- Requirements of a cross connection control survey.
- Recycled water use site inspections.
- Backflow prevention device testing procedures.
- Recycled water use construction, site conversions, and retrofits.
- District rate structures and billing practices for recycled water services.
- Methods and techniques of determining, tracking, and reporting on recycled water allocation needs.
- Methods, materials, and techniques for cross-connection prevention and testing, site retrofit and connection to recycled water systems.
- Methods and techniques of conducting research, program analysis, and report preparation.
- Mathematic principles.
- District policies, procedures, and practices applicable to the installation and approval of a variety of services, with particular emphasis on recycled water.
- Title 17 and Title 22 of the California Code of Regulations related to drinking water, Guidelines for

- Water Reuse, and other California Regulations related to recycled water.
- Principles and practices of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Coordinate reclaimed water services among internal departments, external agencies, and customers.
- Independently perform responsible administrative activities for the recycled water program.
- Read and interpret written materials, plans, standards, specifications, and codes.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Maintain a cross connection program using computer software.
- Maintain accurate records and prepare and submit a variety of state mandated reports.
- Resolve customer-related issues regarding the recycled water use program and distribution system.
- Oversee the installation of new recycled water use sites, site conversions, and retrofits.
- Conduct site inspections and oversee coverage testing.
- Collect routine water quality samples per American Water Works Association (AWWA) sampling guidelines.
- Make mathematical calculations.
- Use a variety of tools, devices, and equipment specific to backflow and cross-connection testing.
- Specify water meter equipment and associated backflow protection devices.
- Read meters and determine if operating properly.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of increasingly responsible experience coordinating services within a water utility program, preferably for recycled water, or water distribution related experience.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.

- Possession of a valid Grade II (D-2) Water Distribution Operator Certificate, to be maintained throughout employment.
- Possession of a valid Grade II (T-2) Water Treatment Plant Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Backflow Prevention Assembly Tester Certificate from the County of San Bernardino, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Cross-Connection Specialist Certificate from an appropriate agency, to be maintained throughout employment.

PHYSICAL DEMANDS

When working within an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field environment, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels and controlled temperature conditions, and periodically work in a field environment where they are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, including frequent exposure to toxic or poisonous substances and biologic or infectious agents, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.



REVENUE MANAGER

DEFINITION

Under general direction, supervises and participates in activities pertaining to utility billing, business licensing, City-wide fees and charges, and accounts receivable collections functions; monitors and analyzes utility billings, revenues, and expenditures; performs utility rate modeling; recommends utility rates to management; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance Director. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for managing the utility billing division in the Finance Department. The incumbent is responsible for developing and implementing policies and procedures for the assigned division, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other City divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major City initiatives.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Utility Billing Division to ensure proper and timely processing of utility billing activities and to maximize the effectiveness and efficiency of interdepartmental operations.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Monitors and analyzes utility billings, revenues, and expenditures; approves vendor invoices; performs utility rate modeling; recommends utility rates to management.

- Manages receipt of payments and billing of utility accounts; researches and adjusts billing errors; reconciles various accounts and monitors collections of delinquent accounts; determines account write-offs.
- Ensures timely reconciliation of accounts related to billing including, but not limited to, accounts receivable balances, cash reconciliation, and delinquent accounts.
- Coordinates and schedules maintenance of damaged water meters and troubleshoots software errors.
- Researches applicable grants and funding to assist residents and business owners.
- Reviews business license applications and required documents to ensure compliance with municipal codes and other regulations; administers the collection of related taxes and permit fees.
- Develops and manages requests for proposals for professional and contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Conducts a variety of organizational and operational studies, audits, and investigations; provides financial data and analyses for billing activities, utility rates, and assigned programs such as water conservation and sanitation; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Implements strategies to protect the City's interests and the establishment and maintenance of professional relationships with agency counterparts and the development of goals, alliances, and related communications.
- Ensures conformance with local ordinances, regulatory statutes, and industry practices; provides plan checks of existing and future programs and activities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in utility billing services; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect utility billing operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; responds to public inquiries in accordance with City policy; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files; prepares and maintains fiscal and audit records for water production, consumption, water usage revenue, and related activities.
- Participates in a variety of special projects related to utilities, business licensing, and collections.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of public works administration.
- Principles and practices of budget development and administration.

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Public administration theory, principles, and practices and their application to a wide variety of operational programs.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Municipal billing, business licensing, and collections methods and procedures.
- Principles of financial record keeping.
- Advanced methods and techniques used in customer service and public relations including billing and collection procedures.
- Water use efficiency laws and related regulations.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the staff and operations of the Utility Billing Division.
- Provide administrative, management, and professional leadership for the division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Maintain sensitive and confidential information.
- Analyze and recommend innovative solutions to issues related to water quality, conservation, and recapture.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.

- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, business administration, public administration, or a related field.

Experience:

- Five (5) years of increasingly responsible experience in utility billing, debt collection, and/or business licensing, including three (3) years of supervisory or lead experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull material and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



September 2025
FLSA: Exempt

RISK MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the City's comprehensive Risk Management programs and services; manages and coordinates the development and management of the City's workers' compensation and various liability assessment, reduction, protection, and recovery services; oversees development and management of the City's self-insurance and commercial insurance program; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Director of Human Resources and Risk Management in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Human Resources and Risk Management or assigned supervisory or management personnel. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, and managing the staff, operations, and activities of the City's comprehensive risk management programs. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities which include division budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to risk management. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the City's comprehensive Risk Management programs, including Workers' Compensation and liability claims administration efforts.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Reviews, oversees, and monitors contracts between the City and third-party administrators for workers' compensation and liability claims; assists and provides guidance to City staff and employees concerning workers' compensation claims and industrial disability retirement benefits; coordinates loss control training and directs safety and health activities to avoid or reduce loss exposure; leads the Safety Committee.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency

and effectiveness of risk management programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops, maintains, and administers Workers' Compensation and liability claims efforts; evaluates and administers on-going claims; maintains cost control measures and develops cost reduction strategies; identifies and reviews trends in workplace injuries to limit future accidents and identify required safety improvements; anticipates and reduces potential claims; oversees and coordinates services performed by the City's Third-Party Administrators (TPA).
- Develops, maintains, and administers the City's self-insurance and commercial insurance program; evaluates costs and benefits of alternate risk transfer possibilities, risk funding, and insurance programs to ensure coverage is adequate and cost effective; communicates with City's insurance brokers, TPA's, and insurance carriers; coordinates annual insurance application and underwriting determination process; drafts or supervises the drafting of strategy, settlement recommendations, closed session items, and other related claims memoranda and documents.
- Maintains current knowledge of California Public Employees' Retirement System (CalPERS), Americans with Disabilities Act (ADA), and Fair Employment and Housing Act (FEHA) policies, procedures, and laws relating to disability retirements.
- Communicates with other governmental agencies including the Office of Self-Insurance Plans (OSIP) within the Department of Industrial Relations (DIR), the Occupational Safety and Health Administration (OSHA) with the U.S. Department of Labor, and the Workers' Compensation Appeals Board (WCAB).
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as necessary.
- Provides highly responsible support and guidance to employees and department representatives to determine reasonable accommodations to work restrictions under the Americans with Disabilities Act, including researching accommodation options and engaging in interactive meetings with affected employees, department representatives, and risk management staff.
- Conducts research and analysis on complex risk management issues and for special projects; gathers data and prepares and presents reports and agenda items for consideration by management, City Council, and committees.
- Plans, organizes, and coordinates the maintenance of records and files related to risk management functions, operations, and activities.
- Monitors changes in regulations and technology that may affect risk management programs and services; implements policy and procedural changes after approval.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Theories, principles, and practices of risk management and asset protection.

- Workers' Compensation claims administration.
- Self-insurance and commercial insurance programs, including, but not limited to, policies and procedures of insurance companies.
- Liability claims administration including tort and subrogation practices.
- Principles, practices, and procedures of public administration in a municipal setting.
- Municipal insurance provisions in contracts and agreements with vendors and other third parties, including, but not limited to, when exceptions may be approved with sound risk management judgment.
- Legal requirements, including case law, codes, laws, ordinances, regulations, legal forms, and procedures.
- Advanced principles, practices, methods, and techniques of risk management and administration in a public agency setting, including leave and benefits program administration and the interpretation of laws, regulations, policies, and procedures.
- Human Resources Information Systems (HRIS).
- California Public Employees' Retirement System (CalPERS) and related laws, regulations, practices, and contracts.
- Project management, contract administration, and program evaluation practices.
- City personnel rules, policies, and labor contract provisions.
- Research and reporting methods, data collection, and sampling techniques.
- Complex mathematical and statistical techniques.
- Principles and procedures of recordkeeping, document processing, and filing systems.
- Principles of municipal administration and budget.
- Principles of research, statistical analysis, and report preparation.
- Practices of researching complex issues, evaluating alternatives, making preliminary recommendations, and preparing technical reports.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Oversee and coordinate assigned program functions.
- Research, prepare, and present complex reports on a variety of subjects.
- Perform difficult and complex professional administrative and analytical work requiring sensitivity to issues.
- Utilize human resources information systems and related database and spreadsheet software programs.
- Interpret contracts and requirements and write and apply administrative guidelines related to the City's risk management services.
- Maintain confidentiality of sensitive personal information of employees, former employees, and other matters affecting employee relations.
- Effectively represent the department in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.

- Understand, explain, and apply policies and procedures.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in human resources management, risk management, business or public administration, or a related field.

Experience:

- Five (5) years of increasingly responsible human resources and risk management administration experience, including three (3) years of management or supervisory experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



SENIOR ACCOUNTANT

DEFINITION

Under general direction, performs advanced and complex professional accounting functions involved in compiling, preparing, and monitoring a wide variety of accounting activities; leads, oversees, and coordinates the work of lower-level staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Fiscal Services Manager. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Accountant series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Fiscal Services Manager in that the latter is the full management classification with responsibilities for managing a division within the Finance Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides technical and functional direction to assigned staff; reviews and controls quality of work; trains employees in work methods.
- Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes to management; implements changes and improvements after approval.
- Assists management staff in establishing and directing Citywide policies and procedures related to financial transactions and financial reporting.
- Coordinates a variety of detailed accounting, statistical, and narrative financial statements or reports requiring analysis and interpretation of source data.
- Conducts and coordinates internal and external audits of financial records; examines, analyzes, and verifies documents to ensure adherence to established internal controls and accepted professional standards.
- Performs bank account reconciliations; verifies accuracy of recorded transactions; prepares related work sheets, cash balances, proofs, and other schedules; supervises or prepares daily cash flow analysis.
- Prepares various complex reconciliations, including reconciles general ledger and subsidiary accounts related to postings from payroll, accounts payable, cash receipts, and accounts receivable; prepares monthly financial statements, including distributing monthly revenue and expenditure reports to departments; prepares numerous monthly financial reports and journal entries.

- Recommends and assists in the implementation of new or revised accounting systems, procedures, and records.
- Supervises and reviews the work of fiscal and clerical personnel in making entries, reconciliations, and performing other fiscal recordkeeping work.
- Makes complex or difficult adjusting entries affecting multiple sub-systems of an accounting system; assists in closing the City's financial records at the end of the accounting period; prepares a variety of related reports.
- Administers recordkeeping regarding investment of surplus funds and other financial management programs.
- Coordinates control of grant revenues and expenditures, capital expenditure projects, and fixed assets with other City departments; ensures the accurate accounting of all related fund activity.
- Acts as a liaison to City staff, auditors, other agencies, and the public regarding accounting activity.
- Interacts with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Modern principles, practices, and methods of public and governmental accounting and financing, including program budgeting, general accounting, and auditing and their application to municipal operations.
- General principles and practices of data processing and its applicability to accounting and municipal operations.
- Principles and practices of fund accounting.
- Principles and practices of municipal budget development and monitoring.
- Principles and procedures of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Review, analyze, record, and document a diverse range of financial transactions.
- Perform general ledger duties.
- Audit, reconcile, and balance bank statements.
- Audit and verify financial transactions.
- Analyze financial data and draw sound conclusions.
- Make accurate arithmetic, financial, and statistical computations.

- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of experience in accounting or a related field and some lead or supervisory experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



SENIOR BUILDING INSPECTOR

DEFINITION

Under general direction, conducts complex field inspections and checks construction, alteration, or repair of buildings and other structures; enforces building, plumbing, electrical, and zoning codes and laws; coordinates work with other departments; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Building Inspector series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Supervising Building Inspector in that the latter is a supervisory classification with responsibilities for the supervision and evaluation of assigned staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs the most complex inspections of structural, electrical, plumbing, and mechanical plans, layouts, and site plans of residential, industrial, and commercial buildings for proper installation and use of materials to ensure compliance to engineered designs and relevant codes; interprets and enforces compliance to appropriate codes and regulations; inspects a variety of structural member factors; examines grade, quality, and treatment of a variety of materials.
- Works with and responds to staff and the public to address and correct areas of concern that arise during plan check activities; issues building permits.
- Inspects and approves work at each of the required stages of completion and orders corrective action if necessary; responds to and answers questions and concerns related to field inspections; makes final inspections for compliance to pertinent laws, regulations, and codes; prepares reports of inspections and work completed; investigates code violations, posts "Stop Work" notices, and prepares reports of findings.
- Advises and interprets codes to the public, contractors, architects, and others as required; coordinates plan review with other City departments or divisions and outside agencies.
- Investigates activities such as unpermitted construction, converting the use of a building, condemning a building, or assessing damage to buildings caused by fire, vehicles, seismic activity, or any other external source of damage.
- Assists with planning and implementation of the Housing Division's distressed property improvement

programs; performs inspections and prepares cost estimates, scopes of work, and related contracts; requests proposals and bids; assists with construction management activities and compliance reporting.

- Partners with the Fire and Police Departments and Code Compliance Unit to assist with special circumstances.
- Conducts studies and performs administrative support duties such as providing customer service, preparing correspondence and reports, receiving and reviewing requests for permits, and cataloging and maintaining incoming paperwork and related documents.
- Provides temporary and vacation relief in similar occupational fields.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Advanced principles, practices, and methods of residential, commercial, and industrial structural and building plan review.
- Advanced principles and techniques of building inspection work.
- Advanced principles and practices in general construction and electrical and mechanical systems.
- Advanced principles of structural design and engineering mathematics.
- Occupational hazards and standard safety practices necessary in the area of building inspection and construction.
- Legal processes and considerations involved in prosecuting violations of the building codes and ordinances.
- Terminology and technical report writing requirements related to building and safety programs.
- Research methods and sources of information related to building code enforcement.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Read and interpret building and construction plans, diagrams, and specifications.
- Enforce a wide range of building and related codes and regulations.
- Perform thorough and accurate inspections of the construction, alteration, or repair of buildings and site development.
- Analyze and interpret plans and specifications and detecting deviations from approved plans.
- Review and advise homeowners of corrections required for basic residential plan checks.
- Perform required mathematical computations with accuracy.
- Maintain accurate records.
- Collect, interpret, and analyze office and field inspection data accurately.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of experience as a Building Inspector in a public agency.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid International Code Council Residential Building Inspector Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, two (2) additional valid International Code Council Certificates in Accessibility, Building, Energy, Plumbing, Mechanical, and/or Electrical Inspector, to be maintained throughout employment.

PHYSICAL DEMANDS

When working in an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various Agency sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances

and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



SENIOR CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Under general direction, performs advanced and complex clerical and administrative duties in support of City staff and functions which may include account processing and recordkeeping activities in support of the City's utility billing operations; provides assistance to staff and the public at the front desk and via phone and email which may include billing and water utility service inquiries; reviews, processes, and files documents and records; leads, oversees, and coordinates the work of lower-level staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional supervision over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Customer Service Representative series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides technical and functional direction to assigned staff; reviews and controls quality of work, trains employees in work methods.
- Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes to management; implements changes and improvements after approval.
- Answers incoming telephone calls; provides information and answers questions; addresses issues and concerns from members of the public, vendors, and City staff; refers issues to the appropriate staff or department; checks and replies to voicemail and email messages; greets visitors and residents at City facilities; distributes literature pertaining to City services and events.
- Composes, types, formats, and proofreads a variety of documents and correspondence from written, recorded, or printed sources and verbal instructions, including presentations, staff reports, public notices, letters, emails, memoranda, budget reports, spreadsheets, flyers, and directories; checks drafts for punctuation, spelling, and grammar, and suggests corrections.
- Receives, processes, and tracks documents for completeness and accuracy, including work orders, permits, timesheets, invoices, purchase orders, requisitions, and deposit slips.

- Organizes, archives, scans, copies, maintains, and retrieves records, documents, reports, and files; maintains and/or establishes filing systems; audits files for compliance with federal, state, and local laws and records retention schedules; purges files in accordance with established rules.
- Compiles and records statistical data; creates routine reports by extracting and/or tabulating information from a variety of sources.
- Accepts payments by phone or in person; accurately enters payments, adjustments, deposits, and address changes to customer accounts; adjusts accounts to reflect account accuracy of balances; efficiently and accurately handles cash transactions; operates cash register system; verifies accuracy of payments to accounts and balances cash drawers, as directed; accesses department safe and transfers daily cash/check deposits to armed security.
- Processes various applications for City services; collects and enters account information and ensures accuracy of demographic information.
- Prepares correspondence and mails forms and letters; provides notice to customers regarding account status and processes necessary account actions and applies account fees; applies adjustments to accounts; provides refunds to customers as necessary; prepares revenue reports to the Finance Department.
- Prepares, prints, and files various listings and reports; monitors, maintains, and orders supplies for the section; maintains supply of forms, applications, door hangers, and perforated paper.
- Creates and edits department media, including website content, online forms, calendars, and newsletters.
- Collects fees and payments from the public; maintains records of and reconciles revenues collected; prepares and coordinates cash deposits; provides support to cashiering staff.
- Orders supplies, equipment, and materials; ensures adequate inventory of department supplies; seeks competitive price quotes from various vendors; schedules equipment repairs and maintenance issues.
- Schedules and coordinates appointments, meetings, seminars, conferences, and training sessions; acts as meeting and/or committee secretary; prepares meeting agendas and informational packets.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of effective reception and telephone techniques including proper telephone etiquette.
- Basic mathematical practices.
- Basic principles of handling cash including making cash deposits.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Principles of business letter writing and basic report preparation.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public,

vendors, contractors, and City staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Learn the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Learn, interpret, and apply general administrative and departmental policies and procedures.
- Enter data at a speed necessary for successful job performance.
- Set up and maintain a variety of files and records.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of increasingly responsible clerical experience and some lead or supervisory experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



September 2025
FLSA: Exempt

SENIOR ENGINEER

DEFINITION

Under general direction, performs the most complex and difficult professional field and office civil engineering work related to the planning, design, construction, and maintenance of City capital improvement projects, infrastructure, and daily departmental operations; confers with developers, contractors, and representatives of other agencies regarding facility and infrastructure development; administers professional services and construction contracts; provides professional assistance to the Public Works Department, the City Council, and others in areas of expertise; performs a variety of studies and prepares and presents staff reports; signs drawings, submits reports, and performs similar work within state guidelines; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Engineer series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Oversees assigned projects from inception to completion.
- Resolves issues/concerns as they arise to expedite project approvals.
- Verifies assigned projects meet applicable codes, policies, and standards.
- Attends City Council, Planning Commission, and other committee meetings as needed.
- Performs administrative duties including preparation and presentation of staff reports and related visual aids to City Council or other internal or external committees.
- Implements decisions made by City Council.
- Supervises the work of inspection personnel or engineering staff.
- Assigns, reviews, and evaluates the work of assigned staff; resolves issues/concerns as they arise both in the office and out in the field.
- Interacts with co-workers at all levels in the organization and the public in a collaborative and customer service-oriented manner.
- Maintains prompt and regular attendance.

- Performs all duties within the context of the City's Mission Statement and Organizational Values.
- Prepares and administers an annual operating budget; reviews and tracks revenues and expenditures.
- Determines the scope of engineering projects; participates in the preparation of requests for proposals and contracts for consulting services.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Capital Improvement Projects:

- Performs contract administration of public works projects, including the technical review and approval of project plans, designs, and construction; evaluates public works project proposals and recommends award of contract.
- Participates in the planning of the capital project needs analysis and the management of the CIP budgets and reimbursements, including work with regional and local planning agencies.
- Performs inspections of construction projects; makes field inspections of existing structures to determine adequacy; meets with contractors to resolve items of non-compliance; reviews plans of consulting architectural/engineering firms performing work for the City and evaluates their performance; performs/approves construction contract design modifications and negotiates contract change orders.
- Investigates complaints, conducts technical studies, and prepares reports and recommendations related to civil engineering projects, such as capital improvement projects, land development, and other specialized studies.
- Gathers technical data required for planning of a wide variety of civil engineering projects; prepares environmental review checklist and negative declarations for capital improvement projects; provides technical expertise to a variety of agencies and the public; drafts ordinances according to general instruction, as directed.
- Oversees the Pavement Management Program.

Land Development:

- Reviews and approves proposed residential, commercial, and industrial developments by checking site plans and tentative and final subdivision maps for compliance with appropriate regulations including lot line adjustments and lot mergers; prepares conditions of approval for land development projects and for the Planning Commission; represents the Engineering Division at Development Review Committee meetings and site reviews.
- Plans, coordinates, and reviews project work, improvement plans, maps, and legal descriptions prepared by private consultants related to development.
- Represents the Engineering Division at Development Review Committee and Planning Commission meetings.
- Meets with developers to define project objectives and prescribe standards; reviews projects and makes recommendations.

Transportation & Traffic:

- Develops and implements adopted policies relating to transportation and traffic; develops plans, specifications, and instructions for the installation, operation, and maintenance of traffic signals; provides technical information regarding traffic and transportation related issues to commissions, outside agencies, and staff from other divisions/departments.

- Performs construction contract administration on traffic related projects, such as traffic signals, bikeways, signing, and striping.
- Participates in the Development Review Committee process; reviews Traffic Impact Reports/Studies and provides comments.
- Analyzes traffic flow patterns and develops traffic flow/safety improvement plans and alternatives.
- Performs and/or directs studies and surveys to collect data for the preparation of traffic control plans that determine the location and placement of traffic signs, street signs, pavement markings, traffic control signals, streetlights, and other traffic control devices.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Engineering principles and practices as applied to public works, including planning and development, design, and construction.
- Understanding and application of industry related publications and documents such as the California Manual on Uniform Traffic Control Devices, the California Department of Transportation (Caltrans) Standard Plans and Standard Specifications, Caltrans Local Assistance Procedures Manual, the American Public Works Association Standard Plans for Public Works Construction and Standard Specifications for Public Works Construction, the California Environmental Quality Act, and other related federal, state, and local laws, ordinances and regulations.
- Civil engineering design and maintenance principles and practices related to street infrastructure, traffic control, capital facilities, construction development and management, and land use development plus planning.
- Traffic signal design, operations, and maintenance.
- Street lighting design and maintenance.
- California traffic laws and construction zone safety.
- Principles and practices of traffic and transportation engineering, including highway capacity analysis.
- Methods and techniques utilized in the preparation of public works project designs and related plans, specifications, and cost estimates.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Oversee and coordinate assigned program functions.

- Research, design, prepare, and evaluate plans, engineering construction plans, specifications, cost estimates, legal descriptions, and contract documents.
- Conduct comprehensive engineering and environmental studies and prepare reports with recommendations.
- Develop and administer contracts for professional services and construction in a public agency setting.
- Conduct complex civil engineering research projects, evaluating alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively manage public and private development projects.
- Effectively negotiate change orders and contract amendments.
- Direct and review the work of support staff on a project or day-to-day basis.
- Make effective public presentations.
- Maintain accurate records and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in civil engineering or a related engineering field.

Experience:

- Five (5) years of increasingly responsible professional engineering design, plan review, and project administration experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid registration as a Professional Civil Engineer (PE) or Professional Traffic Engineer (TE), to be maintained throughout employment.

PHYSICAL DEMANDS

When working in an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various Agency sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



September 2025
FLSA: Exempt

SENIOR HUMAN RESOURCES AND RISK MANAGEMENT ANALYST

DEFINITION

Under general direction, plans, coordinates, leads, and provides professional and confidential analytical support and consulting services to City departments in a variety of human resources program areas; performs research and analysis on complex human resources related matters; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Human Resources/Risk Management or assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Human Resources and Risk Management Analyst series responsible for performing the most complex work assigned to the series, as well as providing ongoing day-to-day lead direction to assigned staff requiring advanced knowledge of human resources programs and concepts, City policies and procedures, and legal requirements. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties and ensure efficient and effective servicing function of the assigned program areas. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Coordinates and participates in providing support and guidance to employees, department representatives, and management on a variety of human resources program areas including risk management, recruitment, examination, classification, training, safety and health, salary and benefits administration, employee relations, and performance management.
- Provides technical and functional direction to assigned staff; reviews and controls quality of work; trains employees in work methods; inspects and evaluates work in progress and upon completion to ensure human resources administration activities are performed in accordance with City standards, policies, and procedures.
- Administers the City's multi-tiered employee benefits programs; oversees the Citywide open enrollment program for benefits; serves as the contact person for insurance broker/plan representative researches options and negotiates with benefit brokers; explains program provisions, procedures, and eligibility requirements; oversees and ensures the quality of processing a variety of employment and benefits documents; provides guidance to employees and management on leave administration and ensures legal compliance; maintains and reviews all protected and unprotected leave programs for the City.

- Coordinates the planning, scheduling, and coordination of recruitment activities for a variety of job classifications.
- Coordinates and performs classification and compensation activities; conducts comprehensive salary and benefit surveys; performs job analyses and develops new or revised class specifications; conducts organization and staffing studies of City departments.
- Advises City staff on, interprets, and applies Memoranda of Understanding, City policies and procedures, and Personnel Rules and Regulations.
- Provides support for labor relations activities including preparing reports and materials, attending negotiation meetings, explaining and interpreting survey data, note taking, researching issues, and responding to requests for information.
- Responds to grievances as well as harassment and discrimination complaints; conducts and advises department personnel on workplace investigations; assists in administering disciplinary actions if necessary; advises involved parties of possible solutions.
- Provides technical support and guidance to employees and department representatives to determine reasonable accommodations to work restrictions under the Americans with Disabilities Act, including researching accommodation options and engaging in interactive meetings with affected employees, department representatives, and risk management staff.
- Conducts research and analysis on complex human resources issues and for special projects; gathers data and prepares and presents reports and agenda items for consideration by management, City Council, and committees.
- Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes to management; implements changes and improvements after approval.
- Plans, organizes, and coordinates the maintenance of records and files related to human resources functions, operations, and activities.
- Monitors changes in regulations and technology that may affect human resources programs and services; implements policy and procedural changes after approval.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Principles, practices, methods, and techniques of human resources management and administration in a public agency setting, including recruitment and selection, labor negotiations, classification and compensation, leave and benefits program administration, and the interpretation of laws, regulations, policies, and procedures.
- Human Resources Information Systems (HRIS).
- California Public Employees' Retirement System (CalPERS) and related laws, regulations, practices, and contracts.
- Project management, contract administration, and program evaluation practices.
- City personnel rules, policies, and labor contract provisions.

- Research and reporting methods, data collection, and sampling techniques.
- Complex mathematical and statistical techniques.
- Principles and procedures of recordkeeping, document processing, and filing systems.
- Principles of municipal administration and budget.
- Principles of research, statistical analysis, and report preparation.
- Practices of researching complex human resources issues, evaluating alternatives, making preliminary recommendations, and preparing technical reports.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Oversee and coordinate assigned program functions.
- Research, prepare, and present complex reports on a variety of subjects.
- Perform difficult and complex professional administrative and analytical work requiring sensitivity to issues.
- Utilize human resources information systems and related database and spreadsheet software programs.
- Interpret contracts and requirements and write and apply administrative guidelines related to the City's human resources services.
- Maintain confidentiality of sensitive personal information of employees, former employees, and other matters affecting employee relations.
- Effectively represent the department in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Understand, explain, and apply policies and procedures.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in human resources management, business or public administration, or a related field.

Experience:

- Four (4) years of increasingly responsible human resources and risk management administration experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



SENIOR INFORMATION TECHNOLOGY ANALYST

DEFINITION

Under direction, provides technical support, system implementation, maintenance, troubleshooting, and related services for the City's information technology systems; monitors system performance to ensure performance and reliability standards are met; serves as technical advisor and liaison to vendors, contractors and department staff; serves as a project lead for projects; responds to complex user support problems; performs the technical and complex tasks relative to information technology services and programs; oversees the work of Information Technology Analysts or Technicians in a lead capacity; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over technical and support staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Information Technology Analyst series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to oversee the City's information technology system program services. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Leads, reviews, and participates in the work of staff performing network administration, information systems implementation, technical repairs and troubleshooting, and applications support; oversees the workflow of assigned staff and/or work unit; ensures that work is completed on time and is consistent with the work quality standards.
- Participates in and provides feedback for personnel actions including selection, performance evaluation, promotion, and disciplinary actions.
- Acts as a liaison between the Office of Information Technology and other departments or divisions, serving as a point of contact for technical inquiries and support.
- Oversees the daily operations and maintenance of critical systems, ensuring their stability, performance, and availability.
- Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes to management; implements changes and improvements after approval.

- Creates and manages Citywide employee access to computer systems, email, and various applications; sets and resets employee passwords; audits employee usage of technology and equipment to ensure compliance with City policies.
- Installs, configures, troubleshoots, repairs, and maintains desktop computers, computer components, software, peripheral devices, network servers and infrastructure, security firewalls, switches, routers, and related automated equipment and systems; determines whether equipment needs to be upgraded or replaced.
- Manages and performs system/data backup and recovery procedures; provides remote capabilities for offsite users to connect to City systems; provides remote and on-site technical computer support services.
- Provides consultative services to user departments in the use of third-party tools to access data in software applications to produce complex maps, reports, and analysis beyond the original software; modifies complex reports to improve functionality of the application.
- Designs, implements, and maintains the City's Geographic Information System (GIS); creates layers databases; monitors data submitted by other departments; ensures data is accurate and accessible.
- Analyzes user requirements and translates them into GIS terms and actions; troubleshoots, manages, services, and creates applications.
- Produces a wide variety of GIS maps and reports; provides technical assistance to City departments; trains users in new and existing GIS applications.
- Configures and deploys cell phone and mobile equipment Citywide, including for the Police Department.
- Develops simple application user interfaces and relational databases for a variety of software applications.
- Installs detailed, client-specific configurations for hardware residing on servers, mainframes, and operating systems.
- Coordinates with vendors to support and manage various software products; advises users on software updates; assists users in accessing vendor support as necessary.
- Monitors security threats such as virus, malware, and spyware; takes immediate corrective action as needed.
- Manages, maintains, and provides support in Finance, Human Resources, Police Department, and utility billing and consumption databases and systems.
- Conducts research for software, hardware, and other technology solutions; installs new systems and upgrades to existing systems.
- Participates in the development and administration of information technology systems, procedures, and methods of operation.
- Participates in meetings to discuss technical changes, updates, and enhancements, offering insights and expertise; leads and manages IT projects from initiation to completion, including employee and end-user training as necessary.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Principles, practices, and procedures involved in the maintenance and operations of a computer network.
- Use and operation of complex business applications and software systems.
- Operation, installation, and maintenance of computer hardware and peripherals.
- Management and maintenance of an Enterprise Resource Planning system.
- Management and maintenance of an Enterprise GIS system.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Oversee and coordinate assigned program functions.
- Develop and maintain relational databases, including creating database connections and table joins.
- Install and perform routine maintenance on computer equipment, correct configuration errors, and resolve customer/user problems.
- Coordinate with other staff to address issues related to the network infrastructure or server operating systems and identify and analyze information system needs.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized IT certifications and/or training such as Cisco, EMC, PMP, and Microsoft.

Experience:

- Five (5) years of increasingly responsible experience working with personal and mainframe computer hardware, network systems, and a variety of software applications.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



September 2025
FLSA: Exempt

SENIOR MANAGEMENT ANALYST

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, reviews, and participates in difficult and complex professional administrative and analytical work in support of an assigned department; manages programs that have Citywide or department impact; conducts complex and sensitive studies for the department director; prepares detailed reports and recommendations; conducts special projects; supervises or coordinates special functions; recommends administrative or policy changes; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Management Analyst series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties and ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, and oversees the daily functions, operations, and activities of assigned programs and projects, including providing administrative, financial, budgetary, statistical, and other analysis in support of an assigned department.
- Provides technical, analytical, and administrative support on matters, as assigned; researches, analyzes, and makes recommendations regarding divisional and departmental operations and administrative issues, including services provided, organizational structures, procedures, documents, budgets, payroll, and equipment; attends meetings to discuss options and determine approach; conducts surveys and studies related to departmental projects.
- Prepares and monitors department, division, or program budgets; conducts financial studies and prepares revenue estimates and forecasts; reviews budget requests; investigates proposals for new programs, services, equipment, and staff; prepares reports recommending adjustments in budget proposals.
- Administers financial management functions, including fiscal management, accounting, procurement, asset management, payroll, and financial reporting; performs accounts payable duties.

- Researches grant opportunities and prepares applications; administers and monitors awarded grants; ensures grant reporting requirements are met; receives and responds to grant audits and prepares reports to articulate audit findings.
- Oversees contract management; prepares and reviews requests for proposals; participates in awards decisions; prepares and facilitates contract execution; monitors contract compliance.
- Coordinates and performs purchasing functions for the department, as assigned; enters, receives and approves requisitions; reviews quotes for procurement policy compliance; places orders; coordinates delivery and/or receives and verifies goods.
- Projects revenues and analyzes current and future growth to make recommendations for long term planning.
- Prepares and presents formal written and oral staff reports to the City Manager, City Council, department heads, division managers, and other government agencies; plans, organizes, prepares materials, and makes presentations at public meetings; prepares organization and workflow charts, spreadsheets, policies, and procedural manuals.
- Researches and tracks legislation; analyzes resulting data to inform the City on new and proposed legislative impacts and proposed courses of action.
- Serves as department liaison with other departments or outside agencies; plans and coordinates projects with other departments; develops and implements projects or programs with other department representatives; confers with City officials and employees on matters of administration, finance, and operation; prepares and submits related reports as required.
- Collects and reviews payroll for the department; audits the timekeeping submissions for accuracy in reporting; communicates with department staff to correct timesheets.
- Responds to inquiries from management, staff, and the public; provides information and clarification; researches and resolves concerns.
- Establishes and maintains project files, databases, record keeping, and filing systems.
- Participates in the development of departmental goals and objectives; makes recommendations regarding new and current policies and procedures that will benefit the department and City.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Advanced principles and practices of municipal administration, accounting and auditing, and budget and grants management.
- General principles and practices of municipal government budget preparation, administration, and control.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Financial, statistical, and comparative analysis techniques for interpreting various agreements and financial documents.
- Advanced principles, practices, and methods of administrative and organizational analysis.
- City personnel rules and regulations, municipal codes, purchasing policies, finance principles, and legal requirements.

- Methods and techniques of research, statistical analysis, report preparation, and presentation.
- Public administration policies, procedures, functions, authorities, and regulations.
- Principles and practices of sound business communication.
- Department organization, functions, programs, policies, procedures, and initiatives.
- Principles and procedures of recordkeeping, document processing, and filing systems.
- Principles and practices of database development and maintenance.
- Mathematical principles and statistical techniques.
- Recent and on-going developments, current literature, and sources of information in assigned areas of responsibility.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Research, analyze, evaluate, understand, interpret, and apply programs, policies, procedures, and guidelines, and develop sound recommendations.
- Plan and conduct effective management, administrative, and operational studies.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Collect, analyze, interpret, summarize, and present administrative and technical information and data in an effective manner for a variety of intended audiences.
- Conduct meetings, give presentations, and accurately convey messages.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Understand, interpret, explain, and apply federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Develop and administer assigned budgets and accurately track and process receipts of revenues and payments of expenditures.
- Use mathematical functions and principles and perform complex arithmetic calculations accurately.
- Maintain and update accurate records and files.
- Handle sensitive and confidential information
- Research, prepare, and present complex reports on a variety of subjects.
- Implement and coordinate assigned program functions.
- Administer contract or grant-funded program activity including directing and monitoring work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in public administration, accounting, or a related field.

Experience:

- Four (4) years of increasingly responsible governmental administrative work involving program management of budgeting or other administrative programs or functions.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



SENIOR PERMIT TECHNICIAN

DEFINITION

Under direction, plans, coordinates, leads, and participates in performing responsible technical and administrative work in processing building permit applications and plans, and issuing other related permits; provides information regarding permit procedures to the public; provides online technical support for the permitting process; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Permit Technician series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides technical and functional direction to assigned staff; reviews and controls quality of work; trains employees in work methods; inspects and evaluates work in progress and upon completion to ensure activities are performed in accordance with City standards, policies, and procedures.
- Monitors quality of work and identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes to management; implements changes and improvements after approval.
- Provides information regarding permit procedures, policies, and functions, building and construction valuation based on established standards, and City, state, and federal regulations pertaining to building and construction.
- Provides online technical support for the permitting process; regularly meets with the Information Technology Department to discuss technical issues, user complaints, and process improvements.
- Monitors division email for permit submittals, payments, resubmittals, and document uploads.
- Provides quality customer service to the public at the building counter, over the telephone, and through electronic means; processes building permits and applications; responds to inquiries regarding building and plan review, permitting process, and common code issues; resolves problems or complaints.
- Serves as a resource to customers, including directing them, as necessary, to various sources of information including other City departments or outside agencies; notifies customers when plans or permits are ready for pick-up or issuance; provides status updates as required.

- Maintains permit applications and drawings for active plan checks; compiles and maintains plan check files and records; ensures accuracy of plan check records; tracks status of plan check and notifies applicants.
- Enters, stores, and retrieves permit data into software program; provides ongoing maintenance of permitting records; maintains contractor information as well as permit occupancies, class code, and square footage.
- Assists in coordination of the plan approval process; communicates permit submittal status, policies, and procedures to the public and internally; reviews permit submittals for accuracy and completion; distributes plans submittal documents for review; provides timelines on due dates; tracks the status of plan checks; notifies applicants.
- Creates Certificates of Occupancy for new buildings and tenant improvements; creates permits for new tract developments homes; inputs initial fees on permit submittals.
- Generates and reviews reports and records of permits and plan check data; produces and updates a variety of forms, letters, and other materials.
- Monitors department email for permit submittals, payments, resubmittals, and document uploads; provides applicants with status on permit submittals.
- Provides online technical support for the permitting process; meets with IT to discuss and resolve online website and technical issues.
- Coordinates meetings between staff and contractors.
- Performs routine plan checks for compliance with established standards.
- Updates contractor's license and workers' compensation insurance records.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- General construction practices, methods, and terminology.
- Permit submittal processing, procedures, and fee structures.
- General construction practices, methods, and terminology.
- Plan check and permit approval processes and procedures.
- Record keeping principles and practices.
- Methods and techniques of reviewing a diverse range of applications for accuracy and completeness.
- Applicable zoning and related laws and regulations.
- Business letter writing and basic report preparation.
- Business mathematics.
- Record keeping principles and practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including Uniform Building, Electrical, Plumbing, and Mechanical Codes and ordinances.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules

of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Oversee and coordinate assigned program functions.
- Read, interpret, and explain building plans, specifications, codes, permit policies, and permit procedures.
- Maintain related files and records.
- Quickly and accurately calculate fees and valuations.
- Apply policies, procedures, and standards to specific situations; read, interpret, and explain building plans, specifications, codes, permit policies, and permit procedures.
- Understand and explain City policies, procedures, fees, and basic planning and building codes and regulations to the general public, permit applicants, and City staff.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, policies, and procedures.
- Perform detailed, technical, and specialized planning and/or permit support work.
- Perform the full range of office and administrative support duties and tasks.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Maintain accurate logs, records, and basic written records of work performed.
- Make accurate arithmetic and financial computations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Classify, compute, tabulate, and categorize data.
- Quickly and accurately calculate fees and valuations.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of increasingly responsible permit issuance experience in a municipal department.

Licenses and Certifications:

- Possession of a valid Permit Technician Certificate from the International Code Council (ICC), to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



September 2025
FLSA: Exempt

SENIOR PLANNER

DEFINITION

Under general direction, plans, coordinates, leads, and performs professional planning duties in the Planning Division; performs a variety of complex planning activities; serves as a project manager on large and/or complex projects; performs research and analysis on complex planning related matters; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Planner series responsible for performing the most complex work assigned to the series, as well as providing ongoing day-to-day lead direction to assigned staff requiring advanced knowledge of diverse and specialized urban planning activities. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties and ensure efficient and effective servicing function of the assigned program areas. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical and functional direction to assigned staff; reviews and controls quality of work; trains employees in work methods.
- Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes to management; implements changes and improvements after approval.
- Organizes, reviews, and participates in the most complex urban planning assignments in advance planning, current planning, historic preservation, and zoning; ensures planning activities are conducted in accordance with federal and state law, City ordinances, and policies, rules, and regulations.
- Serves as project manager for complex planning projects, including analyzing and evaluating site and architectural plans, performing technical review for project plans and applications, and making recommendations.
- Oversees public counter operations to provide information to the public, developers, property owners, contractors, engineers, architects, other departments, and outside agencies regarding conformance to standards, plan specifications, and codes; assists with counter inquiries that require a higher level of review.

- Manages entitlement applications from submission to approval; reviews applicable documentation; coordinates with other departments for development review; schedules and presents projects to the Planning Commission; performs post-entitled plan checks and verifies compliance with conditions of approval; provides notifications, comments, corrections, and information to applicants as appropriate.
- Conducts site inspections, including determining if projects comply with laws, regulations, and ordinances; makes recommendations on changes.
- Directs environmental impact studies; prepares requests for proposal and selects consultants; coordinates project review by other agencies; evaluates conclusions of environmental impact reports and prepares recommendations.
- Serves as the staff representative to the Planning Commission; prepares or oversees the preparation of staff reports; attends meetings of the Planning Commission; makes presentations and responds to requests for information as required.
- Manages the Development Review Committee process; assigns projects to planners, reviews planner comments; leads new project coordination meetings between Planning and Engineering staff; chairs the committee meeting.
- Represents the Development Services Department in various meetings, including with the community, contractors, developers, Public Hearings, Development Review Committee, Design Review Board, other local development agencies, professional organizations, and local, state, and federal agencies.
- Conducts research and analysis on complex planning issues and for special projects; gathers data and prepares and presents reports for consideration by management, committees, and City Council.
- Assists in development and administration of the Planning Division budget; monitors expenditures.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Principles, practices, methods, and techniques of public sector planning work.
- Land use, zoning, subdivision, and urban planning regulations, natural resources protection, and environmental laws.
- Comprehensive plans and advanced planning and development processes.
- Site planning and architectural design principles.
- General concepts of architecture, landscaping, grading, drainage, traffic, and transportation engineering as they relate to urban planning.
- Operational characteristics, services, and activities of a comprehensive environmental planning program.
- Project management and contract and budget administration principles and techniques.
- Research and reporting methods, techniques, and procedures.
- Principles of advanced mathematics and their application to planning work.
- Methods and techniques of effective technical report preparation and presentation.
- Principles and procedures of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Oversee and coordinate assigned program functions.
- Research, prepare, and present complex reports on a variety of subjects.
- Perform difficult and complex professional planning work.
- Interpret and explain planning and zoning programs to the general public.
- Read plans and specifications and make effective site visits.
- Conduct complex research projects, evaluate alternatives, and make sound recommendations.
- Analyze site design, terrain constraints, land use compatibility, utilities, and other municipal services.
- Read and understand technical drawings and specifications.
- Perform mathematical and planning computations with precision.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Maintain accurate logs, records, and written records of work performed.
- Understand, explain, and apply policies and procedures.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in planning, environmental design, architecture, landscape architecture, or a related field.

Experience:

- Four (4) years of increasingly responsible professional public sector planning experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Agency sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



STOREKEEPER

DEFINITION

Under general supervision, performs storekeeping and warehousing activities including the receipt, inspection, storage, and inventory of the City's equipment, materials, and supplies; participates in purchasing activities for the City; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Purchasing Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical storekeeping and warehousing duties in support of the Purchasing Division. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Receives and inventories City supplies and equipment; inspects shipments for damage and conformance to invoices; returns defective materials and equipment; refuses receipt of incorrect items.
- Maintains shipping/receiving records and files for local requisitions and related purchase orders; assigns fixed asset numbers, tags equipment, and maintains related records; maintains inventory records.
- Orders fleet parts, office supplies, various high usage and contingency supply items, and fuel, and maintains inventory, prices and issues stock in accordance with established procedures.
- Notifies appropriate parties of shipment arrival; arranges for delivery to appropriate offices; assists in loading and unloading freight, as required; operates forklifts and light equipment in the receipt, storage, and distribution of supplies and equipment.
- Assists with data entry for purchase orders, vendor demographics, and enter contract terms into databases; verifies accuracy of vendor numbers, purchase orders, and related details. Plans for methods of storage for inventory; plans stock rotation and space utilization.
- Types purchase orders; verifies vendor numbers, pricing, and extensions.
- Orders employee uniforms: issues employee lockers and employee uniforms to yard staff and maintains records.
- Ensures cleanliness, security, and safety within stores area.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods and practices used in shipping, receiving, storing, and issuing materials, supplies, and equipment.
- Basic methods of taking inventory and maintaining inventory records.
- Common units of weights and measures.
- The use of common hand and power tools, and material handling equipment and methods.
- Practices and procedures related to the handling and storage of hazardous materials and chemicals.
- Basic business data processing applications related to the work.
- Basic shop arithmetic, including percentages and decimals.
- Materials, equipment, and supplies used by a municipality.
- Data processing systems/applications.
- Record keeping practices.
- General office procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Receive, inspect, and issue supplies and equipment.
- Understand and apply established policies and procedures.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Maintain accurate records and files.
- Sort a variety of documents and materials according to alphabetical and numerical systems.
- Operate hand and power tools, and material handling equipment such as hand trucks and pallet jacks.
- Operate a forklift.
- Use manuals and electronic databases to look up and research replacement parts.
- Understand and follow oral and written instructions.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of increasingly responsible shipping/receiving and warehouse storekeeping experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months of employment, a valid Forklift Certification, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to climb and descend ladders, to operate varied hand and power tools, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves warehouse work requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in a shop and field environment, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



STOREKEEPER AIDE

DEFINITION

Under immediate supervision, provides technical assistance to the Storekeeper and related administrative staff with storekeeping and warehousing activities including the receipt, inspection, storage, and inventory of the City's equipment, materials, and supplies; assists with processing purchase orders; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Purchasing Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an entry-level classification providing technical storekeeping and warehousing support to the Purchasing Division. Initially under close supervision, incumbents learn and perform routine warehousing and purchasing duties, while learning City policies and procedures. As experience is gained, assignments become more varied and complex; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. This position usually exercises less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

This classification may perform some of these duties and responsibilities in a learning capacity.

- Receives and inventories City supplies and equipment; inspects shipments for damage and conformance to invoices; returns defective materials and equipment; refuses receipt of incorrect items.
- Maintains shipping/receiving records and files for local requisitions and related purchase orders; maintains inventory records; monitors inventory levels.
- Assists with data entry for purchase orders, vendor demographics, and enter contract terms into databases; verifies accuracy of vendor numbers, purchase orders, and related details.
- Orders fleet parts, office supplies, and other items, as directed.
- Notifies appropriate parties of shipment arrival; arranges for delivery to appropriate offices; assists in loading and unloading freight, as directed.
- Operates forklifts and light equipment in the receipt, storage, and distribution of supplies and equipment.
- Assists with implementing plans for and methods of storage for inventory, stock rotation, and space utilization.
- Maintains cleanliness, security, and safety within stores area.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.

- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Record keeping practices.
- General office procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Receive, inspect, and issue supplies and equipment.
- Understand and apply established policies and procedures.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- None.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months of employment, a valid Forklift Certification, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to climb and descend ladders, to operate varied hand and power tools, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves warehouse work requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in a shop and field environment, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



STRATEGIC INITIATIVES MANAGER

DEFINITION

Under direction, oversees processes and programs associated with the implementation of Citywide strategic goals, customer service, business opportunities, performance management strategy and programming, and new innovations and initiatives through the City Manager's Office in the Administration Department; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Assistant City Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of developing strategic initiatives. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Oversees the implementation of the City's innovative strategies and processes; evaluates the progress of innovations and Citywide performance programs and adjusts the pace or direction of new projects or initiatives Citywide.
- Manages innovative programming work, process improvement initiatives, and implementation of changes or enhancements.
- Leads the City's performance management process in supporting the Strategic Planning process by leveraging data for better alignment of resources, outcomes, decision-making, and collaboration.
- Facilitates, drives, and reports on the Citywide strategic planning cycle.
- Utilizes standardized and systematic process improvement techniques to foster collaborative improvement and effectiveness across all City functions.
- Coordinates Citywide performance management initiatives and supports data-driven decision-making by facilitating organization-wide performance meetings, data policies, and innovation teams.
- Administers annual internal and external customer surveys and assists in integrating customer feedback into departmental operations and strategic plans.
- Leads customer service programming by identifying, mitigating, and improving processes based on customer feedback, best practice research, and innovative approaches.
- Supports the Executive Management Team and departments to integrate operational, strategic, and internal improvement initiatives and measures; manages administrative support and changes management functions for the City Manager's Office upon the direction and approval of the City Manager and/or Assistant City Manager.

- Works effectively with all levels of employees as well as the Chino City Council; establishes and maintains effective working relationships with those contacted in the course of work.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Performance management; strategic planning; customer service.
- Budget development and administration.
- Project management; program development, implementation, and evaluation methods.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide direction, priorities, and project management oversight for all resources necessary to properly manage, maintain, and implement strategic initiative projects with various City Departments.
- Present visions and strategies to the City Manager, Assistant City Manager, and Department Management on implementing and completing strategic initiative projects.
- Develop strategic plans for operation and growth.
- Manage multi-faceted and technically sophisticated projects and ongoing operations.
- Prepare and present City Council agenda items for projects requiring City Council approval.
- Perform responsible and difficult administrative duties utilizing independent judgment and personal initiative.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university in business administration, public administration, or a related field.

Experience:

- Five (5) years of experience in organizational transparency, performance, customer service, process improvement, strategic planning, data and analytics, innovation, business operations, finance, economic development, or administration.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



STREETS MAINTENANCE LEAD WORKER

DEFINITION

Under direction, performs skilled manual labor in the maintenance and repair of public works areas including streets, sewers, storm drains, and water systems; coordinates and inspects contractual; leads the work of a crew engaged in such work; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Streets Maintenance Worker series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties/ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in and leads the work of a crew engaged in repairing and replacing concrete sidewalks, curbs, gutters, public rights-of-way, and other concrete structures.
- Participates in and leads the work of a crew engaged in repair and maintenance of City streets, alleys, and residential street overlays by patching with hot or cold asphalt mix.
- Participates in and leads the work of a crew engaged in picking up and removing debris and clearing storm drains and catch basins during rainstorms.
- Participates in and leads the work of a crew engaged in installing and maintaining street signs and street markings; performs U.S.A. Dig-Alert markings; responds to streetlight concerns.
- Uses a variety of equipment and tools such as welders, paint striper, airless painter, and chemical sprayer.
- Provides traffic control for special events; sets up street and lane closures; provides equipment and sets up message boards.
- Prepares work assignments and deploys crewmembers accordingly; assists in the preparation of performance evaluations; reviews time sheets for accuracy; prepares and submits records and reports concerning work performance.
- Ensures work of crew is performed in a safe and efficient manner; trains subordinates in semi-skilled operations and safe work methods and practices.

- Responds to concerns from employees, emergency calls from the public and other agencies, and requests for information; takes appropriate action and resolves problems.
- Performs inspection of work areas for compliance with accepted standards, required maintenance, and needed corrective work; maintains records of work performed; maintains equipment; reviews coding on invoices and recommends approval for payment.
- Coordinates work to be performed by maintenance contractors including the daily inspection of work to ensure compliance with contract specifications and resolve problems in the field; meets with representatives of contracting firms to review maintenance deficiencies and expected corrective actions; discusses need for special projects and/or additional work and requests cost figures.
- Transports, sets up, and tears down equipment and furniture for Citywide special events.
- Obtains price quotations and processes purchasing of tools, materials, and supplies; logs invoices; oversees budget expenditures throughout the year.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Equipment operation, techniques, and methods used in the area of specialization.
- Patching techniques using hot and cold asphalt mix.
- Concrete mixing techniques.
- Standards related to proper installation and maintenance of streets, streetlights, signs, and markings.
- Equipment and tools used in maintaining street signs.
- Traffic laws and ordinances as they pertain to trucks and heavy equipment use.
- Standards related to traffic control and safety.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Safely operate vehicles, equipment, and stationary mechanical equipment and make minor adjustments and repairs.
- Read and interpret basic maps, blueprints, plans, gauges, and testing equipment.
- Analyze, interpret, and/or evaluate bid specifications.
- Perform business math to oversee and ensure expenditures remain within allocated amounts.

- Mix asphalt and repair potholes, streets, and alleys.
- Pour and mix concrete to repair sidewalks, curbs, and gutters.
- Operate concrete grinder, jack hammer, roller, and sweeper.
- Prepare accurate and simple records and reports.
- Operate a variety of equipment and vehicles such as boom truck, post puller, and air compressor paint machine.
- Use a measuring wheel and tape measure to install signs per City specifications.
- Operate a trailer or flatbed truck to transport large signs for events requiring large barricades.
- Install signs on streetlights above ladder height.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in construction and maintenance work.

Experience:

- Three (3) years of journey level experience in public works maintenance and repair work including supervision of contract work.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Class “A” California Driver’s License with endorsements, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Forklift Certification, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid First Aid and CPR Certificate, to be maintained throughout employment.
- This position is subject to mandatory drug and alcohol testing pursuant to Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) regulations.

When Assigned to Household Hazardous Waste:

- Possession of, or successful acquisition within twelve (12) months of employment, a valid Hazardous Materials Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces to use confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to

operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



STREETS MAINTENANCE WORKER

DEFINITION

Under general supervision, performs unskilled, semi-skilled, and/or skilled manual labor in the maintenance and repair of streets, sidewalks, curbs, gutters, street signs, and street markings; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the maintenance and repair of public works facilities. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Streets Maintenance Lead Worker in that the latter performs the more complex work assigned to the series and provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in the work of a crew engaged in repairing and replacing concrete sidewalks, curbs, gutters, and other concrete structures; repairs and maintains City streets, alleys, and residential street overlays by patching with hot or cold asphalt mix; picks up and removes debris.
- Operates a variety of tools and equipment such as rollers, dump trucks, backhoes, jack hammers, air compressors, and tractors; sets up traffic control and safety zones; utilizes weed trimmers, blowers, loader, pitchforks, and shovels to clear out weeds and overgrown trees in City-owned land and rights-of-way.
- Participates in the work of a crew engaged in installing and maintaining street signs and street markings; uses a variety of equipment and tools such as welders, paint stripers, airless painters, and chemical sprayers.
- Assists with planning, pre-staging, and setting-up of traffic control for City events; assists with emergency traffic control as needed; assists and prepares for traffic control when a City contractor needs to complete their scope of work.
- Assists Streets Division when raining and flooding events occur; places flooded signs and monitors flooding for street closures; clears storm drains and catch basins; clears out any trees in the way of traffic.
- Maintains and removes weeds, debris, and obstructions from City rights-of-way; routinely sprays herbicides in rights-of-way to maintain weed abatement.
- Maintains a stock of sand and sandbags for when needed for flooding events.

- Collects and transports various recycled papers from City Hall and other city buildings to the City Yard.
- Responds to debris in the roadway and performs emergency sweeps as necessary.
- Answers emergency calls from the public and other agencies taking appropriate action such as placing barricades, removing fallen trees and limbs, replacing street signs, and emergency patching of streets or flood control facilities.
- Safely utilizes a variety of equipment and tools including power and hand tools to perform the work.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Equipment operation, techniques, and methods used in the area of specialization.
- Operation and safe usage of loaders, backhoes, street sweepers, dump trucks, string trimmers, blowers, safe herbicide spraying, and spray truck.
- Traffic laws and ordinances as they pertain to trucks and heavy equipment use.
- Techniques for patching with hot and cold asphalt mix.
- Techniques for mixing concrete in order to repair sidewalks, curbs, and gutters.
- Techniques for grinding lifted sidewalk panels and trip hazards.
- Standards related to proper installation and maintenance of streets, signs, and markings.
- Equipment and tools used in maintaining street signs.
- Traffic laws and ordinances as they pertain to trucks and heavy equipment use.
- Standards related to traffic control and safety.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Safely operate and maintain a variety of vehicles, equipment, and stationary mechanical equipment and make minor adjustments and repairs.
- Safely and effectively use and maintain a variety of hand and power tools.
- Mix asphalt and repair potholes, streets, and alleys.
- Pour and mix concrete to repair sidewalks, curbs, and gutters.
- Operate concrete grinder, jack hammer, roller, and sweeper.
- Operate a variety of equipment and vehicles such as boom truck, post puller, and air compressor paint machine.
- Use a measuring wheel and tape measure to install signs per City specifications.
- Operate a dump truck to transport large sign for events requiring large barricades.
- Install signs on streetlights above ladder height.
- Place traffic control equipment accordingly for closures or shoulder work.
- Collaborate with the Police Department for emergency spills.
- Accurately read gauges and testing equipment.
- Keep accurate records.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in construction and maintenance work.

Experience:

- Three (3) years of journey-level relevant maintenance experience.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Class “A” California Driver’s License with required endorsements, to be maintained throughout employment.
- This position is subject to mandatory drug and alcohol testing pursuant to Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) regulations.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid CPR/First Aid Certificate, to be maintained throughout employment.

When Assigned to Household Hazardous Waste:

- Possession of, or successful acquisition within twelve (12) months of employment, a valid HazMat Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces to use confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may

interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



STREETS SUPERVISOR

DEFINITION

Under general direction, supervises the maintenance and repair of the City's storm drains and sewer collections systems, streets, right-of-way, street trees, medians and parkways, graffiti abatement, traffic striping, traffic signs, and streetlights;; manages the work of contractors; oversees the Division's budget and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Services Manager. Exercises direct supervision over maintenance and technical staff.

CLASS CHARACTERISTICS

This classification is the supervisory level within public works maintenance that exercises independent judgment on diverse and specialized public work maintenance and repair functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the Public Works Manager in that the latter has full management authority in planning, organizing, and directing the full scope of public work maintenance and repair within the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, reviews, and may participate in the work of staff providing support to Public Works right-of-way infrastructure; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with those of other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Oversees the work of those engaged in the repair and maintenance of including curbs, gutters, sidewalks, other concrete structures; street signs and striping, layout and production, patching and repair of asphalt surfaces; trimming and maintenance of street trees, medians, and parkways; maintaining and cleaning sewer and storm drain systems; and wastewater collections operations.
- Schedules and supervises the work of contracted crews and City staff crews engaged in various maintenance and repair activities and special events.
- Evaluates service needs, equipment, and work methods; assists in developing comprehensive plans to satisfy future needs of department services; establishes and enforces operating and safety procedures; investigates service requests and complaints made by the public; explains priorities, programs, and policies.
- Monitors contracts, prepares bid specifications, and reviews and approves plans.
- Answers emergency calls from the public and other agencies taking appropriate action such as placing barricades, removing fallen trees and limbs, replacing street signs, emergency patching of streets, and irrigation repairs.
- Investigates complaints related to maintenance and initiate appropriate action; investigates and prepares incident reports; investigates and responds to claims against the City; and responds to questions and complaints from the public.
- Interacts with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of public works right-of-way maintenance and repair.
- Equipment inspection, maintenance, and repair.
- Equipment operation, techniques, and methods used in various public works related maintenance activities.
- Methods, materials, and equipment used in turf management.
- Medians, tree trimming, insecticide and pesticide application, sewer and storm drain systems, and wastewater collection operations.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.

- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Plan, direct, and coordinate equipment maintenance and repair, schedule work, set priorities, and monitor and inspect work progress.
- Operate programs within allocated amounts.
- Respond to emergency and problem situations in an effective manner.
- Prepare cost estimates for time, materials, and equipment.
- Allocate equipment, materials, and personnel in a cost-effective manner.
- Interpret work from sketches and plans.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials and present if necessary.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of experience in public works maintenance and repair work including lead or supervisory experience.

Licenses and Certifications:

- Possession of a valid California Class “A” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within eighteen (18) months of employment, a Qualified Applicators Certificate (QAC) with Category C Certification.
- Possession of, or successful acquisition within twelve (12) months of employment, a California Water Environmental (CWEA) Collections Maintenance Grade 2 Certification.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various Agency sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Employees in this classification are subject to 24-hour emergency call out with little or no notice.



SUPERVISING BUILDING INSPECTOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, supervises, and participates in the work of staff performing building code inspections within the Building Division; plans and coordinates a comprehensive building inspection program including the review of plans and construction documents and field inspections of residential, commercial, and industrial building projects; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over professional, technical, and administrative staff.

CLASS CHARACTERISTICS

This supervisory level classification within the Building Inspector series that exercises independent judgment on diverse and specialized inspection functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff performing building code inspections within the Building Division; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.

- Performs the most complex inspections on major developments and projects, including hotels, medical offices, restaurants, industrial buildings, and City facilities.
- Performs accessibility inspections for all projects in the City, including multi-family housing, commercial alterations, new commercial or industrial buildings, private parking lots, and City projects.
- Attends pre-construction meetings with developers and contractors to advise them of municipal codes, document requirements, operating standards, and restrictions; reviews project plans and answers any questions.
- Conducts follow up inspections to verify staff inspections are being done correctly; solicits feedback on the inspectors' overall approach and attitude.
- Provides code interpretation for building staff, inspectors, contractors, and the general public.
- Attends regular meetings with department management to discuss staffing, construction projects, code cases, street closures, inter-department assistance, and upcoming events.
- Responds to calls for assistance from the Fire and Police Departments and Code Enforcement Division; assists with structure evaluation after fires or damage caused by other means; assists in evaluating buildings or residences that have been altered without permits.
- Assists with planning and implementation of the Housing Division's distressed property improvement programs; performs inspections and prepares cost estimates, scopes of work, and related contracts; requests proposals and bids; assists with construction management activities and compliance reporting.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of building code field inspection.
- Principles and practices of structural and civil engineering.
- Uniform building, plumbing, mechanical, and national electric codes and other related codes.
- Construction methods and materials.
- Principles of structural design and engineering mathematics.
- Occupational hazards and standard safety practices necessary in the area of building inspection and construction.
- Research methods and sources of information related to building inspection.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public,

vendors, contractors, and City staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex building inspection activities and responsibilities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Supervise and conduct thorough and accurate inspections of the construction, alteration, or repair of buildings and site development.
- Supervise the enforcement of a wide range of building and related codes and regulations.
- Supervise and conduct thorough and accurate inspections and investigations.
- Read and interpret complex building, plumbing, electrical, and mechanical plans, blueprints, and specifications.
- Perform energy calculations.
- Make rapid and accurate mathematical computations.
- Enforce building codes with firmness, tact, and impartiality.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various business, professional, and regulatory organizations and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Five (5) years of experience as a Building Inspector in a public agency, including one (1) year of experience in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid International Code Council (ICC) Residential Building Inspector Certificate, to be maintained throughout employment.
- Possession of two (2) additional valid International Code Council (ICC) Certificates in Accessibility, Building, Energy, Plumbing, Mechanical, and/or Electrical Inspector at time of appointment, and possession of all five (5) Certificates within twelve (12) months of appointment, to be maintained throughout employment.

PHYSICAL DEMANDS

When working in an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



SUPERVISING CODE COMPLIANCE INSPECTOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff performing code compliance duties within the Code Compliance Division; plans and coordinates a comprehensive code compliance program including the receipt and investigation of complaints regarding zoning, sign, parking, public nuisance, and other code violations; oversees the response to investigations of applicable health and safety issues; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over professional and technical staff.

CLASS CHARACTERISTICS

This classification is the supervisory level within the Code Compliance series that exercises independent judgment on diverse and specialized code compliance functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the Deputy Director of Development Services in that the latter has full management authority in planning, organizing, and directing the full scope of operations within the unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff performing code enforcement duties within the Code Compliance Unit; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations to appropriate management staff concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Ensures community-focused code compliance services; oversees and initiates contacts with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards.
- Oversees and participates in code compliance field service activities; prioritizes complaints of potential violations; reviews activity and field reports prepared by staff; determines compliance or non-compliance with applicable laws and ordinances.
- Determines alternative methods to achieve code compliance involving interpretation and application of related laws, ordinances, and regulations; consults with Planning Division staff and property owners.
- Performs the most complex investigations; interprets policies, codes, ordinances, and regulations; ensures compliance with legal mandates.
- Addresses the most sensitive public inquiries; responds to consumer complaints; cooperates with local officials on specialized problems and investigations of violations; makes recommendations regarding permit issuance or renewal.
- Works closely with attorneys preparing cases for legal action; summarizes evidence gathered during inspections and investigations; testifies and presents evidence in court, as required.
- Develops and maintains internal training manuals; oversees and provides City required training to code compliance staff and ensures that staff meet continuing education requirements for all required professional certifications.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of municipal code compliance inspection, violation correction, and applicable court procedures.
- Planning, zoning, building inspection, and safety laws and concepts.
- Organization and functions of the various agencies involved in planning, zoning, and land use processes.
- Code compliance citation issuance procedures.
- Methods used to obtain and execute various types of inspection warrants.
- Legal terminology as used in code compliance.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.

- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex code compliance investigations and activities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Understand, interpret, explain, and enforce health and safety codes and City municipal codes pertaining to property maintenance, zoning, and land use.
- Organize, coordinate, direct, and participate in the investigation of potential municipal code violations.
- Interact with others tactfully and courteously, including deescalating conflict and seeking cooperation and resolution in challenging violation cases.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in code enforcement.

Experience:

- Three (3) years of increasingly responsible experience in code compliance and enforcement activities.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid Property Maintenance and Housing Inspector certification, to be maintained throughout employment.
- Possession of a valid Code Enforcement Supervisor certification, to be maintained throughout employment.
- Possession of a valid Hazardous Materials certification, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months of appointment, a valid P.C. 832 Arrest, Search, and Seizure Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

When working in an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various Agency sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



SUPERVISING PLANS EXAMINER

DEFINITION

Under general direction, plans, schedules, assigns, reviews, supervises, and participates in the work of staff performing plans check activities within the Building Division; plans and coordinates a comprehensive plans examination program including plan checking and permit issuance for residential, commercial, and industrial building projects; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over professional, technical, and administrative staff.

CLASS CHARACTERISTICS

This is the supervisory classification within the Plans Examiner series that exercises independent judgment on diverse and specialized inspection functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff performing plans checks and permit issuance within the Building Division; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.

- Performs the most complex technical review of building plans; makes code interpretations and responds to technical questions from building inspection, plan review, and building permit issuance staff; as necessary, meets with homeowners, builders, engineers, and architects to resolve issues and concerns; recommends necessary changes to obtain compliance with applicable codes and regulations.
- Reviews complex and difficult construction plans to ensure proposed construction complies with building, fire, environmental, flood hazard, design, energy, grading, trades, and related codes; confirms the more difficult engineering computations and analysis to check calculations by architects and engineers in determining code compliance.
- Approves, processes, and issues building permits as necessary; performs field inspections, as necessary; prepares notices of non-compliance with safe structural standards and applicable procedures.
- Identifies controversial and challenging projects; keeps the management apprised of potentially difficult concerns and issues.
- Coordinates plan review processing with other City staff and staff from other agencies including counter technicians, planners, inspectors, building officials, engineers, fire inspectors, and health department plan checkers.
- Assists the Housing Division with the implementation of distressed property improvement programs, as directed; conducts inspections; prepares project cost estimates, scopes of work, work write-ups, and construction contracts; seeks proposals/bids; provides construction management and contract compliance services.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of building code field inspection.
- Principles and practices of structural and civil engineering.
- Uniform building, plumbing, mechanical, and national electric codes and other related codes.
- Construction methods and materials.
- Principles of structural design and engineering mathematics.
- Occupational hazards and standard safety practices necessary in the area of building inspection and construction.
- Research methods and sources of information related to building inspection.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex building inspection activities and responsibilities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Supervise and conduct thorough and accurate inspections of the construction, alteration, or repair of buildings and site development.
- Supervise the enforcement of a wide range of building and related codes and regulations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Education: Equivalent to completion of the twelfth (12th) grade.
- Experience: Five (5) years of experience as a Building Inspector in a public agency, including one (1) year of experience in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid International Code Council Residential Building Inspector Certificate, to be maintained throughout employment.
- Possession of two (2) additional valid International Code Council Certificates in Accessibility,

Building, Energy, Plumbing, Mechanical, and/or Electrical Inspector at time of appointment, and possession of all five (5) certificates within 12 months of employment, to be maintained throughout employment.

PHYSICAL DEMANDS

When working in an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When working in the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



WASTEWATER MAINTENANCE LEAD WORKER

DEFINITION

Under direction, performs skilled manual labor in the maintenance and repair of public works areas including sewer mains, storm drains, and lift stations; leads the work of a crew engaged in such work; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Wastewater Maintenance Worker series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties/ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in and leads the work of a crew engaged in the maintenance and repair of sewer mains, storm drains, and lift stations; assists in the operation of the appropriate equipment to clean sewer lines; cleans blockages to sewer lines and storm drains.
- Works in sewer lines, vaults, and other confined spaces utilizing proper safety techniques and equipment in accordance with applicable laws and City and departmental safety policies and procedures.
- Operates a variety of light, medium, and heavy-duty motorized vehicles and equipment including a Vactor/Jetter truck, dump trucks, pick-up trucks, skip loaders, backhoes, vacuum trucks, televising van, sewer line inspection and cleaning equipment, directional light board, hazardous gas detectors, sewer bypass pumps, and a variety of other hand, hydraulic, and power tools and motorized equipment; cleans and maintains tools and equipment used in the field.
- Operates sewer video equipment and software to assess new and existing sewer mains and structures.
- Responds to sanitary sewer overflows (SSOs) and participates in restoring flow containment and cleanup.
- Locates and marks underground wastewater utilities.
- Prepares work assignments and deploys crewmembers accordingly; assists in the preparation of performance evaluations; reviews time sheets for accuracy; prepares and submits records and reports concerning work performance.

- Ensures work of crew is performed in a safe and efficient manner; trains subordinates in semi-skilled operations and safe work methods and practices.
- Responds to concerns from employees, emergency calls from the public and other agencies, and requests for information; takes appropriate action and resolves problems.
- Inspects facilities to ensure delivery of acceptable maintenance practices; performs inspection of work areas for compliance with accepted standards, required maintenance, and needed corrective work; maintains records of work performed; maintains equipment; reviews coding on invoices and recommends approval for payment.
- Coordinates work to be performed by maintenance contractors including the daily inspection of work to ensure compliance with contract specifications and resolve problems in the field; meets with representatives of contracting firms to review maintenance deficiencies and expected corrective actions; discusses need for special projects and/or additional work and requests cost figures.
- Transports, sets up, and tears down equipment and furniture for Citywide special events.
- Obtains price quotations and processes purchasing of tools, materials, and supplies; logs invoices; oversees budget expenditures throughout the year.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Equipment operation, techniques, and methods used in the area of specialization.
- Methods, tools, and equipment to maintain the City's storm drain system.
- Equipment and procedures involved in the installation, maintenance, and repair of water and sewer systems.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Safely operate vehicles, equipment, and stationary mechanical equipment and make minor adjustments and repairs.
- Inspect and maintain the City's storm drain and wastewater collection systems.
- Inspect, operate, diagnose problems, and perform preventive maintenance and repair work on electric motors, pump panels, engines, pumps, compressors, valves, and related equipment.

- Review storm drain plans.
- Perform insect and rodent abatement work.
- Read and interpret basic maps, blueprints, gauges, and testing equipment.
- Analyze, interpret, and/or evaluate bid specifications.
- Perform business math to oversee and ensure expenditures remain within allocated amounts.
- Prepare accurate and simple records and reports.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in construction and maintenance work.

Experience:

- Three (3) years of journey level experience in public works maintenance and repair work including supervision of contract work.

Licenses and Certifications:

- Possession of a valid Class “A” California Driver’s License with endorsements, to be maintained throughout employment.
- Possession of, or successful acquisition within twenty-four (24) months of employment, a valid Grade I Collection System Maintenance Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Forklift Certification, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid First Aid and CPR Certificate, to be maintained throughout employment.
- This position is subject to mandatory drug and alcohol testing pursuant to Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) regulations.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces to use confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WASTEWATER MAINTENANCE WORKER

DEFINITION

Under general supervision, performs unskilled, semi-skilled, and/or skilled manual labor in the maintenance and repair of wastewater collection systems including sewer mains, storm drains, and lift stations; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the maintenance and repair of public works facilities. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Wastewater Maintenance Lead Worker in that the latter performs the more complex work assigned to the series and provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in the work of a crew engaged in the maintenance and repair of sewer mains, storm drains, laterals, and lift stations; assists in the operation of the appropriate equipment to clean sewer lines; cleans blockages to sewer lines, laterals, and storm drains.
- Works in lines, vaults, and other confined spaces utilizing proper safety techniques and equipment in accordance with applicable laws and City and departmental safety policies and procedures.
- Operates a variety of light, medium, and heavy-duty motorized vehicles and equipment including a Vactor/Jetter truck, dump trucks, pick-up trucks, skip loaders, backhoes, vacuum trucks, televising van, sewer line inspection and cleaning equipment, directional light board, hazardous gas detectors, sewer bypass pumps, and a variety of other hand, hydraulic, and power tools, and motorized equipment; cleans and maintain tools and equipment used in the field.
- Operates sewer video equipment and software to assess new and existing sewer mains and structures.
- Responds to sanitary sewer overflows (SSOs) and participates in restoring flow containment and clean-up.
- Locates and marks underground wastewater utilities using appropriate U.S.A. Dig-Alert procedures.
- Answers emergency calls from the public and other agencies taking appropriate action such as placing barricades, removing fallen trees and limbs, replacing street signs, and emergency patching of streets or flood control facilities.
- Safely utilizes a variety of equipment and tools including power and hand tools to perform the work.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.

- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Equipment operation, techniques, and methods used in the area of specialization.
- Traffic laws and ordinances as they pertain to trucks and heavy equipment use.
- Methods, tools, and equipment used to maintain the City's storm drain system.
- Sewer video equipment and software to assess new and existing sewer mains and structures.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Safely operate a variety of vehicles, equipment, and stationary mechanical equipment and make minor adjustments and repairs.
- Safely and effectively use hand and power tools.
- Accurately read gauges and testing equipment.
- Inspect and maintain the City's storm drain system.
- Review storm drain plans.
- Perform insect and rodent abatement work.
- Keep accurate records.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in construction and maintenance work.

Experience:

- Three (3) years of journey-level relevant maintenance experience.

Licenses and Certifications:

- Possession of a valid California Class "C" Driver's License, to be maintained throughout employment.

- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Class “A” California Driver’s License with required endorsements, to be maintained throughout employment.
- Possession of, or successful acquisition within twenty-four (24) months of employment, a valid CWEA Collection System Maintenance Grade I Certificate, to be maintained throughout employment.
- This position is subject to mandatory drug and alcohol testing pursuant to Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) regulations.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces to use confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER DISTRIBUTION LEAD OPERATOR

DEFINITION

Under direction, performs semi-skilled and/or skilled manual labor in the installation, operation, maintenance, and repair of recycled and potable water distribution systems; leads the work of a crew engaged in such work; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Water Distribution Operator series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing function of the installation, operation, maintenance, and repair of recycled and potable water distribution systems. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in, mentors, trains, and leads the work of assigned staff engaged in installing, maintaining, removing, and repairing potable and recycled water mains, as well as large and small water service pipelines, valves, and hydrants.
- Participates in, mentors, trains, and leads the work of assigned staff engaged in locating, excavating, cutting, fitting, laying, and repairing pipelines and related facilities.
- Participates in, mentors, trains, and leads the work of assigned staff engaged in cleaning and flushing of water mains, as well as inspecting, testing, and operating valves, fittings, and related water distribution equipment.
- Maintains supplies, materials, and repair equipment; inspects water projects for leaks and damaged pipes.
- Installs barricades and routes traffic in a safe manner; repairs road surfaces associated with water facilities excavations.
- Ensures work of assigned staff is performed in a safe and efficient manner; trains subordinates in skilled and semi-skilled operations, safe work methods and practices, and the proper use of City vehicles and equipment, as required.
- Determines priority of jobs and appropriate parts, materials, and equipment to use for each job.

- Schedules, tracks, and maintains records on the progress of pending and completed jobs in the water distribution system.
- Responds to complaints from employees, emergency calls from the public and other agencies, and requests for information; takes appropriate action such as placing barricades, repairing water and sewer mains, and emergency repair of streets.
- Coordinates work to be performed by contractors, including the daily review of work to ensure compliance with specifications, and resolves problems in the field as needed; performs inspection of work areas for compliance with accepted standards, required maintenance, and needed corrective work.
- Meets with representatives of contracting firms to review and resolve performance deficiencies and expected corrective actions; discusses need for special projects and/or additional work and requests cost figures.
- Reviews plans and specifications for conformance with City standards.
- Tracks and maintains budget expenditures for vendors that provide parts and materials for water operations; orders parts and materials and keeps an accurate inventory.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods, materials, practices, tools, and equipment required for water system construction, maintenance, and repair.
- Methods, materials, practices, tools, and equipment required for plumbing, pipeline, hydrant service, and meter installation, testing, and repair.
- Functions of recycled and potable water distribution systems.
- Methods of traffic control setup.
- Basic mathematics, including addition, subtraction, multiplication, and division.
- Procedures involved in the installation, maintenance, and repair of water systems, including the operation of excavation and trenching equipment, and working in a confined space.
- Locating buried water facilities, by use of an underground pipe locator, as well as being familiar with U.S.A. Dig-Alert procedures and color codes.
- Charging and shutting off water mains for contractors.
- Fire hydrant flow testing procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to performing utility construction, repair, and maintenance work in a public agency.
- City and mandated safety rules, current regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Schedule, notify, and perform water main shut downs.
- Locate valves, USA Dig-Alert marks on streets, hydrants, blow offs, and air vacuum valves to determine where leaks may be coming from; repair leaks.
- Troubleshoot, make repairs, and resolve problems with the water system.
- Safely operate and perform preventive maintenance and repairs on vehicles, equipment, tools, and stationary mechanical equipment which may include but is not limited to: service truck, dump truck, vacuum excavator, backhoe, soil compactor, de-watering pump, jack hammer, concrete saw, air-compressor, forklift, fittings, blowoffs, fire hydrants, and various power and hand tools.
- Ensure safety equipment is properly worn, maintained, and serviced at all times.
- Read and interpret basic water systems maps and blueprints.
- Accurately read gauges and testing equipment.
- Mix and pour concrete by hand or cement mixer.
- Perform light carpentry, plumbing, and masonry work.
- Respond to emergency and problem situations in an effective manner.
- Make accurate mathematic computations necessary to tabulate numerical data and establish accurate measurements, including distance and volume.
- Establish and maintain accurate logs, records, and basic written records of work performed.
- Analyze, interpret, and/or evaluate bid specifications.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water systems operation and maintenance work.

Experience:

- Three (3) years of experience in public works water system operations, maintenance and repair work, and supervision of contract work.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid California Class “A” Drivers’ License with appropriate endorsements, to be maintained throughout employment.
- Possession of a valid Grade II (D-2) Water Distribution Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twenty-four (24) months of appointment, a valid Grade III (D-3) Water Distribution Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Confined Space Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Forklift Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid CPR/First Aid Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand for extended periods of time, and walk long distances on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces and the use of confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing 50 pounds or heavier, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER DISTRIBUTION OPERATOR

DEFINITION

Under general supervision, performs semi-skilled and/or skilled manual labor in the installation, operation, maintenance, and repair of recycled and potable water distribution systems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level classification in the Water Distribution Operator series and is responsible for independently performing semi-skilled and/or skilled duties in support of the operation, maintenance, and repair of water systems. Positions at this level perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in the work of a water distribution crew engaged in installing, maintaining, removing, and repairing potable and recycled water mains, water service pipelines, valves, and hydrants.
- Cuts, fits, lays, and repairs water mains; cleans and flushes water mains; inspects, tests, and operates valves, fittings, and related water distribution equipment; locates, excavates, and repairs water lines and related facilities.
- Schedules and conducts proper water main shutdown and recharge procedures for contractors and work crews.
- Exercises and maintains potable and recycled water main valves using a valve exercising machine.
- Ensures work truck is stocked with appropriate supplies, materials, and related equipment.
- Inspects water projects for leaks and damaged pipes, and ensures project compliance with City standards; communicates with contractors regarding work performed.
- Installs barricades and routes traffic in a safe manner for repairing road surfaces associated with water facilities excavations.
- Identifies, locates, and marks City-owned underground utilities.
- Reports safety or security hazards in public facilities, including needed maintenance or repair.
- Answers emergency calls from the supervisor, public, and other agencies taking appropriate action such as placing barricades, repairing water and sewer mains, and emergency repair of streets.
- Purchases and picks up parts from various vendors.

- Schedules, records, and tracks accurate records of daily work in the water distribution system.
- Repairs roadways during emergency situations and after completion of water repairs to ensure safety of residents.
- Trains less experienced staff in standards and practices, as assigned.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods, materials, practices, tools, equipment, and procedures involved in the installation, maintenance, and repair of water systems, including the operation of excavation and trenching equipment and working in a confined space.
- Methods, materials, practices, tools, and equipment required for plumbing, pipeline, hydrant service, and meter installation, testing, and repair.
- Functions of distribution water systems.
- Methods of traffic control setup.
- Basic mathematics, including addition, subtraction, multiplication, and division.
- Locating buried water facilities by use of an underground pipe locator, as well as being familiar with U.S.A. Dig-Alert procedures and color codes.
- Charging and shutting off water mains for contractors.
- Fire hydrant flow test procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to performing utility construction, repair, and maintenance work in a public agency.
- City and mandated safety rules, current regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Locate valves, USA Dig-Alert marks on streets, hydrants, blow offs, and air vacuum valves to determine where leaks may be coming from; repair leaks.
- Troubleshoot problems with the water system as well as make decisions on how to go about making repairs and which parts to use.
- Safely operate and perform preventive maintenance and repairs on vehicles, equipment, tools, and stationary mechanical equipment which may include but is not limited to: service truck, dump truck, vacuum excavator, backhoe, soil compactor, de-watering pump, jack hammer, concrete saw, air-compressor, forklift, fittings, blowoffs, fire hydrants, and various power and hand tools.
- Ensure safety equipment is properly worn, maintained, and serviced at all times.
- Read and interpret basic water systems maps and blueprints.
- Accurately read gauges and testing equipment.
- Repair irrigation and sprinkler systems.
- Mix and pour concrete by hand or cement mixer.
- Perform light carpentry, plumbing, and masonry work.
- Respond to emergency and problem situations in an effective manner.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water systems operation and maintenance work.

Experience:

- Two (2) years of relevant water distribution operations and maintenance experience.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid California Class “A” Drivers’ License with appropriate endorsements, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Grade I (D-1) Water Distribution Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Confined Space Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Forklift Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid CPR/First Aid Certificate, to be maintained throughout employment.
- This position is subject to mandatory drug and alcohol testing pursuant to Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) regulations.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand for extended periods of time, and walk long distances on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces and the use of confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects frequently weighing 50 pounds and heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER METER LEAD TECHNICIAN

DEFINITION

Under direction, performs a variety of assignments in water meter service maintenance, meter reading, and customer service; performs semi-skilled maintenance and repair of water lines within the meter box, shutoff valve replacement; installs and removes construction water meters; assists customers and resolves complaints; leads the work of staff engaged in such work; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Water Meter Technician series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties/ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services/complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Participates in and leads the work of staff engaged in reading water meters and entering readings into automated data collection devices; re-reads meters on edit/stale list and notes correct meter reading; distributes door notices.
- Participates in and leads the work of staff engaged in resolving problems in the field such as meters out of sequence and unlisted meters; assists customers in the field, responding to high bill inquiries; conducts field testing of meters; reviews and addresses customer complaints regarding water pressure and flow; performs leak testing to ascertain any leakage in customer lines; informs customers of test results.
- Participates in and leads the work of staff engaged in performing service turn-ons for new accounts and shutoffs of water for closed or delinquent accounts; reconnects water service for customers once payments are made current.
- Prepares work assignments and deploys staff members accordingly; assists in the preparation of performance evaluations; reviews time sheets for accuracy; prepares and submits records and reports concerning work performance.
- Utilizes technical equipment to program newly installed meters and reprogram existing meters; accurately records meter information for proper maintenance of meter inventory; works with I.T. professionals to troubleshoot and repair meters and related software.

- Assists customers in the office by responding to inquiries and complaints; performs a variety of clerical duties such as completing forms and records, processing customer payments, maintaining files, and operating office equipment.
- Participate in and oversee the repairs of service line fittings such as meter connections, service leaks within the meter box, and meter shut off valves; repairs meters in the field by replacing registers or measuring chambers, replacing Multiplexer Units or damaged connection cables, and fixing or replacing meter boxes and lids; cleans dirt, debris, and weeds from meter boxes and trims bushes and trees obstructing meter boxes.
- Delivers, installs, relocates, reads, tests, and disconnects construction water meters; performs service turn-ons and turn-offs and tracks inventory of all hydrant meters.
- Utilizes laptops, tablets, and various other hardware and software for troubleshooting; resolves problems with communication towers, antennae, and control panel boxes.
- Collects landscape measurement data for existing properties in the City.
- Maintains necessary supplies, tools, and equipment in City vehicle; inspects and fuels vehicles and performs minor maintenance; reports needed repairs.
- Inspects new housing tracts for correct installation of water meters; records information on meters to sets up new accounts and provides data to office.
- Ensures work of staff is performed in a safe and efficient manner; trains subordinates in semi-skilled operations and safe work methods and practices.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles, practices, tools, equipment, and materials for installing, inspecting, testing, maintaining, calibrating, and repairing water meters and related water service equipment.
- Meter reading devices and sizes and types of water meters.
- Techniques and procedures of detecting water leaks and checking water pressures.
- Operation and minor maintenance of a variety of hand and power tools and vehicles.
- Basic traffic control procedures and traffic sign regulations.
- Methods and techniques for record keeping and report preparation.
- Mathematical principles related to water measurement and distribution systems.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, current regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Install, read, test, and perform maintenance and repair work on a variety of water meters and related water service equipment.
- Respond to reports of leaks promptly and make repairs in a timely manner.
- Install, remove, and upgrade meter service boxes, valve boxes, and covers.
- Perform meter reading, turn-ons, turn-offs, and lock offs in a timely manner.
- Observe safety principles and work in a safe manner.
- Read and interpret water maps, plans, blueprints, drawings, schematics, equipment manuals, and other technical documents.
- Safely and effectively operate a variety of light to medium equipment and tools used in the repair, installation, and reading of meters.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Maintain accurate logs, records, and basic written records of work performed.
- Perform basic mathematical computations.
- Make sound decisions within established guidelines in emergency situations.
- Perform the full range of skilled and semi-skilled field customer service functions.
- Understand and follow oral and written directions.
- Interpret and explain City policies to customers.
- Effectively resolve public concerns and difficult customer complaints; provide effective resolutions within established guidelines.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Read gauges and meters accurately.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand and follow oral and written directions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water systems operation and maintenance work.

Experience:

- Three (3) years of journey level experience in public works water systems operation, maintenance, and repair work.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possess, or have the ability to obtain, a valid Water Distribution Operator Grade 1 certificate from the State Water Resources Control Board Division of Drinking Water (SWRCB-DDW) within one (1) year of the date of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand for extended periods of time, and walk long distances on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces and the use of confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures. Utilizes respirators as required and, when doing so, is prohibited from wearing contact lenses, glasses, and/or beards or other facial hair which may prevent a proper fit unless alternate Personal Protective Equipment (PPE) can be found to mitigate the safety concerns regarding the wearing of such items.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER METER TECHNICIAN

DEFINITION

Under general supervision, performs a variety of assignments in water meter service maintenance, meter reading, and customer service; performs semi-skilled maintenance and repair of water lines; installs and removes construction water meters; assists customers and resolves complaints; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of water meter service maintenance, meter reading, and customer service. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Reads water meters and enters readings into automated data collection device; re-reads meters on edit/stale list and notes correct meter reading; distributes door notices.
- Utilizes technical equipment to program newly installed meters and reprogram existing meters; accurately records meter information for proper maintenance of meter inventory; works with I.T. professionals to troubleshoot and repair meters and related software.
- Resolves problems in the field such as meters out of sequence and unlisted meters; assists customers in the field, responding to high bill inquiries; conducts field testing of meters; reviews and addresses customer complaints regarding water pressure and flow; performs leak testing to ascertain any leakage in customer lines; informs customers of test results.
- Performs service turn-ons for new accounts and shutoffs of water for closed or delinquent accounts; reconnects water service for customers once payments are made current.
- Assists customers in the office by responding to inquiries and complaints; performs a variety of clerical duties such as completing forms and records, processing customer payments, maintaining files, and operating office equipment.
- Repairs service line fittings such as meter connections and pipes; repairs meters in the field by replacing registers or measuring chambers, replacing Multiplexer Units or damaged connection cables, and fixing or replacing meter boxes and lids; cleans dirt, debris, and weeds from meter boxes and trims bushes and trees obstructing meter boxes.
- Delivers, installs, relocates, reads, tests, and disconnects construction water meters; performs service turn-ons and turn-offs and tracks inventory of all hydrant meters.

- Utilizes laptops, tablets, and various other hardware and software for troubleshooting; resolves problems with communication towers, antennae, and control panel boxes.
- Collects landscape measurement data for existing properties in the City.
- Maintains necessary supplies, tools, and equipment in City vehicle; inspects and fuels vehicles and performs minor maintenance; reports needed repairs.
- Inspects new housing tracts for correct installation of water meters; records information on meters to sets up new accounts and provides data to office.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles, practices, tools, equipment, and materials for installing, inspecting, testing, maintaining, calibrating, and repairing water meters and related water service equipment.
- Meter reading devices and sizes and types of water meters.
- Techniques and procedures of detecting water leaks and checking water pressures.
- Operation and minor maintenance of a variety of hand and power tools and vehicles.
- Basic traffic control procedures and traffic sign regulations.
- Methods and techniques for record keeping and report preparation.
- Mathematical principles related to water measurement and distribution systems.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Install, read, test, and perform maintenance and repair work on a variety of water meters and related water service equipment.
- Respond to reports of leaks promptly and make repairs in a timely manner.
- Install, remove, and upgrade meter service boxes, valve boxes, and covers.
- Perform meter reading, turn-ons, turn-offs, and lock offs in a timely manner.
- Observe safety principles and work in a safe manner.
- Read and interpret water maps, plans, blueprints, drawings, schematics, equipment manuals, and other technical documents.
- Safely and effectively operate a variety of light to medium equipment and tools used in the repair, installation, and reading of meters.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Maintain accurate logs, records, and basic written records of work performed.
- Perform basic mathematical computations.
- Make sound decisions within established guidelines in emergency situations.
- Perform the full range of skilled and semi-skilled field customer service functions.

- Understand and follow oral and written directions.
- Interpret and explain City policies to customers.
- Effectively resolve public concerns and difficult customer complaints; provide effective resolutions within established guidelines.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Read gauges and meters accurately.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water meter maintenance work.

Experience:

- Two (2) years of general maintenance, plumbing, or construction experience, including customer service experience.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand for extended periods of time, and walk long distances on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces and the use of confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, biting insects, hostile dogs, chemicals, and air

contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER QUALITY TECHNICIAN

DEFINITION

Under general supervision, inspects and tests backflow prevention devices; administers the City's cross connection control and backflow prevention program; implements water conservation programs; maintains records to ensure conformity with specifications; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of administering the City's cross connection control and backflow prevention testing program, implementing water conservation programs, and assisting in resolving water quality related concerns/issues. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Reviews landscape plans and blueprints to determine backflow prevention requirements for new and existing water services; confers with the public, developers, contractors, and others to explain and discuss backflow prevention requirements.
- Conducts surveys of commercial and industrial buildings to identify the degree of potential health hazard to the water supply by evaluating the existence of cross connections, materials used on the properties, probability of backflow, complexity of piping system, and potential for piping system modifications.
- Inspects backflow prevention devices for correct installation to meet City requirements; verifies testing and certifications as current and acceptable; spot checks tests conducted by backflow testers by retesting devices.
- Records and maintains a variety of records and reports related to inspection and billings; enters and retrieves data from a computer; prepares written reports and correspondence as required.
- Develops and implements a periodic inspection schedule to ensure customer compliance with annual backflow testing requirements; prints out backflow notices and backflow reports and mails out notices with a list of approved backflow testers to inform customers of annual backflow testing requirements and completion dates; tracks responses and prepares follow-up notices for non-compliance; locks off water services in cases of non-compliance, as necessary.
- Collaborates with co-workers and colleagues to implement water conservation programs; monitors water conservation measures throughout the City's water service area.

- Collects samples for bacteriological, chemical, general physical analysis, gross alpha tests, and other water quality samples and tests, as required.
- Assists in investigating and resolving water quality related issues and concerns.
- Collaborates with City staff on issues such as purchase of water meters for new developments and determining the appropriate size and type of meter necessary to meet the needs of the customers.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Equipment, tools, materials, methods, and techniques used in the inspection, testing, and repair of various backflow prevention devices.
- Equipment inspection, maintenance, and repair.
- Bacteriological, chemical, and related water sampling tests.
- Landscaping and irrigation plans.
- Laws, regulations, and ordinances applicable to water distribution systems and safe work practices related to water system construction and maintenance work.
- Business math and record keeping practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Effectively inspect and test backflow prevention devices.
- Safely use hand and power tools of the trade.
- Read and interpret drawings, plans, blueprints, and specifications.
- Make accurate arithmetic calculations.
- Interpret and apply laws, codes, regulations, policies, and procedures.
- Conduct bacteriological, chemical, and related water sampling tests.
- Maintain accurate records.
- Understand and follow oral and written directions.
- Effectively resolve public concerns and difficult customer complaints; provide effective resolutions within established guidelines.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in backflow prevention device testing and certification.

Experience:

- Four (4) years of experience in the operation and/or maintenance of water distribution facilities, including the inspection and testing of backflow prevention devices.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Backflow Tester Certification from the County of San Bernardino, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Cross Connection Specialist Certification from an appropriate agency, to be maintained throughout employment.
- Possession of, or successful acquisition within twenty-four (24) months of appointment, a valid Grade I (D-1) Water Distribution Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Confined Space Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid CPR/First Aid Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Forklift Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand for extended periods of time, and walk long distances on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces and the use of confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may

interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER TREATMENT LEAD OPERATOR

DEFINITION

Under direction, performs skilled manual labor in the operation, maintenance, and repair of water systems; monitors, inspects, and operates ground water treatment plants; monitors Supervisory Control and Data Acquisition (SCADA) system and makes necessary adjustments to maintain an adequate supply of water and pressure; leads the work of a crew engaged in such work; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Water Treatment Operator series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties/ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services/complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Monitors, inspects, and operates ion exchange Granular Activated Charcoal (GAC) ground water treatment plants involving nitrate, perchlorate, and trichloropropane (TCP) removal.
- Monitors Supervisory Control and Data Acquisition (SCADA) system and makes necessary adjustments to maintain an adequate supply of water and pressure.
- Inspects booster rooms and well sites to ensure equipment is working properly.
- Operates and adjusts treatment plant pumps, motors, chemical feeding pumps, and other equipment to maintain optimal operations; reviews and documents console readings, feed rates, water storage levels, and other operational information displayed on gauges, dials, graphs, and other instrumentation.
- Calculates chemical feed and dosages at the treatment plant and makes necessary adjustments to ensure water is safe for consumption.
- Orders and schedules chemical deliveries such as hydrochloric acid, chlorine gas, and salt to maintain adequate chemical storage.
- Inspects facilities for compliance with City standards; reports safety or security hazards in public facilities; reports maintenance or repairs as needed.

- Coordinates work to be performed by contractors such as programmers and electricians including the daily inspection of work to ensure compliance with specifications for work performed at wells and treatment facilities; resolves problems in the field as needed.
- Performs inspection of work areas at wells and treatment facilities for compliance with accepted standards, required maintenance, and needed corrective work; maintains records of work performed; maintains equipment.
- Reviews plans and specifications for wells and treatment facilities to ensure conformance with City standards.
- Obtains price quotations and processes purchasing of materials and supplies; maintains records of equipment and spare parts inventory to ensure adequate resource reserve.
- Responds to water quality complaints from the public and to requests for information; answers emergency calls from other agencies; coordinates imported water deliveries with other regional water agencies; takes appropriate action to resolve issues.
- Operates heavy equipment including skip loader, backhoe, vacuum truck, and water truck.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Equipment, tools, materials, methods, and techniques used in surface water treatment plant operations including the operation of domestic wells, motors, pumps, compressors, electrical panels, automatic control valves, and other equipment.
- Chlorination and domestic water sampling techniques.
- Basic laboratory testing methods and mechanical, electrical, and hydraulic principles.
- Operational mathematics including calculation of chemical dosing and water flow rates.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, current regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Inspect, operate, diagnose problems, and perform preventive maintenance and repair work in electric motors, pump panels, engines, pumps, compressors, valves, and related equipment.
- Safely operate vehicles, equipment, tools, and stationary mechanical equipment, which may include but not be limited to; service truck, air-compressor, forklift, and various power and hand tools.

- Read and interpret charts, gauges, plans, and drawings.
- Make accurate arithmetic calculations.
- Exercise judgment in determining necessary water production levels.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand and follow oral and written directions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water systems operation and maintenance work.

Experience:

- Two (2) years of experience in public works water systems operation, maintenance, and repair work, including supervision of contract work.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid California Class “C” Commercial Drivers’ license with HazMat endorsement, to be maintained throughout employment.
- Possession of, or successful acquisition within twenty-four (24) months of appointment, a valid Grade II (D-2) Water Distribution Operator Certificate, to be maintained throughout employment.
- Possession of a valid Grade III (T-3) Water Treatment Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Confined Space Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid CPR/First Aid Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand for extended periods of time, and walk long distances on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces and the use of confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate

equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures. Utilizes respirators as required and, when doing so, is prohibited from wearing contact lenses, glasses, and/or beards or other facial hair which may prevent a proper fit unless alternate Personal Protective Equipment (PPE) can be found to mitigate the safety concerns regarding the wearing of such items.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER TREATMENT OPERATOR

DEFINITION

Under general supervision, operates and performs preventive maintenance on City pumps, wells, water treatment systems, and related equipment; inspects, adjusts, and repairs the telemetry system; monitors City reservoirs and well sites to ensure adequate supply of domestic water; chlorinates water as directed; collects samples for required water quality testing; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level classification in the Water Treatment Operator series and is responsible for independently performing technical duties in support of operating and performing preventive maintenance on City water production systems and equipment. Positions at this level perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Water Treatment Lead Operator in that the latter performs the more complex work assigned to the series, and/or provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Monitors, inspects, and operates ion exchange Granular Activated Charcoal (GAC) ground water treatment plants involving nitrate, perchlorate, and trichloropropane (TCP) removal.
- Monitors Supervisory Control and Data Acquisition (SCADA) system and makes necessary adjustments to maintain an adequate supply of water and pressure.
- Inspects booster rooms and well sites to ensure equipment is working properly.
- Inspects, repairs, and maintains automatic control systems, liquid level controls, automatic pumps, control valves, check valves, globe valves, gate valves, oil and air filters, fuses, circuit breakers, probes, circuits, relays, time delays, coils, switches, bearings, packings, mechanical seals, oil lines, drippers, and gauges.
- Monitors and maintains the telemetry system at the City yard and at all pumps, wells, and reservoirs; repairs circuit boards and well and reservoir sensors; trains other personnel in these activities.
- Performs a variety of preventive maintenance on pumps and pump motor equipment; inspects pumping operations and makes adjustments as necessary; performs maintenance and repair work on pump buildings and facilities.
- Adjusts reservoirs to ensure adequate supply of domestic water; maintains reservoir facilities; adjusts and maintains chlorinators; chlorinates storage water as directed; collects samples for bacteriological,

chemical, general physical analysis, gross alpha tests, and other water quality samples and tests as required.

- Answers emergency calls from the supervisor, public, and other agencies, taking appropriate action such as repairing small leaks, and correcting problems with pumps and the reservoir.
- Assists contractors in servicing, maintaining, repairing, and upgrading of equipment.
- Orders and schedules chemical deliveries of hydrochloric acid, chlorine gas, and salt to maintain an adequate amount of chemical storage; delivers and replaces chlorine gas cylinders as needed; monitors chlorine usage and residuals.
- Calculates chemical feed and dosages at the treatment plant and makes necessary adjustments to ensure water is safe for consumption.
- Maintains plant operation logs and reports.
- Oversees spending within established purchase orders related to water treatment needs.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Equipment, tools, materials, methods and techniques used in the operation of domestic wells, motors, pumps, compressors, electrical panels, automatic control valves, and other equipment.
- Chlorination and domestic water sampling techniques.
- Mathematical principles related to the computation of flows and volumes in water storage production and distribution systems.
- Water treatment processes.
- Supervisory Control and Data Acquisition (SCADA) systems.
- Basic laboratory testing methods.
- Mechanical, electrical, and hydraulic principles.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, current regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Monitor, inspect, and operate ion exchange ground water treatment plants.
- Inspect, operate, diagnose problems, and perform preventive maintenance and repair work on electric motors, pump panels, engines, pumps, compressors, valves, and related equipment.
- Operate hand and power tools in order to make repairs.
- Effectively operate Supervisory Control and Data Acquisition (SCADA) systems.
- Adjust reservoirs to ensure adequate supply of domestic water; maintain reservoir and well facilities.
- Perform groundwater level measurements.
- Adjust and maintain chlorinators; chlorinate storage water as directed;

- Collect samples for bacteriological, chemical, general physical analysis, gross alpha tests, and other water quality samples and tests as required.
- Calculate chemical feed and dosages and make necessary adjustments to ensure water is safe for consumption.
- Read and interpret charts, gauges, plans, and drawings.
- Maintain and store an adequate supply of chlorine gas cylinders and other pertinent chemicals.
- Make accurate arithmetic calculations.
- Understand and follow oral and written directions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water systems operation and maintenance work.

Experience:

- Two (2) years of experience in the operation, maintenance, and repair of water treatment facilities including motors, pumps, wells, and related equipment.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid California Class “C” Commercial Drivers’ License with HazMat endorsement, to be maintained throughout employment.
- Possession of, or successful acquisition within twenty-four (24) months of appointment, a valid Grade II (T-2) Water Treatment Plant Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twenty-four (24) months of appointment, a valid Grade II (D-2) Water Distribution Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Confined Space Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid CPR/First Aid Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Forklift Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand for extended periods of time, and walk long distances on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces and the use of confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures. Utilizes respirators as required and, when doing so, is prohibited from wearing contact lenses, glasses, and/or beards or other facial hair which may prevent a proper fit unless alternate Personal Protective Equipment (PPE) can be found to mitigate the safety concerns regarding the wearing of such items.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER UTILITIES SUPERINTENDENT

DEFINITION

Under general direction, supervises staff and operations of the Water and Environmental Division, including installation, construction, and maintenance of water facilities; supervises City water production, transmission, distribution, pumping, treatment, and equipment maintenance operations; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to management in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Utilities Engineering and Operations Manager. Exercises direct supervision over supervisory, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the second supervisory-level class that exercises independent judgment on diverse and specialized water production, treatment, transmission, and distribution services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for providing technical level support to the Water and Environmental Compliance Manager in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Supervises, plans, prioritizes, assigns, and coordinates the work of City staff engaged in performing a wide variety of tasks involved in the City's potable drinking water systems, including water resources, water system maintenance, water treatment, and water distribution functions; ensures all state and federal water guidelines are followed and maintained.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; processes invoices for expenditures; ensures compliance with budgeted funding; creates purchase orders; processes invoices from established purchase orders to ensure accuracy.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; inspects the work of assigned crews; ensures staff is properly prioritizing their workload; regularly monitors performance and provides feedback for performance improvement and development; recommends and implements disciplinary procedures to address performance deficiencies in accordance with the City's personnel rules, policies, and labor contract provisions.

- Develops and manages requests for proposals for contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Serves as the City's designated "Chief Operator" with the State Water Resources Control Board, Division of Drinking Water (SWRCB-DDW); corresponds and meets with State officials from the DDW to ensure the City's water system is operating as permitted.
- Monitors the operation of the City's water treatment facilities using Supervisory Control and Data Acquisition (SCADA) telemetry systems; facilitates meetings and correspondence to ensure regulatory compliance of water systems and resources.
- Assists with planning and review of plans for Capital Improvement Projects (CIP) and other City-related water projects; provides input regarding whether changes or revisions need to be made to project plans.
- Responds to service requests generated by clerical staff as well as from the public regarding water system issues; performs after-hours duties as the on-call water duty supervisor on a rotating basis.
- Evaluates staffing needs related to State certification and State or City required training in order to remain in compliance.
- Prepares and presents a variety of reports and other necessary correspondence related to assigned activities and services and as mandated by federal and state agencies.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in installation, maintenance, and repair of various water facilities and equipment, water distribution, water resources, water treatment, and water production; research emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

- Operations, materials, methods, equipment, techniques, and terminology used in activities related to the operation, construction, maintenance, installation, and repair of water distribution, treatment, production, and storage infrastructure and related facilities and appurtenances.
- Operational characteristics of water distribution, treatment, and production systems.
- Principles and practices of budget development and administration.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- SCADA telemetry systems.
- Proper methods of collecting and preserving domestic water samples as well as testing principles and practices.
- Mathematical principles as applied to water systems.
- Recordkeeping and purchasing procedures.
- Plumbing and hydraulic principles.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures related to assigned areas.
- Methods and techniques of preparing technical and administrative reports and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Supervise, plan, prioritize, assign, inspect, and coordinate the work of City staff involved in installation, construction, operation, maintenance, and repair of water infrastructure including water production, treatment, transmission, and distribution facilities, as well as water pumping and equipment maintenance operations.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Analyze complex maintenance problems, evaluate alternatives, and recommend or adopt effective courses of action.
- Analyze, interpret, prepare, and make recommendations on complex construction plans, specifications, drawings, sketches, diagrams, and codes.
- Perform mathematical calculations including percentages, fractions, decimals, volumes, ratios, and spatial relationships.
- Independently perform the most difficult water utility field customer service and maintenance duties.

- Manage differing personalities and develop a cohesive team.
- Respond to emergency and problem situations in an effective manner.
- Prepare cost estimates for time, materials, and equipment.
- Constructively resolve conflict and develop effective resolutions.
- Handle confidential matters with discretion.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, recordkeeping, and tracking systems.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water systems operation and maintenance work.

Experience:

- Five (5) years of increasingly responsible experience in water production, treatment, and distribution, water facility maintenance, repair, construction, and installation, including two (2) years of experience in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of a valid Grade V (D-5) Water Distribution Certificate, to be maintained throughout employment.
- Possession of a valid Grade III (T-3) Water Treatment Operator Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; color vision to differentiate potable from reclaimed water lines, utility markings, and interpret signs, and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 45 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.



WATER UTILITIES SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff performing construction, maintenance, and repair of water facilities within the Water Division; plans and coordinates a comprehensive water production, transmission, and distribution system as well as pumping and equipment maintenance operations, and repair of sanitary sewer and storm drain systems; provides complex staff assistance to management staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Water Utilities Superintendent. Exercises direct supervision over supervisory, technical, and administrative staff.

CLASS CHARACTERISTICS

This classification is the supervisory level within the Water and Environmental Division that exercises independent judgment on diverse and specialized water production, transmission, and distribution systems and functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the Water Utilities Superintendent in that the latter has full management authority in planning, organizing, and directing the full scope of Water Utilities within the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff providing maintenance, testing, operation, and repair of water systems, fire hydrants, domestic and recycled water service systems, back flow devices, air vacuums, blow offs, water meters, and angle valves; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Evaluates plans and material submittals of proposed developments to ensure compliance with City standards, ordinances, policies, and regulations; reviews plans with engineering staff, inspectors, and other water staff; provides feedback and input related to effective and optimal execution of plans.
- Monitors activities of the work unit; schedules and establishes timelines with contractors for repairs; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates, assigns, and advises staff in assigned maintenance services and operations; inspects field work; coordinates services with other divisions and outside agencies.
- Monitors and controls the operation and control of water distribution systems including chemical

feeding equipment, filtration equipment, reservoirs, and storage tanks.

- Takes water samples to ensure water quality; directs the work for testing and repairs of meters, backflow devices, and other apparatus.
- Performs a wide range of emergency repair work.
- Assists management in preparation of budget and cost reports; identifies and communicates resource and equipment needs; prepares reports and justifications; reviews and corrects work reports, timesheets, cost recovery reports, and other documentation submitted by staff.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, databases, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and outside agencies; recommends corrective actions to resolve issues.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public; corresponds with external agencies to ensure proper operation and permitting of internal processes.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of leadership.
- Principles and practices of contract administration and management.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and needs of field operations.
- Operational characteristics, services, and activities of comprehensive water treatment, water distribution, and water quality programs.
- Principles, practices, methods, and maintenance requirements involved in the operation of water treatment, distribution, pumping, storage facilities, and related equipment.
- Mathematics, water science, and environmental science.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Read, interpret, and understand technical manuals, blueprints, drawings, and diagrams.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Oversee and monitor the contract staff and operations of the City's water production, treatment, storage, and distribution facilities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water systems operation and maintenance work.

Experience:

- Four (4) years of increasingly responsible experience in the management of water operations, maintenance, and regulatory compliance, including water treatment facilities and related infrastructure, including two (2) years of supervisory or lead experience.

Licenses and Certifications:

- Possession of a valid California Class "C" Driver's License, to be maintained throughout employment.
- Possession of a valid Grade IV (D-4) Water Distribution Certificate, to be maintained throughout employment.

- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Grade V (D-5) Water Distribution Certificate, to be maintained throughout employment.
- Possession of a valid Grade II (T-2) Water Treatment Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition of within twenty four (24) months of appointment, a valid Grade III (T-3) Water Treatment Operator Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand for extended periods of time, and walk long distances on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, climb and descend ladders; possible entry into confined spaces and the use of confined entry equipment; grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, mechanical and/or electrical hazards, hazardous physical substances and fumes, smoke, vapors, dust, chemicals, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Incumbents are required to be available to work Monday through Friday per a defined work schedule. Incumbents are also subject to serving on-call, which may include working on a rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice.