



## ACCESSIBILITY COORDINATOR

### **DEFINITION**

Under general direction, serves as the Citywide Americans with Disabilities Act (ADA) Coordinator; provides oversight, guidance, administration, training, and implementation of the ADA and other federal and state accessibility codes and regulations; serves as the Citywide Title VI Coordinator to ensure compliance with federal and state requirements; researches, investigates, and resolves and addresses complaints of noncompliance and civil rights discrimination within the City's programs and services to the general public;; 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 of the City's accessibility programs, compliance efforts, and related training programs. 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.*

- Leads, plans, coordinates, promotes, and participates in the administration, training, and implementation of the Americans with Disabilities Act (ADA), the California Disabled Persons Act, ADA Standards, California Building Code access requirements, and all other laws, regulations, standards, and codes related to disability access for the City.
- Performs compliance monitoring and technical assistance, complaint investigations, policy and procedure development, training and outreach, community engagement and data analysis, and reporting and documentation in accordance with Title VI.
- Monitors and evaluates assigned programs, activities, and services; identifies opportunities for improving service delivery and procedures; recommends improvements, reasonable modifications, and process changes and reviews with appropriate management staff; implements improvements.
- Consults, oversees, and coordinates the removal of structural and ideological barriers to accessibility; identifies needs and develops, maintains, and implements compliance programs with disability access requirements.
- Implements Title II ADA self-evaluation and transition plans; coordinates with multiple departments on the planning, execution and remediation of programs and structural barriers to address accessibility

issues identified; completes annual progress reports, any required reporting by federal and state agencies, and updates to the transition plan.

- Manages and implements the City's Title VI compliance program, including regularly evaluating Limited English Proficiency Assessments to determine needed updates to plans and/or policies; disseminates information to the general public about the City's Title VI plan and policies; coordinates the completion of all required reporting to state and federal agencies.
- Manages the grievance process related to program access under Title II of the ADA and discrimination under Title VI of the Civil Rights Act, including receiving and logging complaints, reviewing and analyzing complaints, proposing resolutions, working with other departments to enact resolutions, following up with complainants, and documenting all steps of the process.
- Develops policies and creates various training mechanisms to explain, examine, and apply laws and regulations in the City's programs and services; monitors and assesses efforts and adjusts training approach and materials as needed to be effective and compliant.
- Provides Citywide training programs on the ADA Title II requirements, Title VI of the Civil Rights Act, disability and civil rights related topics, and best practices.
- Addresses accessibility issues that may arise and works with individual departments to problem solve in accordance with regulations and best practices.
- Performs in-field troubleshooting and design review checks; reviews and analyzes Development Review Committee and City Project submittals for access compliance; recommends and implements revisions and updates.
- Reviews alterations to pedestrian facilities in the public right-of-way and ensures they are compliant with federal, state and local accessibility regulations.
- Serves as subject matter expert and provides support to City staff in handling access issues for the City's programs, services and activities.
- Communicates with City and ADA attorneys on a variety of issues related to legal ramifications of City actions or directions related to disability access.
- 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.
- Attends and participates in professional group meetings; stays abreast of new legislation, regulations, trends, and innovations in accessibility related to the ADA and Title VI; researches emerging products and enhancements and their applicability to City needs.
- Maintains accurate records of services and activities related to programs; 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 program and training development, implementation, review, and evaluation.
- Data collection and analysis 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, including ADA with emphasis on Title II, ADA Standards, the California Disabled Persons Act, and related statutes and regulations as well as access provisions of the California Building Standards and other relevant federal and state statutes, laws, regulations, codes, and standards pertaining to disability rights and accessibility.
- 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.
- Conduct research of barriers and remediation or legal guidance related to disability.
- Create and provide presentations or training to staff on topics related to disability access and civil rights protections.
- 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.
- 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 (12<sup>th</sup>) grade, supplemented by college level coursework in public administration, legal, disability studies, or related field.

Experience:

- Two (2) years increasingly responsible experience state and federal accessibility regulations and codes, including the ADA Standards, California Building Code access requirements, civil rights compliance, or other related fields and experience working with people with a broad range of disabilities.

**Licenses and Certifications:**

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

- Possession of a valid ADA Coordinator Certification, or ability to obtain within twelve (12) months, 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.





## ACCOUNTANT

### **DEFINITION**

Under direction, performs a variety of professional accounting duties, including auditing, analyzing, and verifying fiscal records and reports, preparing financial and statistical reports, providing information to City staff regarding accounting practices and procedures, and reconciling general ledger accounts; assists in preparing the City's annual budgets; prepares accounting reports and schedules; 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 accounting work in support of the Finance Department. 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 that qualified employees can perform the essential functions of the job.*

- Performs a variety of professional tasks in support of the City's accounting programs with areas of responsibility including, but not limited to, accounts payable, accounts receivable, payroll, grant funding and reporting, general accounting, and budget development.
- Prepares journal entries and reconciles general ledger and subsidiary accounts related to postings from payroll, accounts payable, cash receipts, investments, and accounts receivable; prepares monthly financial statements, including distributing monthly revenue and expenditure reports to departments; prepares numerous monthly financial reports.
- Performs bank account reconciliations verifying accuracy of recorded transactions; prepares related work sheets, cash balances, proofs, and other schedules; prepares daily cash flow analysis.
- Reconciles annual sales tax collections and payments received; verifies accuracy.
- Monitors daily activity of pooled investments; ensures balances are in compliance with investment policy; reviews interest rates; prepares and processes trade purchases; prepares wire transfers based on account balances and interest rates; monitors settlement and maturity dates.
- Conducts and/or coordinates internal/external audits of financial records; examines, analyzes and verifies documents to ensure adherence to established internal controls and accepted professional standards
- Performs duties related to the City's fixed assets program; maintains and updates asset records; tracks additions, deletions, and transfers to departments of fixed assets for all funds; calculates depreciation expense based on asset type.

- Assists in monitoring budgets for various City departments and projects; determines if funds are available and expenditures are properly classified; researches and analyzes transactions to resolve budget problems; assists in annual budget preparation.
- Conducts a variety of analytical and operational studies regarding departmental activities including financial, operational, or administrative issues; evaluates alternatives, makes recommendations, and assists with implementation of procedures.
- Prepares a variety of detailed accounting, statistical, and/or narrative financial statements or reports requiring analysis and interpretation of source data, including the Annual Comprehensive Financial Report (AFCR); ensures fiscal transactions to are in compliance with Governmental Accounting Standards Board (GASB), Generally Accepted Accounting Principles (GAAP), municipal codes and ordinances, and state and federal requirements.
- Reviews accounting and financial documents to ensure accuracy of information and calculations and makes corrections of entries.
- Performs related duties as assigned.

## **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, complete, and concise financial statements 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 an associate's degree.

Experience:

- Three (3) years of professional accounting program 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.



## ACCOUNTING TECHNICIAN

### **DEFINITION**

Under general supervision, performs a variety of routine technical and administrative account support duties in the updating, preparation, review, verification, maintenance, and processing of customer account records, transactions, and balances in support of the City's account receivables, utility record keeping, meter reading, and customer account inquiry activities; 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 fully qualified journey-level classification is responsible for independently performing a diverse range of routine technical and administrative account support duties. 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.*

- Performs a variety of routine administrative and technical accounting support duties related to accounts receivable, accounts payable, accounting, and purchasing duties, including posting, balancing, adjusting, and maintaining manual and/or computerized accounting and financial records according to established policies and procedures.
- Maintains and reconciles a variety of general ledgers, reports, and records according to established account policies and procedures; reconciles transactions and data as directed; records changes and resolves differences; maintains the accuracy of accounting and financial records; prepares and posts journal entries.
- Gathers, checks, and tabulates data used in the preparation of records and reports; researches account histories; assists customers, departments, and employees by providing fiscal information, explaining procedures, and answering questions.
- Reviews, compiles, and researches various source documents including invoices, reimbursements for staff, purchase card forms, committee, budget, and expenditure ledger reports and purchase orders for accuracy, receipt of necessary information, and compliance with rules, regulations, and procedures; confers with appropriate parties as needed and processes purchase requisitions and invoices for payment; maintains accurate data and records.
- Monitor and balance various accounts; verifies availability of funds and classification of expenditures.
- Reviews, audits, and distributes invoices from vendors and service providers; confers with vendors regarding purchase orders, invoices and payments; review statements for accuracy and completeness; process invoices for approval for payment; prepare payments for mailing.

- Reviews related processes such as cash handling to ensure compliance with established policies and procedures; oversees and monitors incoming check payments and other department revenues to ensure timely processing and deposits.
- Verifies, posts, and records a variety of financial transactions; prepares and maintains databases, records, and a variety of periodic and special financial, accounting, and statistical reports; generates reports by computer.
- Collects money for various accounts and processes payments; posts, reconciles, and adjusts account balances.
- Tracks and monitors related budgets including general fund and grant-funded budgets; processes budget transfers, coding corrections, and budget amendments as needed.
- Assists with preparation and coordination of annual audits.
- Performs administrative support duties which may include coordinating and scheduling related meetings and events, taking and/or maintaining meetings minutes and attendance records, and assisting with special events and activities as assigned.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Terminology and practices of financial and account document processing.
- Cash handling and basic bookkeeping practices and principles.
- Accounting methods, procedures, and techniques to conduct analysis, validate transactions, and resolve inconsistencies.
- Various billing applications, accounting systems, and computer file systems to resolve problems of processed transactions, establish new accounts, and rectify account issues.
- Report and statement preparation which requires research to identify and select appropriate data.
- Automated systems, interfacing files, and account records to correct issues, imbalances, and determine actions to be taken to rectify issues and bring accounts into balance.
- Account relationships and techniques for compiling and verifying the accuracy of data in and across various systems.
- Arithmetic, mathematical reasoning, and basic financial and statistical techniques.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- 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:**

- Read different water meter types and models.
- Determine consistency of meter readings and report unusual cases or errors.
- Operate computer to input data, conduct extensive record research, perform reconciliations, and initiate corrective actions.
- Maintain prompt and regular attendance.

- Understand and follow verbal and written directions and procedures.
- 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 (12<sup>th</sup>) grade, supplemented by college level coursework in accounting, bookkeeping, finance, or a related field.

Experience:

- Three (3) years of experience in processing financial transactions or performing related work.

**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.



## ADMINISTRATIVE ASSISTANT

### **DEFINITION**

Under general supervision, performs a variety of moderately difficult and complex office administrative support duties for a department director, their designee, and other department staff, as assigned; maintains calendars and schedules meetings and appointments; prepares, edits, and distributes a variety of documents and correspondence including meeting agendas, memos, and reports; processes and responds to e-mail and U.S. mail; answers telephones and responds to inquiries from the public, other departments, and outside agencies; establishes and maintains department files and file retrieval systems; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from a department director or their designee. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This journey level classification is responsible for independently performing a variety of moderately difficult and complex office administrative support duties for a department director, their designee, and other department staff, as assigned. 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 direct, confidential, moderately difficult, and complex office administrative support duties for a department director, their designee, and other department staff, as assigned.
- Schedules and coordinates a variety of meetings, appointments, seminars, conferences, training sessions, and travel arrangements for department staff; maintains calendars for management staff and for the department.
- Answers telephone calls; receives and responds to inquiries from the public, other departments, and outside agencies; retrieves voicemail messages; receives and assists visitors at the front counter; generates service requests as needed.
- Prepares, edits, formats, assembles, and distributes a variety of documents including memos, reports, forms, agendas, address lists, office directories, rosters, and other correspondence; serves as a meeting secretary and prepares agendas and information packets, sets up meeting rooms, and takes minutes.
- Distributes incoming mail; monitors and responds to incoming emails, requests for service, and/or public records requests; emails confirmation of received requests and provides status updates as needed; distributes other requests to proper departments.
- Orders office supplies, awards, plaques, and other needed supplies; monitors budget expenditures; maintains supply inventory; enters and processes petty cash reimbursements; maintains petty cash for the department; documents and tracks petty cash expenditures and replenishments.

- Tracks employee performance evaluation due dates; prepares, proofreads, prints, routes, and processes completed employee performance evaluation forms; ensures signed original evaluations are submitted to Human Resources.
- Prepares and processes Personnel Action Forms (PAFs) for a variety of personnel transactions including employee merit increases, new hires, promotions, transfers, budget allocation changes, and separations; serves as a liaison between Human Resources and department staff to address related personnel transactions; enters and reconciles timesheets for department employees, as required.
- Establishes and maintains department files and file retrieval systems; creates and maintains confidential employee files; retains department files according to City records retention policies; coordinates destruction of records with the City Clerk's Office, as required.
- Processes invoices, as required; reconciles City credit card statements for section managers.
- Develops new administrative processes to enhance efficiency and effectiveness of department operations and systems, as directed.
- Oversees and/or participates in special projects at the direction of the department director or their designee; participates in various committees in support of departmental goals.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, time management, prioritization of tasks, and project management.
- Business letter writing and the standard format for reports and correspondence.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Principles and practices of data collection, database input, maintenance, querying, and report preparation.
- Records retention and destruction practices.
- Business arithmetic.
- Rules and procedures governing the notice and conduct of public meetings.
- Purchasing, accounting, and budgeting practices and procedures.
- 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 administrative support work requiring the use of tact and discretion.



- Maintain confidentiality and ensure discreet handling in all aspects of personnel or sensitive situations.
- Prepare clear, accurate, and concise records and reports, including a variety of confidential documents.
- Compose correspondence and reports independently or from brief instructions.
- Organize and maintain a variety of automated and hardcopy records, logs, and specialized and sensitive department personnel files.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn, interpret, apply, and explain Citywide as well as departmental and divisional administrative policies, procedures, practices, principles, rules, programs, processes, and labor agreements applicable to departmental operations.
- Enter and retrieve data from a computer system and prepare written materials with enough speed and accuracy to perform the work.
- Handle disputes and complaints and resolve problems in a calm and tactful manner.
- Make accurate arithmetic calculations.
- Make and confirm travel arrangements, including requests for travel advances.
- 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 (12<sup>th</sup>) grade.

Experience:

- Four (4) years of increasingly responsible clerical and secretarial 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 departmental policies and procedures.



## AGING SERVICES COORDINATOR

### **DEFINITION**

Under general direction, plans, organizes, and coordinates aging services and Senior Center programs, operations, and events within the Community Services, Parks, and Recreation (CSPR) Department; provides administrative support and program assistance to assigned management personnel; performs professional social work to obtain health, financial, and social services for residents of the City; 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 of one or more programs in the Community Services, Parks and Recreation Department. 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.*

- Leads, plans, coordinates, promotes, and participates in the day-to-day operations of aging services and the City's Senior Center; establishes schedules and methods for providing community services and social services.
- Monitors and evaluates aging services programs, activities, and services; identifies opportunities for improving service delivery and procedures; recommends improvements, modifications, and process changes and reviews with appropriate management staff; implements improvements.
- Supervises college volunteers to operate aging services programs and activities; provides supervision, training, orientation, and guidance to assigned volunteers; prepares volunteer schedules; provides input and documentation for performance evaluations to the university.
- Identifies staff development and training needs; schedules and coordinates meetings and training programs for staff and volunteers; monitors and assesses training to ensure staff is properly trained and certified.
- Evaluates aging services program attendance, participant responses, and costs; makes recommendations regarding the continuance or cancellation of programs; assists in the development of new programs.
- Coordinates aging services program registration, including the collection and accounting of monies, as applicable.

- Administers and oversees contracts between the City and partner agencies.
- Participates in the preparation, promotion, and execution of Senior Center events; coordinates with community and professional groups to promote programs and activities; seeks sponsorships for special events and programs.
- Prepares and coordinates the development of publicity for events and programs, including flyers, pamphlets, brochures, and announcements.
- Assess the needs of the client and the client's family, when appropriate.
- Coordinate, monitor, evaluate, and advocate for multiple services in order to meet the client's specific need(s).
- Provide extensive outreach services.
- Effectively plan, provide, and evaluate case management services related to the client.
- Acts as a representative to patrons and residents regarding questions, problems, concerns, and activities in the provision of program operations, activities, and services.
- Provide advocacy in instances when a client's right to social services or public assistance may have been abridged or denied; advocates on behalf of clients or significant others unable to register complaints.
- Meet with other service providers and agencies to facilitate needed services, resources, and opportunities for the client; establish and maintain effective relationships with governmental and community agencies regarding program and services.
- Participates in City, community, and advisory meetings.
- Assists in the determination of personnel, equipment, and material needs for program activities; prepares and processes purchase of and payment for equipment, supplies, and services.
- Prepares budget recommendations for the allocation of personnel, equipment, and supplies for program activity areas; monitors assigned program budgets.
- Maintains accurate records of services and activities related to programs; 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.
- Methods and techniques of identifying community, social, and/or program needs for recreational, age-specific programs.
- Procedures for planning, implementing, and maintaining a variety of community, recreation, social services, and special events, programs, and activities.
- Principles and practices of program development, implementation, review, and evaluation.
- Recreational, cultural, age-specific, and social needs of the community.
- Case management principles, methods, and techniques.
- Function and organization of public assistance and social service systems.
- City site management and oversight.
- Local community groups, organizations, and businesses.
- Safety principles and practices, including basic first aid and adult and/or child cardiopulmonary

resuscitation (CPR) methods.

- Statistical analysis and report preparation.
- Operations and services of recreation programs.
- Local community groups, organizations, and businesses.
- Facility scheduling software and online registration systems and software.
- Mathematical principles.
- Principles and procedures of recordkeeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best 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.
- Plan and prepare activity schedules, staffing schedules, reports, and other related program materials.
- Manage multiple projects and tasks of varying complexities.
- Prepare and implement case management plans.
- Interpret and explain complex laws and regulations to clients and the public.
- Handle medical emergencies and injuries in a calm and effective manner.
- Develop, plan, organize, coordinate, promote, implement, supervise, and evaluate a variety of services and programs, activities, and special events.
- Oversee expenditures and adhere to budgeted allocations; ensure program revenues are collected appropriately.
- Perform mathematical calculations.
- Maintain accurate logs, records, and written records of work performed.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- 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 in human services, social work, psychology, or a related field.

Experience:

- Three (3) years of increasingly responsible experience in coordinating and administering aging services including case management, programming, and compliance.

**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; 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 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 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.



## **ASSISTANT BUDGET MANAGER**

### **DEFINITION**

Under general direction, performs the full range of professional and technical budget analysis functions; plans and coordinates preparation of the annual City budget; conducts budget and financial studies; prepares various statements and reports; 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 advanced 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. 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 and coordinates administrative services required to prepare the Citywide annual budget; develops the budget calendar; prepares budget instructions and materials for departmental use; monitors and projects City revenues and expenditures; analyzes budget requests; prepares and presents reports of budget activity; prepares the draft and final City budget.
- Provides staff assistance by performing research and analysis of Citywide financial issues requiring knowledge of related laws, ordinances, codes, and interpretation of City or department policy; prepares and presents reports of findings and recommendations.
- Conducts organizational analysis of the budget and recommends modifications; performs periodic reviews and revenue analysis by department; sets up and establishes the structure for the chart of accounts; assists departments in preparing budget adjustments and corrections into the accounting system.
- Coordinates and processes budget amendments; researches City Council actions to identify budgetary funding availability and allocation of resources; monitors budgets for each departments grant and capital project financing; collaborates with departments on analyzing revenue sources.
- Serves as liaison to other City departments; administers or participates in special projects relating to ongoing Citywide issues and programs; coordinates or conducts activities with other City departments, agencies, and organizations; contributes Department and City views and interests in the execution of assigned duties; represents the Department before boards and commissions, as required.

- 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 government budget preparation, administration, and control.
- Generally Accepted Accounting Principles.
- Governmental and fund accounting principles and procedures.
- City accounting system requirements and procedures.
- Principles of budget preparation, analysis, and monitoring.
- Methods and techniques of auditing, verifying, balancing, and reconciling accounting records.
- Principles and practices of fiscal, statistical, and administrative record keeping and reporting.
- General principles and practices of data processing and its applicability to accounting and City operations.
- Research and reporting methods, techniques, and procedures.
- Technical report writing and preparation of 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:**

- Research, analyze, evaluate, understand, interpret, and apply programs, policies, procedures, and guidelines, and develop sound recommendations.
- Perform responsible and difficult budgeting and fiscal work involving the use of independent judgment and personal initiative.
- Analyze complex problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Develop recommendations for problematic areas and implement and monitor changes.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Properly interpret, ensure compliance with, and make recommendations in accordance with laws, regulations, and policies.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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 finance, accounting, public administration, or a related field.

Experience:

- Three (3) years of increasingly responsible experience in municipal budgeting.

**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.



## ASSISTANT CITY ENGINEER

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Land Development Division of the Public Works Department, including private land development and infrastructure projects; 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 Public Works Director in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **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 an 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 Engineering Division, including private land development and infrastructure projects.
- 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 the processing, review, and approval of various improvement plans, cost estimates, technical reports, and specifications associated with land development projects.

- Works with engineers, architects, developers, and others to resolve conflicts and facilitate solutions; negotiates conditions of approval prescribed by the City; inspects project sites to ensure compliance with project specifications and City policies.
- Recommends and implements changes to City codes, procedures, policies, and objectives, including City ordinances, fee schedules, and engineering standard drawings.
- 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 engineering and land development; 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.
- Theory, principles, practices, and techniques of civil engineering and project management as they apply to a public agency.
- Principles and practices of municipal public works administration, planning, and design.
- Practices of civil engineering, infrastructure design, and construction including hydraulics and hydrology.
- Methods of civil engineering design review.
- Land development approval process.

- 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 Engineering Division in the Department of Development Services.
- 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.
- Review civil engineering plans and technical studies.
- Interpret and clearly communicate highly technical subject matter.
- Present proposals and recommendations clearly, logically, and persuasively in public meetings.
- 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 civil engineering or a related field.

**Experience:**

- Five (5) years of professional public sector engineering experience, including two (2) years 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 Certificate of Registration as a Professional Engineer in the State of California, 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 15 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.



## ASSISTANT CITY MANAGER

### **DEFINITION**

Under administrative direction, performs a variety of administrative assignments and coordinates City administrative activities; serves as a subject matter expert on the City's resources, responsibilities, and opportunities related to the quality of life for residents; coordinates the activities of assigned departments; makes decisions with the authority of the City Manager in areas of responsibility; represents the City Manager in their absence; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the City Manager. Exercises supervision over management, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This executive management classification oversees, directs, and participates in all activities of the City's operations, including short- and long-term planning, as well as development and administration of Citywide policies, procedures, and services. This class also manages assigned departments and provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions, and municipal government activities, including the role of the City Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the City and assigned departments with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the City. The incumbent is accountable for accomplishing Citywide planning and operational goals and objectives, and for furthering City goals and objectives within general policy 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 that qualified employees can perform the essential functions of the job.*

- Provides advice and assistance to the City Council, the public, City committees, and other agencies; responds to inquiries; provides information regarding City policies, procedures, and other general information relating to City operations; facilitates communications between citizens, City staff, and the City Council; ensures consistent implementation of City Council decisions.
- Monitors program planning and coordination of departmental activities as they relate to the delivery of services and quality of life for residents; ensures the development and utilization of performance related mechanisms.
- Represents the City in relations with the community, advisory committees, local, state, and federal agencies, and professional organizations; provides leadership in addressing emerging issues related to community life; participates with community leaders and representatives of other public agencies in task forces and coalitions related to assigned areas of responsibilities; facilitates the development of community networks to address quality of life issues.

- Conducts research and performs analysis for special projects; coordinates or provides administrative assistance in the implementation of project recommendations; reviews, analyzes, and makes recommendations on state and federal legislation.
- Prepares and recommends revision of policies, procedures, and other information pertaining to the administration of City business; conducts analysis; prepares recommendations regarding policies and procedures requiring knowledge of legal requirements and an understanding of City operations; reviews and makes recommendations on administrative controls, records, files, and documents.
- Provides staff assistance to the City Manager; screens and routes inquiries and requests; makes recommendations as to disposition; represents the City Manager at meetings; acts in the capacity of City Manager in their absence.
- Administers computerized information systems for the City, including computer-based network and mainframe financial systems.
- Coordinates and participates in processes necessary to prepare the budget; monitors budget requests; compiles materials in preparation for City Manager evaluation and related review activities.
- Participates in City management staff meetings and serves on special task forces; directs and coordinates the conduct of projects having a general Citywide impact.
- Selects staff; plans, organizes, and assigns work; develops and establishes work methods and standards; directs or conducts staff training and development; reviews and evaluates employee performance; executes disciplinary action.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- 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 public administration, personnel management, and finance.
- Principles and practices of supervision and disciplinary processes.
- Municipal budgeting processes.
- Data processing systems and applications in a public agency.
- Data collection and analysis techniques.
- Operations typical of municipal services including several of the following: economic development, human services, recreation, the arts, community relations, communications, neighborhood enhancement services, and public safety and welfare.
- Operations of community-based organizations and private and governmental funding agencies for human services.
- Techniques of maintaining effective Council and public relations.
- 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, direct, and coordinate municipal programs.
- Interpret complex regulations, laws, and guidelines.
- Analyze complex administrative situations and resolve them through application of City policy and management principles and practices.
- Develop comprehensive plans to meet future City needs and services.
- Select, train, supervise, and evaluate employees.
- Deal constructively with conflict and develop effective resolutions.
- Research, prepare, and present complex reports on a variety of subjects.
- Understand, explain, and apply policies and procedures.
- Plan and enforce a balanced budget.
- Represent the City and Department effectively in a variety of meetings, including making presentations.
- Interpret financial statements and cost accounting reports.
- 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 public administration, business administration, finance, or a related field.

Experience:

- Six (6) years of increasingly responsible administrative experience in a public agency which would have included experience in functions related to community life, including four (4) years of experience in a supervisory or manager 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; 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.



## ASSISTANT ENGINEER/ASSISTANT CIVIL ENGINEER

### **DEFINITION**

Under general supervision, performs field and office engineering work involved in the planning, design, construction, operation, and maintenance of public works facilities; reviews subdivision improvement plans, parcel and tract maps, road and grading plans, related maps, and specifications for accuracy; prepares and submits specifications and cost estimates for public works projects; conducts inspections of municipal works projects; 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 entry-level classification in the professional, unlicensed Engineer series. Initially under close supervision, incumbents learn and perform routine professional and technical engineering duties and coordinate project tasks. 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 Associate Engineer 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.

### **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 this level may perform some of these duties and responsibilities in a learning capacity.*

- Performs a variety of professional engineering work; prepares plans and designs public works projects according to general guidelines, objectives, and specifications.
- Reviews subdivision improvement plans, parcel and tract maps, road and grading plans, related maps, specifications, and other information for accuracy and formatting; reviews plans for conformance to established engineering practices, and compliance with federal, state, county, and local laws, ordinances, and regulations, as directed.
- Serves as liaison to contractors and their representatives in coordinating contract engineering projects; monitors project construction activity.
- Prepares and submits specifications and cost estimates for public works and other projects; compiles data and prepares reports, as directed; drafts ordinances according to general instruction, as directed; prepares, reviews, and evaluates technical and financial reports.
- Conducts inspections of municipal works projects, such as roads, subdivisions, and grading; conducts inspections of municipal works projects, such as water, sewer, and storm drains; conducts inspections

of new construction and existing developments for compliance with environmental regulations; directs and coordinates the work of inspection personnel, as required.

- Prepares change orders as necessary to recommend alteration of plans and specifications.
- Meets with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating engineering matters; provides information regarding City capital project requirements.
- Participates in field surveys as party member or crew chief; operates a variety of survey equipment.
- Reviews and evaluates reports of soils and materials tests and related information to assess conformance with project plans and specifications.
- Makes recommendations on various projects to other City departments concerning environmental issues; prepares and presents City Council reports, testimony at public hearings, and other public information items.
- Evaluates and recommends methods to control or treat water and wastewater contamination; evaluates feasible alternative treatment methods to comply with water and wastewater regulations; plans, estimates costs, and conducts studies related to water and wastewater quality control; researches and recommends uses for non-potable water.
- Implements and enforces federally regulated Pretreatment Program and Non-point Source Regulations; implements regulations relating to Safe Drinking Water Regulations, Non-point Source, Resource Conservation and Recovery Act (RCRA), and Title 22 regulations.
- Maintains records for Industrial User Discharge Permits, inspections, sampling, and enforcement actions; prepares reports for local, state, and federal regulatory agencies.
- Acts as liaison to public agencies on water and environmental subjects; conducts public education activities related to water and environmental subjects.
- Performs a variety of engineering calculations on assigned projects.
- Observes and complies with City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

*Positions at this level may exercise some of these knowledge and abilities statements in a learning capacity.*

- Principles, methods, materials, and equipment utilized in surveying and construction.
- Principles, methods, materials, and equipment utilized in construction of water facilities (e.g., pipelines, wells, pumps, etc.).
- Regulations governing the Federal Pretreatment Program, RCRA, Title 22, Non-point Source, Pollution Prevention, Clean Water Act, and Safe Drinking Water Act, including implementation procedures of related regulations and their effects on the City.
- Engineering principles and practices as applied to public works.
- Methods and techniques utilized in the preparation of public works projects, 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:**

- Perform professional engineering work, including project design.
- Conduct public works construction inspections and evaluate construction relative to approved plans and specifications.
- Analyze and respond to unusual situations through application of management principles and practices.
- Prepare and present reports.
- Maintain accurate records.
- Analyze data and information and draw logical conclusions.
- Understand and follow verbal and written directions.
- Interpret and apply rules, regulations, legislation, and policies.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- 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, procedural, and legal guidelines.
- 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.
- 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, mechanical engineering, or a related field.

Experience:

- One (1) year of responsible work in the field of civil engineering or a related field.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Assistant Civil Engineer: Possession of a valid California Professional Civil Engineer's license, 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 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **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, 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.



## **ASSISTANT HOMELESS OUTREACH COORDINATOR**

### **DEFINITION**

Under general supervision, coordinates and performs daily outreach to provide homeless services for those affected within the community; maintains effective working relationships with homeless individuals to provide intervention, referral, and case management services; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Homeless Outreach Coordinator. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is the entry-level classification in the Homeless Outreach series. Initially under close supervision, incumbents learn and perform routine daily outreach to provide homeless services for those affected within the community, 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. Positions at this level usually perform most of the duties required of the positions at the Homeless Outreach Coordinator 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.

### **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.*

- Conducts intakes and assesses client needs; coordinates, monitors, evaluates, and advocates for multiple services to meet the client's specific needs.
- Provides extensive outreach services out in the field; establishes good rapport with a diverse homeless population.
- Plans, provides, and evaluates case management services related to the client.
- Assists in the implementation of program goals and objectives and provides recommendations for improvement.
- Transports homeless individuals in City vehicle to appointments, shelters, and rehabilitation centers.
- 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.
- Makes off-site visits as needed; assists with facilitating workshops, trainings, and meetings.
- Participates in public outreach and education.

- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **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.
- 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:**

- 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 (12<sup>th</sup>) grade.

#### **Experience:**

- One (1) year of related work 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 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.





## **ASSISTANT PARKS AND FACILITIES MANAGER**

### **DEFINITION**

Under general direction, assists the Parks and Facilities Manager in planning, developing, renovating, and administering contracts of parks and related public facilities; assists in planning, directing, managing, and coordinating the maintenance of City facilities, buildings, and related equipment; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Parks and Facilities Manager. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This assistant manager classification is responsible for assisting with managing the functions, operations, and activities of the Parks and Facilities section of the Community Services, Parks and Recreation (CSPR) Department. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in assisting with overseeing the day-to-day operations of the section. Employees serve as a specialist, liaison, and advocate for the program, with regular contact and interactions with City senior management positions, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

### **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 developing and implementing policies relating to the use of land for development of parks and related facilities; assists in the acquisition of land for future park and facilities; inspects future park sites and works in progress.
- Assists in planning, directing, and coordinating park and public facility planning activities.
- Supervises and coordinates the activities of staff responsible for servicing and maintaining City facilities, buildings, and related equipment; inspects the work of staff.
- Receives inquiries and provides information regarding parks activities; interprets and explains policies and procedures; responds to complaints; investigates and resolves service problems.
- According to established procedures, authorizes the purchase of equipment, materials, and supplies necessary to maintain park grounds, facilities, and programs; maintains records and prepare reports regarding materials, supplies, and equipment used in the completion of projects.
- Participates in the selection of employees; plans and implements employee training; evaluates employee performance; initiates disciplinary action.
- Recommends and participates in developing and administering the Parks and Facilities section budget.
- Approves contracts related to the maintenance and custodial services of City buildings and facilities.

- Prepares requests for proposals, reviews proposals, and recommends the selection and hiring of consultants for projects; advertises for and reviews construction bids for selected projects; supervises and inspects completed work.
- 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, and techniques of parks and facilities planning and development relating to the management of public buildings, park and facility capital projects, and internal services funded projects.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- Design principles of architecture, landscape architecture, and civil, electrical, and mechanical engineering design principals.
- The State's Department of Industrial Relations, Public Works Contract Code, and Building and Fire Codes relating to capital improvements and internal services fund projects.
- Federal and state regulations relating to grant proposals.
- Methods and techniques of research and statistical analysis, report preparation, administrative analysis, and problem solving.
- Modern equipment and tools utilized in the section's maintenance activities.
- 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 as well as developing plans to meet future City needs and services.
- 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.
- Plan, organize, oversee, and manage assigned projects.

- Plan and schedule work, set priorities, and monitor work progress.
- Make decisions regarding operational and personnel functions.
- Operate programs within allocated amounts.
- Interpret and apply provisions of codes, regulations, statutes, and ordinances relevant to city parks and facilities projects.
- Direct and maintain multiple projects simultaneously consisting of a variety of contractual activity in multiple areas.
- 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.
- 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 (12<sup>th</sup>) grade.

Experience:

- Three (3) years of increasingly responsible experience in parks maintenance and construction and/or building maintenance and construction, 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 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 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.



## **ASSISTANT PLANNER**

### **DEFINITION**

Under general supervision, performs professional current or long-range planning duties involving land use, populations, structures, economic activities, housing, transportation, and related subjects; conducts basic research and analysis, site plan, and architecture plan review; 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 entry-level classification in the Planner series. Initially under close supervision, incumbents learn and perform routine current or long-range planning 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. Positions at this level usually perform most of the duties required of the positions at the Associate Planner 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.

### **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.*

- Completes assigned current or long-range planning projects involving land use, populations, structures, economic activities, housing, transportation, and related subjects; conducts basic research and analysis, site plan, and architecture plan review; confers with applicants and agency representatives to identify problems and solutions.
- Analyzes data with respect to relevant laws, ordinances, regulations, and policies; determines methods to reconcile project conflicts with zoning requirements and state environmental law.
- Assists with planning projects, including area calculations, scaling, and data collection.
- Assists at the public counter to provide information and answer questions both orally and over the phone.
- Serves as staff to the Planning Commission, Development Review Committee, and other commissions and committees.
- Prepares professional staff reports of summarized data, conclusions, and recommendations; participates in oral presentations.
- Receives and reviews permit applications; assesses fees and records payments; responds to inquiries both orally and in writing; interprets planning policies, state laws, and local ordinances; explains procedures.

- Assists in the coordination of planning projects with other departments and outside agencies.
- Assists others in the performance of related tasks.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations typical of a municipal planning division.
- Data collection and analysis techniques.
- 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:**

- Research, prepare, and present reports.
- Maintain accurate records.
- Perform moderately difficult analytical work requiring sensitivity to issues.
- 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 in urban planning, regional planning, or a related field.

#### **Experience:**

- One (1) year of relevant work experience in current or long-range planning.

**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.



## **ASSISTANT PUBLIC WORKS SERVICES MANAGER**

### **DEFINITION**

Under general direction, assists the Public Works Services Manager with planning, organizing, overseeing, coordinating, and managing the staff and operations of the Public Works Services Division, including supervision of City and contract crews responsible for the repair and maintenance of street, sewer, storm drain, water and wastewater systems, park maintenance, facility maintenance, fleet maintenance, and rights-of-way; 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 Public Works Services Manager. Exercises supervision over technical and administrative support staff.

### **CLASS CHARACTERISTICS**

This is an assistant management classification responsible for managing one or more areas of operation with the Public Works Services Division. The incumbent participates in short- and long-term planning, development, and administration of division policies, procedures, and services, and is responsible for providing technical support to the Public Works Services Manager in a variety of areas. Successful performance of the work requires the ability to oversee and implement projects in assigned areas or operation. Responsibilities include coordinating the activities of the division with those of other divisions, departments, and public and private agencies.

### **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 assigned areas of operation within 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.
- Assists in the development, administration, and oversight of division budget; monitors staffing, equipment, materials, and supply expenditures; 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.
- Prepares estimates for proposed professional and/or contracted services; drafts scope of work and technical specifications; reviews and evaluates construction plans; administers contracts to ensure compliance with City specifications and service quality.
- Supervises crews performing 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.



- Oversees crew performing maintenance and repair activities of City parks, public landscaping, and irrigation systems; coordinates landscaping, playground equipment maintenance and inspection, graffiti abatement, and trash removal.
- 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 special studies as directed.
- 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.
- Ensures staff compliance with 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, 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 areas of operation.

- 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 assigned areas.
- Provide administrative, management, and professional leadership for assigned areas.
- 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.
- Provide oversight for assigned street, storm drainage, and park maintenance projects.
- 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.
- 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.
- Maintain 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 (12<sup>th</sup>) grade.

**Experience:**

- Five (5) years of increasingly responsible relevant work experience in a supervisory capacity in construction, maintenance, public works maintenance, or a related field.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License or evidence of equivalent mobility, to be maintained throughout employment.
- Possession of a valid Qualified Applicator License (QAL), or successful acquisition within 12 months, 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.



## ASSISTANT TO THE CITY MANAGER

### **DEFINITION**

Under general direction, provides professional-level managerial support to the City Council and City Manager on a variety of difficult, complex, and sensitive administrative matters; provides high-level research and analysis; reviews, reports, and monitors legislative and other intergovernmental activities; coordinates assigned activities with other City departments, officials, outside agencies, and the public; plans, coordinates, and participates in the development of the City's long-term strategic plan; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; 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 administrative staff.

### **CLASS CHARACTERISTICS**

This classification is assigned to regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment in the City Manager's Office. Positions in the classification rely on experience and judgment to 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 and 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 highly complex staff assistance to the City Council and City Manager or their designee, including conducting specific and comprehensive analyses of a wide range of municipal policies involving organization, procedures, budgets, and services.
- Monitors, analyzes, and evaluates legislation and other intergovernmental activities affecting the City; assists in preparing and/or coordinates appropriate responses to legislation impacting City operations and the community at large; prepares reports for the Legislative Policy Committee; collaborates with legislative advocates and City departments to identify funding opportunities for major projects and City Council initiatives.
- Independently composes a variety of technical reports, letters, memoranda, correspondence, and other written materials for the City Manager and Assistant City Manager; prepares, reviews, submits, and presents City Council agenda reports and various other commission, committee, and board resolutions, ordinances, and related documents; prepares scripts and/or proclamations for City Council presentations.
- Attends a variety of meetings and civic functions; serves as the City Manager's representative/staff liaison at meetings of City management, staff, commissions, committees, and other organizations as needed.

- Participates in the development and administration of departmental budgets; gathers, analyzes, and makes recommendations on budget requests; monitors revenues and expenditures; identifies and recommends resolutions for budgetary challenges; negotiates and oversees a variety of vendor contracts.
- Plans, coordinates, and participates in the development of the City's long-term strategic plan; assists in developing Citywide and departmental goals, objectives, policies, procedures, work standards, and administrative control systems.
- Plans, organizes, coordinates, directs, or conducts complex analytical, administrative, research, or management studies relating to Citywide issues and/or programs; identifies problems, determines analytical techniques and information-gathering processes, and obtains necessary information and data for analysis; analyzes alternatives and makes recommendations; discusses findings with management staff and prepares reports of study conclusions.
- Serves as a liaison and represents the City with public and private organizations, community groups, advisory boards, and other organizations on behalf of the City Manager; provides information and assistance to the public regarding assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions; maintains effective and extensive professional relationships with representatives of other local, state, and federal agencies.
- Provides guidance to City departments according to the directives of the City Manager; coordinates activities with other departments and outside agencies; supports the City Manager, Department Directors, and Administration Department staff on matters pertaining to assigned functions, programs, and projects.
- Attends professional training and educational opportunities to stay abreast of industry best practices.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of municipal government administration, including goal setting, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Public administration policies, procedures, functions, authorities, and regulations.
- Methods and techniques for the development of presentations and information distribution.
- Methods and techniques of contract negotiation and administration.
- Methods and techniques of research, statistical analysis, report preparation, and presentation.
- Principles and methods of municipal government budget development, administration, and revision.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and the public.
- Current social, political, and economic trends and challenges of municipal government.
- Operational characteristics, services, and activities of municipal programs.
- Principles and practices of sound business communication.
- Principles and procedures of recordkeeping, document processing, and filing systems.

- Mathematical principles and statistical techniques.
- 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:**

- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of established goals.
- Prepare and administer program and project budgets; allocate resources in a cost-effective manner.
- Manage a variety of complex and challenging projects simultaneously to completion.
- Research, analyze, and evaluate complex administrative, operational, economic, political, and organizational problems.
- Work cooperatively with, provide staff support to, and implement the policies of the City Manager.
- Plan and conduct effective management, administrative, and operational studies.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct meetings, give effective presentations, and accurately convey messages.
- 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, contractors, vendors, various business, professional, and regulatory organizations, and in meetings with individuals.
- Use mathematical functions and principles and perform complex arithmetic calculations accurately.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Handle sensitive and confidential information.
- 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.
- 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 a bachelor's degree from an accredited college or university with major coursework in public or business administration, political science, or a related field.

Experience:

- Five (5) years of increasingly responsible professional experience in administrative, management, operations, budgetary, and/or management analysis in a public agency setting.

**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; and to operate a motor vehicle and visit various City sites. 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.



## ASSOCIATE CIVIL ENGINEER

### **DEFINITION**

Under direction, performs a diverse range of professional engineering duties in support of an assigned program area including capital improvement projects and land development; prepares and/or participates in the preparation and review of preliminary and final engineering plans, cost estimates, cost analysis, specialized studies, specifications, and schedules; performs complex engineering mathematical calculations; reviews engineering designs for quality control; performs plan checks of development plans and plans submitted by private developers; provides technical support to management in assigned engineering program area; acts as project manager for public works construction and private projects; 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 journey-level classification is responsible for independently performing professional work to support the City's civil engineering programs. 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.*

- Performs responsible engineering and project management work in Public Works and land development; performs a variety of administrative engineering functions.
- Conducts inspections of construction projects and 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 or approves construction contract design modifications and negotiates contract change orders.
- Prepares plans and specifications for the design, construction, and maintenance or operation of a variety of public works facilities and projects, including streets, storm drains, storm water management, and traffic/transportation systems; ensures conformance to federal, state, and local legal requirements and professional engineering design practices.
- Prepares and/or participates in the preparation and review of preliminary and final engineering plans, cost estimates, cost analysis, specialized studies, specifications, and schedules for public works projects; plans include, but are not limited to, demolition, entitlement process and conditions, grading, water and sewer projects, street improvement, storm drains, traffic control, erosion control, and irrigation.
- Reviews and approves public works project modifications; validates plan specifications, technical studies, calculations, engineering estimates, and material submittals for compliance with regulations;



cross references with other known sites in context to the original recommendations provided in the master facilities plan.

- Recommends improvements for residential, commercial, and industrial development projects; prepares documents for approval or specific requirements.
- Determines departmental goals for public works projects and plans implementation based on infrastructure and maintenance needs; consults with supervisors and management.
- Researches project design requirements and performs related calculations; prepares time and material cost estimates, especially as related to existing or anticipated project budgets; assists in the preparation of department annual budget estimates.
- Prepares and administers contracts for engineering services; determines scope of projects; prepares requests for proposals; conducts pre-bid and pre-construction conferences; provides input into the selection process; directs the work of contracted service providers.
- Serves as project manager on assigned engineering and construction projects; analyzes and resolves design and engineering issues; settles disputes and issues with inspectors, engineers, and contractors; conducts negotiations and prepares contract modifications for change orders; coordinates relocation/adjustments of existing utilities for projects.
- Coordinates public works construction improvements with utility companies and other agencies including relocation, removal, and/or installation of utility improvements.
- Meets with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating engineering matters; provides information regarding City capital project requirements.
- Provides information to the public and resolves questions and complaints regarding the interpretation and application of relevant codes, rules, and regulations relating to traffic and construction.
- Observes and complies with City and mandated safety rules, regulations, and protocols
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of civil engineering as applied to public works methods, materials, and techniques used in the construction of complex public works projects including water, storm water, street, and traffic systems design.
- Methods and techniques of conducting comprehensive inspections on infrastructure projects.
- Principles and practices of capital improvement program budgeting, cost estimation, funding, project management, and contract administration.
- Principles and practices of project management.
- Principles and practices of environmental impact assessment and related regulatory processes for assigned projects.
- Contract management practices in a public agency setting.
- Practices of researching engineering and design issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Principles of advanced mathematics and their application to engineering work.
- General principles of risk management related to engineering project design and construction.
- Drafting and mapping principles and techniques.
- Recent and on-going developments, current literature, and sources of information related to the engineering, development, and construction fields.

- Record keeping principles and procedures.
- Applicable federal, state, and local laws, regulatory codes, and procedures relevant to 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 professional engineering duties in support of the City's capital improvement projects.
- Prepare complex engineering computations and check, design, and oversee the preparation of various engineering plans and reports.
- Utilize advanced engineering techniques to determine grade, drainage, and potential traffic requirements.
- Prepare accurate estimates of costs, schedules, and personnel resources.
- Effectively perform project management responsibilities.
- Gather, analyze, and interpret a variety of complex technical data.
- Plan, coordinate, and supervise the environmental review, plan checking, and conditional approval of tentative maps and related street improvement plans for various private development projects.
- Prepare specifications, reports, correspondence, plans, plats, petitions, diagrams, profiles, cross sections, and material and cost estimates, as well as utility and drainage improvements.
- Read and interpret maps, plans, sketches, schematics, diagrams, and blueprints.
- Establish and maintain a variety of filing, record keeping, and tracking systems; make and keep accurate construction project files and logs, including funding sources and budgeting.
- Coordinate public works construction improvements with the utility companies and other agencies such as relocation, removal, or installation of utility improvements.
- Manage capital improvement projects from the planning through the construction phases including compliance with project specifications, quality, timeline, and budget.
- Oversee and coordinate the work of contracted service providers.
- Oversee and/or conduct comprehensive construction project inspections.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 a bachelor's degree from an accredited college or university with major coursework in civil engineering or related field.

Experience:

- Three (3) years of increasingly responsible professional civil engineering program experience.

**Licenses and Certifications:**

- Possession of a valid California Class "C" Driver's License, to be maintained throughout employment.
- Possession of a valid Certificate of Registration as a Civil Engineer in the State of California, 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 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

**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, 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.



## ASSOCIATE ENGINEER

### **DEFINITION**

Under direction, performs a diverse range of professional engineering duties in support of City programs and activities, including capital improvement projects, land development, water resources, environmental engineering programs, utility infrastructure projects and programs, and transportation projects; prepares and/or participates in the preparation and review of preliminary and final engineering plans, cost estimates, cost analysis, specialized studies, specifications, and schedules; performs complex engineering mathematical calculations; coordinates activities with other City staff, contractors, developers, and outside agencies and ensures engineering projects and activities meet all applicable standards, codes, and regulations; provides technical assistance, recommendations, and complex support to City staff and management; 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 engineering work in support of capital improvement projects, land development, water resources, environmental engineering programs, utility infrastructure projects and programs, and transportation projects. 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 that qualified employees can perform the essential functions of the job.*

- Performs a diverse range of professional engineering duties in support of City programs, projects, and activities; manages capital improvement projects including planning and design construction phases; reviews and prepares plan specifications and relevant reports; recommends, reviews, and approves/denies development plans; ensures engineering projects and activities meet all applicable standards, codes, and regulations.
- Performs and/or oversees planning, design, and construction management duties for traffic systems projects; develops plans, specifications, and instructions for the installation, operation, and maintenance of traffic signals; conducts project feasibility studies; oversees and/or performs survey tasks; ensures construction materials used on City projects meet project quality and quantity standards and expectations.
- Conducts professional engineering studies relating to current activities and future projects; prepares reports and makes recommendations relating to the conduct of engineering activities or to the acceptance of contracts and bids received for proposed projects.
- Reviews project specifications and performs environmental impact assessments to ensure regulatory compliance with local laws, regulations and ordinances

- Reviews and makes recommendations on the approval of engineering plans, drawings, specifications, cost estimates, contract provisions, legal descriptions, and maps, ensuring compliance with policies and local and state codes, ordinances, and regulations; evaluates and reviews the appropriateness of implementing new methods, products, and materials related to engineering projects.
- Prepares and/or participates in the preparation and review of preliminary and final engineering plans, cost estimates, cost analysis studies, specifications, schedules, and review of reports and documents relevant to the project for public works and other City infrastructure projects.
- Prepares and administers contracts for a variety of engineering consulting services; determines scope of projects; prepares requests for proposals; conducts pre-bid and pre-construction conferences; provides input into the consultant selection process; directs the work of contracted service providers.
- Performs construction contract administration on capital improvement projects, land development, water resources, environmental engineering programs, utility infrastructure projects and programs, and transportation projects
- Serves as project manager on routine to complex projects; prepares and monitors project schedules; monitors and reviews project design and construction activities; monitors contractor's work; inspects project sites to monitor progress and ensure conformance to design specifications and safety and quality standards.
- Schedules, coordinates, attends, and participates in meetings with City staff, contractors, engineers, developers, architects, a variety of outside agencies, and the general public to acquire information and coordinate engineering activities; provides information regarding City standards, codes, and regulations related to the assigned areas of responsibility.
- Provides support and collaboration to other City staff; provides assistance and guidance to developers, property owners, and contractors.
- Provides support to maintain, update, and analyze planning information and tools in databases; uses computers, software programs, and technical databases for various planning projects and studies.
- Prepares reports and makes recommendations; makes presentations to boards, community groups, committees, and the City Council, as necessary.
- Collects, researches, compiles, analyzes, and evaluates information and data from a variety of sources related to assigned area of responsibility.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Maintains files, databases, and records related to assigned programs, activities, and projects; prepares a variety of written reports, memoranda, and correspondence.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of civil engineering as applied to methods, materials, and techniques used in the construction of complex projects including infrastructure.
- Principles and practices of environmental impact assessment and related regulatory processes for assigned projects.
- Practices of researching engineering and design issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Principles of advanced mathematics and their application to engineering work.

- Project documentation development techniques including drafting, mapping, drawings, and specifications.
- Practices and technology of engineering computer applications, computer-aided drafting concepts and applications, and Geographic Information Systems programs.
- Land development, traffic, water resources, environmental, and utility engineering principles and associated documentation such as property legal descriptions.
- Traffic engineering plans, specifications, and design requirements.
- Project and construction management principles and practices.
- Basic principles and practices of capital improvement program budgeting, cost estimation, funding, and contract administration.
- Recent and on-going developments, current literature, and sources of information related to the engineering, development, and construction fields.
- City and mandated safety rules, regulations, and protocols.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- 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 professional engineering duties in support of the City's construction and environmental development projects.
- Utilize basic and advanced engineering techniques to evaluate complex project design or construction issues.
- Prepare complex engineering computations and check, design, and oversee the preparation of various engineering plans and reports; interpret and explain design criteria, policies, ordinances, and procedures.
- Conduct research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare accurate estimates of costs, schedules, materials, and personnel resources required for assigned projects.
- Plan and coordinate environmental review, plan checking, and conditional approval of tentative maps and related plans for various public and private development projects.
- Prepare specifications, reports, plans, plats, petitions, diagrams, profiles, cross sections, and material and cost estimates.
- Prepare, analyze, understand, and interpret engineering construction plans, specifications, and other contract documents, and determine conformance with applicable laws and standards.
- Read and interpret maps, plans, sketches, schematics, diagrams, and blueprints.
- Serve as project lead on engineering and construction projects, as directed; oversee and coordinate the work of contracted service providers.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- 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.
- 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, mechanical, or environmental engineering or a related field.

Experience:

- Three (3) years of increasingly responsible professional engineering 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 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.



## ASSOCIATE PLANNER

### **DEFINITION**

Under direction, provides professional planning services to City staff, developers, contractors, and the general public; performs professional, technical, statistical, and analytical duties involving land use or other planning studies for a variety of public or private development projects; conducts project management work; prepares a variety of documents for compliance with state and/or federal environmental laws; 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 the City's planning and community 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. This class is distinguished from the Senior Planner 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.*

- Conducts complex assignments involving current or long-range planning projects; confers with applicants and agency representatives to identify problems; evaluates data and proposes methods to resolve conflicting issues of plan implementation, zoning requirements, and environmental impact.
- Serves as project manager for major assignments and programs; prepares project reports including related recommendations; leads or participates in oral presentations.
- Reviews and processes entitlement projects to ensure plans meet the City's regulations; reviews plans and environmental documents; makes or compiles review comments and shares with applicants; writes and presents reports to boards and commissions; creates public notices and conducts community meetings; issues project approval or denial; updates project status in the City's tracking system.
- Processes annexations; reviews land use and legislative items and environmental documentation; researches City and County service areas; performs public outreach including coordinating, scheduling, and facilitating meetings; presents items to the Planning Commission and City Council; submits applications to external agencies.
- Develops maps and graphics and compiles data for the Planning Division and other City departments using GIS programs; gathers, analyzes, and presents data on a range of urban planning matters in the form of written, graphic, and/or oral reports for the Director, Planning Commission, City Council, or special committees.
- Performs site inspections for entitlement projects and zoning compliance.



- Drafts and updates various reports, including the Climate Action Plan Progress Report and General Plan Progress Report; schedules and presents reports at meetings; files reports with government oversight agencies.
- Provides information and assistance at the public counter and over the telephone to the public, developers, property owners, other departments, and outside agencies regarding planning and land use inquiries, specific properties, development policies, and processing procedures; troubleshoots and resolves issues; provides customers with a better understanding of City policies and codes; provides decisive code interpretations and solutions.
- Contributes to the review and revision of local ordinances; conducts research; coordinates interdepartmental reviews; schedules public hearings and participates in the discussion of proposed changes.
- Attends meetings, conferences, workshops, and training sessions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of urban planning and other types of public services as they relate to the area of assignment.
- Prepares and updates files and records.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern principles, practices, and techniques of current and advance planning, architecture, urban design, and historic preservation.
- Methods, plans, systems, forms, maps, and tools common to land use planning work.
- Geographic Information Systems and their application to planning.
- Principles, practices, theories, and trends of municipal, land use, and regional planning, zoning, and environmental review.
- Geographic, socio-economic, transportation, political, and other elements related to urban planning.
- Comprehensive plans and current planning and development processes.
- Researching and reporting methods, techniques, and procedures.
- Recent developments, trends, current literature, and sources of information related to federal, state, regional, and local planning, zoning, and environmental review.
- Practices of researching planning and land use issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Principles of advanced mathematics and their application to planning work.
- Principles and procedures of recordkeeping.
- 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:**

- Organize, conduct, and present major planning research studies.
- Interpret planning and zoning programs for the general public; identify and respond to issues and concerns of the public, City Council, and other boards and commissions.
- Assess, monitor, and report environmental impact on various City programs and services; write and review complex CEQA documents.
- Research planning and zoning issues, evaluate alternatives, make sound recommendations, and prepare and present effective staff and technical reports.
- Read and interpret plans and specifications and make effective site visits.
- Prepare clear and effective reports, correspondence, and other written material.
- Make accurate arithmetic, statistical, and planning computations.
- Coordinate assigned activities with other City departments and agencies, as required.
- Prepare and present clear, concise, and logical written and oral reports, correspondence, policies, procedures, and other written materials.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Establish and maintain accurate databases, records, and files.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, policies and procedures, and standards relevant to zoning and planning work.
- 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.
- Coordinate assigned activities with other City departments and agencies as required.
- Evaluate architectural proposals and urban design/site plans.
- Perform plan checks.
- Conduct onsite inspections of various properties.
- Assist the public with answers to planning questions.
- 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 urban planning, land development, economics, public administration, architecture, or a related field.

Experience:

- Three (3) years of increasingly responsible experience performing professional work in a planning or land use 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 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 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 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.



## **BILLING SUPERVISOR**

### **DEFINITION**

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff performing utility billing duties within the Utility Billing Division; plans and coordinates a comprehensive utility billing system for water, wastewater, and sanitation billing; supervises billing system activities; oversees all aspects of utility fees, charges, accounts receivable collection functions, and customer relations; 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 Revenue Manager. Exercises direct supervision over technical and administrative support staff.

### **CLASS CHARACTERISTICS**

This classification is the supervisory level within the Utility Billing Division that exercises independent judgment on diverse and specialized utility fees, charges, and accounts receivable collection 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 Revenue Manager in that the latter has full management authority in planning, organizing, and directing the full scope of utility billing 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, and directs the activities of the utility billing office; responds to non-routine utility-related and customer service-related inquiries and complaints; oversees and participates in all aspects of billing, payment collection, cash balancing, and customer relations.
- Participates in the establishment of division goals, objectives, policies, and procedures; reviews and evaluates assigned staff; evaluates work methods and procedures for improving section performance and meeting goals; ensures goals are achieved.
- Maintains detailed financial records of all revenue billed and collected for water, wastewater, and sanitation accounts; prepares statistical and/or analytical reports on operations as necessary; oversees and performs special account research and analysis for the Department, City staff, and the public.
- Performs the more difficult and complex billing duties of the work section including resolution of customer complaints, payments, service issues, and interpretation of administrative policies; coordinates utility billing activities with other City departments and the public; establishes and maintains a quality customer service orientation.
- 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.

- Oversees computerized online utility billing system; maintains system and consults with information technology staff regarding system issues or changes.
- Coordinates with Public Works staff (Engineering Division/Water Section) on timing of new water meter installations as well as the availability of those meters.
- 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.
- Plans, organizes, assigns, supervises, and reviews the work of staff providing support to the billing function; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Assists management with budget-related activities and development, including tracking and reconciliation processes; gathers and analyzes data related to revenues, expenditures, and projections; researches and works with management to resolve budget questions and reconcile inconsistencies; monitors and tracks expenditures and revenues, as requested.
- 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.
- Determines and recommends equipment, materials, supplies, and staffing levels to maintain efficient and effective operations with appropriate justifications, as required; prepares cost estimates and forecasts; maintains a variety of records and prepares routine reports of work performance, staffing, materials, services, and supplies; develops staffing levels and schedules based on division budget.
- Performs a variety of division and department support functions such as reviewing a variety of data, records, and information to ensure compliance with policies, procedures, and state and federal regulations; acts as a liaison to the public, coordinating resolutions to issues, problems, and complaints, as appropriate; functions as a liaison between the department and outside auditors and vendors by providing information and resolving issues, questions, and complaints.
- 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.
- Cashiering, accounts receivable, and customer service procedures and techniques.
- Technical accounting practices, procedures, and terminology.
- Record keeping and filing systems and methods.
- Principles and practices of data collection and report preparation.
- Basic business arithmetic and bookkeeping.

- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas 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:**

- 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.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Perform detailed cashiering, accounting support, and customer service work accurately and in a timely manner.
- Perform arithmetic and financial computations accurately.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, databases, 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 (12<sup>th</sup>) grade, supplemented by college level course work or an associate degree from an accredited college or university in accounting or a related field.

Experience:

- Three (3) years of increasingly responsible experience in billing and collections accounting, including one (1) year of 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 and cash register; vision to read printed materials and a computer screen and cash register; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the equipment mentioned above. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 with the use of proper equipment.

**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.



## **BROADCAST ASSOCIATE**

### **DEFINITION**

Under general supervision, performs a variety of specialized work in video production requiring creative uses of video equipment, safe use of video equipment, punctuality, and script writing ability; 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 performing the full range of duties as assigned, working independently, and exercising judgement 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.*

- Sets up, operates, and maintains studio, control room, and field production equipment, such as television cameras, Digital Single Lens Reflex (DSLR) cameras, video recorders, microphones, and lights.
- Performs post-production duties of editing importing, exporting to multiple formats, captioning, audio mixing, and designing video text and graphics.
- Operates all post-production equipment.
- Assists in the daily operation of the City's automated playback and electronic Bulletin Board.
- Performs proper equipment maintenance.
- Operates robotic camera controls and video switcher.
- Prepares draft scripts for news features and special features and conducts background research on cable television productions.
- Performs camera work, video library work, and other related tasks.
- Maintains proper video files, tape logs, and video library system.
- Maintains records of equipment used to monitor performance, preventive maintenance schedule for production facilities and equipment, equipment inventory system, and facilities planning for maintenance and supplies.
- Observes and complies with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.



## **QUALIFICATIONS**

### **Knowledge of:**

- Video systems, scripting, lighting, camera operation, and editing techniques.
- Library filing.
- Cable television operations.
- Television engineering and operations.
- Maintenance and operation of a wide variety of technical equipment used in video, audio, media, and broadcast productions.
- Applicable federal, state, and local laws, regulations, codes, and guidelines related to the program area.
- Principles and procedures of record keeping and report preparation.
- Proper storage and care of equipment and tools.
- 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:**

- Assist, coordinate, and participate in the production of all assigned cable television productions.
- Set up, operate, and maintain television/video production equipment.
- Interpret, apply, and explain applicable federal, state, and local policies, procedures, laws, and regulations.
- Maintain accurate logs, records, and basic 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 the completion of the twelfth (12<sup>th</sup>) grade.

#### **Experience:**

- One (1) year of professional experience in video production.

**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 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.



## **BROADCAST COORDINATOR**

### **DEFINITION**

Under general direction, plans, coordinates, leads, and oversees the production of videos for the City of Chino; installs, operates, and maintains video production equipment; performs a variety of multi-media and cable operations technical duties; 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 cable television 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 the production, editing, directing, and filming of single or multiple camera videos for the City of Chino, including for City Council meetings, City ceremonies, and special events.
- 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.
- Oversees the maintenance of the broadcast station and related facilities and audio/visual equipment; troubleshoots or schedules and coordinates repairs and maintenance; updates software.
- Organizes, schedules, and implements cable programming activities including script development, production and editing, and other related activities.
- Diagnoses production related problems; recommends and performs modifications; performs minor repairs to lighting, audio, and video equipment.
- Sets up, operates, and takes down audio and video equipment such as television cameras, video recorders, microphones, and lights.
- Serves as director and producer for the cablecasting and streaming of City Council meetings; sets up graphics; verifies camera equipment is working properly; monitors audio; troubleshoots technical, visual, audio, or camera control issues.
- Performs editing of various promotional videos, council meeting recordings, and storytelling videos.

- Participates in cable television program operations planning meetings; creates the agenda and identifies talking points.
- Coordinates with the Accessibility Coordinator to ensure compliance with accessibility regulations and best practices, including closed captioning.
- Maintains and directs a camera and editing education program for the Chino Teen Center; works with teens to create videos to be featured in the City's social media.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; corresponds with vendors for troubleshooting, software updates, and system additions.
- Takes photographs for City events or photoshoots; uses photo editing software.
- Provides technical support to other departments and community organizations on audiovisual procedures and techniques.
- Assists with budget preparation and budget monitoring.
- Tracks and maintains accurate records and logs 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.
- Practices, procedures, techniques, tools, and materials used in the design, installation, operation, maintenance, troubleshooting, diagnosis, and repair of broadcast television facilities.
- Principles and practices of government and education cable programming and video production development, planning, and implementation.
- Production techniques and procedures for video, audio, media, and broadcast production and post-production.
- Broadcasting rules and regulations, including what is permissible to be aired on a local government television station.
- Modern and complex principles and practices of video production.
- Operational characteristics of audio, video, and communications equipment.
- 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.

- Oversee and participate in the design, installation, configuration, operation, modification, and maintenance of broadcast television facilities and locations.
- Lead and participate in inspecting, troubleshooting, diagnosing, and resolving equipment and communication problems and malfunctions.
- Develop, plan, and implement video production operations and activities.
- Produce original video, audio, media, and broadcast production, including performing editing, copywriting, broadcasting, voice acting, developing production schedules, operating master control, and audio/video processing.
- Implement accessibility best practices and regulations, including the Americans with Disabilities Act.
- 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 (12<sup>th</sup>) grade, supplemented by college level coursework in broadcasting, journalism, communications, or a related field.

Experience:

- Three (3) years of increasingly responsible cable access program, mass communication, television production, or broadcasting 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 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.



## **BUDGET MANAGER**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the City's entire budgetary process; 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 Director of Finance. 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 budgetary process. 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 financial processing, reporting, and recordkeeping activities. 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 administrative services required to prepare the Citywide annual budget; develops the budget calendar; prepares budget instructions and materials for departmental use; monitors and projects City revenues and expenditures; analyzes budget requests; prepares and presents reports of budget activity; prepares the draft and final City budget.
- Provides highly responsible staff assistance by performing research and analysis of Citywide financial issues requiring knowledge of related laws, ordinances, codes, and interpretation of City or department policy; prepares and presents reports of findings and recommendations.
- Plans and oversees organizational analysis of the budget and recommends modifications; performs periodic reviews and revenue analysis by department; sets up and establishes the structure for the chart of accounts; assists departments in preparing budget adjustments and corrections into the accounting system.
- Oversees and processes budget amendments; researches City Council actions to identify budgetary funding availability and allocation of resources; monitors and reviews department budgeted grant and capital project financing; collaborates with departments on analyzing revenue sources; provides recommendations for department budget.
- Review and implement system changes, updates to the Enterprise Resource Planning (ERP) system as related to the budget cycle.

- Participates in the selection of, directs, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures; develops, implements, and monitors work plans and priorities to achieve department goals and objectives.
- Assists in the preparation of long-range financial plans and forecasts for the City's General Fund; reviews and analyzes revenue projections compared to actual activity; reviews and analyzes expenditure budgets and actual activity; analyzes costs impacting future fiscal years.
- Serves as liaison to other City departments; administers or participates in special projects relating to ongoing Citywide issues and programs; coordinates or conducts activities with other City departments, agencies, and organizations; contributes Department and City views and interests in the execution of assigned duties; represents the Department before boards and commissions, as required.
- Plans and participates in the development of departmental goals and objectives; makes recommendations regarding new and current policies and procedures that will benefit the department.
- 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 to the executive team for improvement and implements solutions.
- 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 municipal government budget preparation, administration, and control.
- Generally Accepted Accounting Principles.
- Governmental and fund accounting principles and procedures.
- City accounting system requirements and procedures.
- Principles of budget preparation, analysis, and monitoring.
- Methods and techniques of auditing, verifying, balancing, and reconciling accounting records.
- Principles and practices of fiscal, statistical, and administrative record keeping and reporting.
- General principles and practices of data processing and its applicability to accounting and City operations.
- Research and reporting methods, techniques, and procedures.
- Technical report writing and preparation of 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.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- 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.
- Perform responsible and difficult budgeting and fiscal work involving the use of independent judgment and personal initiative.
- Analyze complex problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Develop recommendations for problematic areas and implement and monitor changes.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Properly interpret, ensure compliance with, and make recommendations in accordance with laws, regulations, and policies.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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 finance, accounting, public administration, or a related field.

Experience:

- Five (5) years of increasingly responsible experience in fiscal management, municipal accounting, budgeting, or related 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; 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.



## **BUILDING INSPECTOR**

### **DEFINITION**

Under general supervision, performs skilled building inspection work in the interpretation of structural, mechanical, electrical, plumbing, and related codes and regulations pertaining to new construction, remodels, and repair of single family and multi-family residential buildings and commercial properties; 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 Building 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.*

- Receives assigned inspection requests; retrieves and reviews permits; schedules and conducts daily field inspections for single-family residential dwellings, multi-family residential properties, and commercial or industrial properties; interprets and enforces compliance to building, mechanical, electrical, plumbing, and other related codes and regulations; inspects a variety of structural member factors; examines grade, quality, and treatment of a variety of materials; responds to and answers questions and concerns related to field inspections.
- Manages customer relations on all commercial and industrial building inspection projects; deals with difficult situations in a constructive manner.
- Reviews plans and construction documents for code compliance; works with and responds to staff and the public to address and correct areas of concern that arise during plan check and construction activities; issues building permits; makes final inspections and issues certificates of occupancy.
- Consults with architects, engineers, designers, contractors, and homeowners concerning deficiencies with structural and non-structural requirements.
- Investigates complaints regarding existing buildings or new construction to determine if code violations or problem conditions exist; makes code interpretations; resolves problems that arise due to code or structural design.
- Performs non-structural plan checking as appropriate for completeness, accuracy, and code compliance for new construction, alterations, or remodeling of existing structures; ensures compliance with applicable codes and accepted engineering practices.

- Conducts follow-up inspections to ensure compliance; establishes and maintains accurate and complete case files; prepares documents and evidence for court proceedings and testifies in hearings and court proceedings, as necessary.
- Writes “stop work” notices for work being performed without permits or in an unsafe manner; works with Code Compliance staff on violations; assists contractors and homeowners to obtain permits.
- 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.
- Partners with the Fire and Police Departments and Code Compliance Unit to assist with special circumstances.
- 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 residential structural and building plan review.
- Principles and techniques of building inspection work.
- Principles and practices in general construction and electrical and mechanical systems.
- 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 (12<sup>th</sup>) grade.

Experience:

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

**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.

**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.



## **BUILDING OFFICIAL**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Building Division, including building inspection, plans examination, and enforcement of building and related codes; 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 Deputy Director of Development Services in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Deputy Director of Development Services. Exercises direct supervision over supervisory, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for managing a division in the Development Services 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 Building Division, including building inspection, plans examination, and enforcement of building and related codes.
- 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 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.
- Performs discretionary interpretation and application of building codes, related regulations, and restrictions.

- Checks plans on original construction, alterations, or remodeling of existing structures for compliance with applicable building codes; recommends and establishes plan check policies and procedures.
- Conducts research and prepares reports regarding work unit activities, selected inspections, complaints, or disputes; enforces new property owner ordinances; abates unsafe buildings.
- 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 building inspections; 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.
- Building tools and materials.
- Methods of building construction.
- Principles and techniques of building inspection
- Principles and practices of structural and civil engineering.
- Uniform building, plumbing, mechanical, and national electric codes, and other related 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 Building 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 explain building plans, blueprints, specifications, and building codes.
- 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 (12<sup>th</sup>) grade.

Experience:

- Five (5) years increasingly responsible professional experience in building inspection, construction administration, or related activities, including two (2) years of experience in a supervisory capacity.



### **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 Building Official 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 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.



## CASE MANAGER I/II

### **DEFINITION**

Under general supervision (Case Manager I) or direction (Case Manager II), performs professional social work case management activities in support of meeting the needs of vulnerable City residents facing challenges, including abuse, homelessness, poverty, aging, and diminished independent living skills; maintains current and detailed case files; conducts site and home visits; coordinates activities with other City departments and outside agencies; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision (Case Manager I) or direction (Case Manager II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

*Case Manager I:* This is the entry-level classification in the Case Manager series. Initially under close supervision, incumbents learn and perform a wide variety of diverse, specialized, and complex work in performing case management activities. 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 Case Manager 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.

*Case Manager II:* This is the fully qualified journey-level classification in the Case Manager series. Positions at this level are distinguished from the Case Manager 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 Case Manager class series are flexibly staffed; positions at the Case Manager II level are normally filled by advancement from the Case Manager I level; progression to the Case Manager 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 Case Manager 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.*

- Performs professional social work case management activities in support of meeting specific social services, health, and financial needs of vulnerable participants, including children and their families/support systems; coordinates, monitors, evaluates, and advocates for services.

- Conducts needs assessments; collaborates with interdisciplinary teams, participants, and their support systems to develop individualized treatment and service plans including specific goal setting; implements and monitors plans to meet participant needs; makes referrals to crisis intervention services, as appropriate.
- Identifies and refers appropriate resources for participants; researches publicly and privately funded services; determines qualifications; presents options to participants and their support systems and guides them in the process.
- Performs extensive outreach activities to identify potential participants in the general public or via referral from other public and private agencies and schools; receives and reviews referrals from within City departments, including Utility Billing, the Housing Division, and Code Enforcement.
- Meets with service providers and agencies to facilitate needed services, resources, and opportunities for participants; monitors service provider activities to ensure compliance with related regulations and best practices.
- Establishes and maintains effective relationships with public and private agencies and resources regarding programs and services.
- Ensures participants' confidentiality as appropriate and right to privacy.
- Facilitates workshops and meetings as directed.
- 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.
- Serves as an information resource to the public; assists in resolving difficult and sensitive citizen inquiries and complaints.
- Receives and responds to participant communication, including drop in visits and crisis calls; makes offsite and home visits.
- Monitors changes in laws and regulations that may affect operations; implements policy and procedural changes after approval.
- Maintains detailed participant case file records and notes; prepares a variety of written documents, memoranda, and correspondence.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and techniques of social casework including assessment, case management, counseling methods, and trends and issues in the field.
- Principles of human behavior, gerontology, and the aging process.
- Available medical, psychological, educational, and social service programs and resources.
- Principles, practices, methods, and techniques of interviewing for the purpose of acquiring information to make assessments, identify needs, and record participant information.
- Principles and methods of behavioral health case management particularly as related to assessment of ongoing client needs.
- Techniques for dealing with disturbed individuals and/or their families.
- Basic medical and psychiatric terminology.
- Community resources and service agencies.
- Standard medical recordkeeping, and the processing and maintenance of required documentation.

- Standard office administrative practices 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.
- 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 assigned caseload.
- Plan and schedule work, set priorities, and monitor work progress.
- Use diagnostic assessment tools to perform physical and psycho-social testing.
- Appropriately identify and assess participant needs and develop plans for care and support services.
- Interview effectively for the purposes of acquiring participant information and developing treatment and service plans.
- Conduct home and offsite visits to check on the wellbeing of participants and to follow up on care plan goals.
- Perform crisis counseling and follow up care and services.
- Develop and maintain an effective caseworker relationship with participants.
- Perform crisis intervention, respond promptly to client emergency situations and take effective action.
- Document detailed client histories and maintain accurate records and files.
- Establish and maintain cooperative working relationships with community agencies and service providers.
- Interpret and explain complex laws and regulations to participants, their families/support systems, and the public.
- 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:

- Case Manager I/II: Equivalent to the completion of the twelfth (12<sup>th</sup>) grade.

Experience:

- Case Manager I: This is an entry-level position; no prior experience is required.
- Case Manager II: One (1) year of professional experience in social work case management for a public agency.

**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 community 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 also work in the community and may be 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.



## **CITY CLERK**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Office of the City Clerk, including City Council administrative support, City records management, and municipal elections; formulates departmental policies, goals, and directives; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the City Manager. Exercises direct supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a department head classification that oversees, leads, and participates in all activities of the Office of the City Clerk, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions and activities, including the role of the City Council, and the ability to develop, oversee, and implement interdisciplinary projects and programs. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and serves as an advisor and contributor to executive management and City Council 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.*

- Assumes full management responsibility for all Office of the City Clerk programs, services, and activities, including City Council administrative support, City records management, and municipal elections.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.

- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors and implements legal, regulatory, technology, and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Provides administrative support to the City Council; attends meetings and oversees the recording of all official proceedings; supervises the preparation of public notifications, agendas, minutes, and other documents; directs the publication, filing, indexing, and safekeeping of all proceedings of the City Council.
- Plans and supervises the retention, maintenance, distribution, and filing of City records and documents, including ordinances, resolutions, deeds, contracts, agreements, and other documents, notices, minutes, reports, and related papers; oversees the maintenance and updating of the Chino Municipal Code and California statutes.
- Directs the Citywide Records Management Program; plans and administers the annual destruction of records; provides information to other departments concerning records management.
- Serves as the City's Election Official; participates in conducting municipal elections; ensures conformance with the California Elections Code, Political Reform Act, and other government codes; oversees the preparation of appropriate resolutions and ordinances in conjunction with requirements for, and results of, elections; schedules and prepares necessary documentation for the City Council to certify elections; posts election results; administers and files oaths of office.
- Accepts, verifies, and maintains Fair Political Practices Commission filings from candidates for office; provides necessary information to candidates, committees, and the public; oversees the transmittal of candidate information to the County; processes the filing of Conflict of Interest and election campaign statements; oversees bi-annual updates to the City's Conflict of Interest Code.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the City Council and a wide variety of committees, boards, and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the functional areas of the City Clerk
- Directs the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all 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 supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Principles and methods of records management and related legal requirements.
- State and local laws concerning public meetings, the conduct of elections, and voting requirements.
- Meeting protocols, parliamentary procedures, and proper conduct and reporting of actions taken by a legislative body.
- Automated and manual records management principles and practices, including legal requirements for recording, retention, and disclosure.
- Recent and on-going developments, current literature, and sources of information related to City Clerk operations and services.
- Minute taking procedures.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Fair Political Practices Commission (FPPC) procedures and regulations.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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 implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.



- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Read and interpret legal documents.
- Administer oaths of office.
- Address confidential matters with discretion.
- Coordinate municipal elections within legal guidelines.
- Oversee and coordinate maintenance of the City's official records.
- Prepare official minutes, resolutions, ordinances, clear and concise reports, correspondence, policies, procedures, and other written materials.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 (12<sup>th</sup>) grade, supplemented by specialized training in business administration.

Experience:

- Five (5) years of increasingly responsible administrative support and records management experience in a City Clerk's office, including two (2) years of experience in a lead or supervisory capacity.

**Licenses and Certifications:**

- Possession of, or successful acquisition within twelve (12) months of appointment, Certified Municipal Clerk (CMC) or Master Municipal Clerk (MMC), to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Notary Public Commission 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.

### **WORKING CONDITIONS**

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



## CITY CLERK RECORDS TECHNICIAN

### **DEFINITION**

Under general supervision, performs a variety of general and specialized clerical tasks in the Administration Department involving the development, maintenance, retention, transition, and retrieval of City records; provides general clerical support to Department 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 journey-level classification is responsible for independently performing a variety of general and specialized clerical tasks and other assigned duties in support of the Administration Department. 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.*

- Serves as a point of contact at the public counter for the Administration Department.
- Determines how visitors, customers, and incoming calls should be directed; answers routing questions; explains routine procedures, processes, or activities.
- Assists the City Clerk and Deputy City Clerk in managing the City's compliance responsibilities for maintenance and disposition of official City records, ordinances, resolutions, City codes, and other official documents.
- Assists with implementation and administration of the Citywide Records Management Program; coordinates maintenance of active records, archival and retrieval of inactive records, and the destruction of records; maintains a comprehensive indexing and filing system for tracking official records, documents, and actions.
- Coordinates and responds to requests and production of records under the California Public Records Act (CPRA); conducts research and retrieves information and documents per CPRA regulations.
- Prepares, validates, processes, and/or checks a variety of documents and records, such as requests for public information for completeness, accuracy, and submission standards.
- Administers the processing of contracts from all City departments to ensure compliance with City policies and procedures.
- Receives subpoenas and summons and coordinates with the appropriate departments; submits documents for management and/or legal review.
- Supports the Administration Department to maintain document retention and destruction schedules and provide quality control for document imaging process.

- Attends and assists with planning and set-up of City Council and Committee meetings at the request of the City Clerk or Deputy City Clerk.
- Assists with preparation, distribution, and posting of agenda packets and minutes.
- Types a variety of documents, such as correspondence, standard forms, charts, and reports using a computer; types from written, recorded, or printed sources and/or oral instructions; proofreads materials for correct grammar, spelling, and punctuation.
- Maintains database records; performs data entry; generates reports; conducts database searches.
- Compiles routine reports by extracting and/or tabulating information from a variety of sources, such as files, database records, correspondence, meeting notes, logs, previous reports, and/or oral instructions.
- Sorts and/or files materials such as correspondence, records, applications, and documents.
- Recommends and assists in implementing office programs and clerical systems, procedures, and policies.
- Prepares mailings and sorts and distributes mail.
- Receives fees; prepares receipts, standard forms, and records in accordance with established procedures.
- Observes and complies with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Regulations governing the Public Records Act and Brown Act, including implementation procedures of related regulations and their effects on the City.
- City government activities and the responsibilities of a City Clerk's office.
- Principles and practices of research, data collection, and report preparation.
- Record-keeping principles and procedures.
- Policies, procedures, personnel rules, and methods related to areas of assignment.
- 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 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.
- Make accurate arithmetic and statistical computations.
- 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 the completion of the twelfth (12<sup>th</sup>) grade.

Experience:

- Three (3) years of experience in office clerical work involving a variety of public contact, typing, data entry, and/or office operation responsibilities.

**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**

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



## **CITY PLANNER**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Planning Division, including current and long-range planning, zoning, development, and wildlife habitat conservation; 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 Development Services Director in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Development Services Director. 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 Development Services 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 Planning Division, including current and long-range planning, zoning, development, and wildlife habitat conservation.
- 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.
- Conducts the most complex assignments or directs the work of others involved in the preparation and review of current or long-range planning projects; ensures planning activities are conducted in accordance with federal and state law, City ordinances, rules, and regulations.

- Coordinates the conduct of environmental impact studies, including the preparation of requests for proposal; coordinates project review by other agencies; evaluates conclusions of environmental impact reports and prepares recommendations.
- Supervises preparation of the agenda for the City Planning Commission and the compilation of required reports and documents; attends meetings of the Planning Commission; makes presentations and responds to questions as required; serves as staff to the Planning Commission.
- Oversees the management of all long-range planning projects, including zoning code updates, Housing Element updates, Comprehensive General Plan updates, and current and future annexations.
- 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 urban planning and community development; 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.
- Theories, principles, procedures, practices, laws, and trends in the field of planning, redevelopment, housing, economic development, and environmental analysis.
- Land use, physical design, demographic, zoning, environmental, and social concepts as applied to municipal planning.
- Comprehensive plans and current planning processes and the development process.

- Site planning and architectural design principles.
- Principles of advanced mathematics and their application to planning work.
- 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 Planning 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.
- Administer complex, technical, and sensitive planning, development, and related programs in an independent and cooperative manner.
- Interpret and apply provisions of codes, regulations, statutes, and ordinances relevant to City planning activities.
- Supervise and participate in the collection, analysis, and interpretation of data pertaining to planning, advanced planning, economic development, and housing functions.
- Evaluate proposals and recommend denial, approval, or conditional approval, or make changes, as necessary.
- Make clear public presentations.
- Perform mathematical calculations quickly and accurately.
- 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.





## **CITY TRAFFIC ENGINEER**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Transportation and Right of Way Permits and Inspection Divisions, including traffic engineering, transportation planning, permitting, and inspection activities related to the City's utility, land development engineering and capital improvement projects; 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 direct supervision over supervisory, professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for managing divisions in the Public Works Department. The incumbent is responsible for developing and implementing policies and procedures for assigned divisions, 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 Transportation & Right of Way Permits & Inspection Divisions, including traffic engineering, permitting, inspection, and transportation planning activities related to the City's transportation, utility, land development engineering and capital improvement projects. Participates in the development and implementation of goals, objectives, policies, and priorities for these divisions; 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 budgets; 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.

- Advises City staff regarding traffic, transportation, Right of Way permitting, and inspection related topics, including planning, design, construction, operation, and maintenance.
- Approves encroachment permits, traffic control, signal construction, and signal modification plans; manages the City's Traffic Management Center.
- Participates in and provides expertise and support to the Police Department Traffic Unit, Development Review Committee, Planning Commission, and City Council on matters relating to transportation and traffic; chairs the City's Traffic Advisory Committee.
- Administers grants for transportation projects; directs the preparation of grant applications; develops expenditure plans and monitors expenditures to maintain funding eligibility.
- 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 traffic engineering and transportation planning; 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 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, practices, and methods of transportation planning and traffic engineering.
- Laws, ordinances, and regulations governing right-of-way permitting and inspection, the design and construction of traffic and transportation improvements.

- Municipal government and issues of concern to developers, property owners, contractors, private engineers, and others when dealing with permits, inspection, traffic, and transportation matters.
- 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 divisions.
- 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 Transportation and Right of Way Permits & Inspection Divisions.
- 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 divisions.
- 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, understand, explain, and apply comprehensive plans and policies to meet the City's permits, inspection, and transportation needs.
- Interpret financial statements and cost accounting reports.
- Plan, schedule, prioritize, and monitor work progress.
- Interpret construction related challenges; provide technical guidance to staff.
- Write grants for permitting, inspection, and transportation projects.
- 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 civil engineering, traffic engineering, transportation planning, urban planning, or a related field.

Experience:

- Five (5) years of increasingly responsible traffic engineering experience, including three (3) 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.
- Possession of a valid Certificate of Registration as a Traffic or Civil Engineer in the State of California, 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 10 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.

- 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 urban planning, land development, economics, public administration, architecture, or a related field.

**Experience:**

- Five (5) years of responsible experience performing complex work related to planning, economic development, or a related field, 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**

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.



## CLINICAL PROGRAM MANAGER

### **DEFINITION**

Under general direction, provides clinical supervision of unlicensed clinicians; supports the work of licensed staff conducting individual, small group, and family and marriage counseling and court-mandated classes; oversees the completion and maintenance of client and program files; 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 clinical supervision over unlicensed clinicians, and technical and functional direction to lower-level staff.

### **CLASS CHARACTERISTICS**

This classification is responsible for providing clinical supervision for unlicensed staff and planning, organizing, and managing the work of licensed staff conducting individual, small group, and family and marriage counseling and court-mandated classes. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the program. Employees serve as a specialist, liaison, and advocate for the program, with regular contact and interactions with City senior management positions, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

### **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.
- Continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; identifies opportunities and makes recommendations for improvement.
- Evaluates program effectiveness in meeting client needs in line with scope of work; recommends and implements procedural changes to enhance program effectiveness, including those required for program compliance.
- Conducts clinical case conferences with licensed and non-licensed staff to evaluate case progress; provides consultative direction to staff; develops staff awareness and skills; provides information and training on the latest service techniques.
- Provides individual and group supervision, training, and chart auditing for interns completing pre-and post-master's internships and unlicensed clinical staff; teaches and supervises clinical skills, appropriate roles and boundaries, and ethical and legal criteria; reviews intern strategies for behavioral health treatment and case management; provides critical and constructive feedback.
- Reviews, audits, and ensures staff maintain and submit accurate, detailed, and thorough documentation, case records, and notes of activities and services related to client care; provides feedback.

- Performs crisis intervention; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution; coordinates or arranges for the provision of appropriate care services.
- 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 a liaison for assigned functions with other City departments, divisions, and outside agencies.
- Prepares a variety of written reports, memoranda, and correspondence; prepares statistical information as requested; researches, prepares, and presents various reports to management.
- 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, procedures, and practices of record keeping.
- Laws and regulations pertaining to the supervision of trainees and the practice of marriage, family, and child counseling.
- Recognized methods of treatment in dealing with individuals with behavioral and emotional problems.
- Principles, methods, and techniques of marriage, family, and child counseling.
- Characteristics of family relationships and family and group dynamics.
- Principles and practices of crisis intervention, group and individual therapy, and case management.
- Methods and techniques of interviewing clients to assess and evaluate service needs.
- Methods and techniques of observing and accurately describing and documenting client behaviors.
- Community demographics including socioeconomic and cultural factors.
- Community resources available which assist clients in recovery including housing, employment, education, medical and behavioral health sources.
- Principles and practices of case documentation and maintenance of complex and comprehensive records.
- 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.
- Supervise, evaluate, and train college level student interns.
- Plan and schedule work, set priorities, and monitor work progress.
- Assess and evaluate client program eligibility and treatment option needs.
- Conduct effective individual and small group counseling.

- Recognize potential crisis situations and intervene accordingly.
- Maintain client confidentiality.
- Assess situations involving clients and respond in a timely and effective manner utilizing a variety of appropriate techniques.
- 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 master's degree from an accredited college or university with major coursework in counseling, social work, clinical psychology, or a related field.

Experience:

- Two (2) years of experience providing marriage and family therapy, clinical supervision, or psychotherapy, with an average of 5 client contact hours per week.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid Marriage and Family Therapist license from the California Board of Behavioral Sciences, a Psychologist license from the California Board of Psychology, or a Physician certified in psychiatry by the American Board of Psychiatry and Neurology, 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.





## CODE COMPLIANCE INSPECTOR I/II

### **DEFINITION**

Under immediate supervision (Code Compliance Inspector I) or general supervision (Code Compliance Inspector II), performs a variety of routine to complex technical and public contact duties related to the City's code compliance program, including the identification, investigation, and correction of violations of the City's municipal, zoning, housing, development, and signage codes; investigates citizen complaints of public nuisances and health and safety issues; seeks voluntary compliance and implements compliance techniques; issues citations, as needed; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate supervision (Code Compliance Inspector I) or general supervision (Code Compliance Inspector II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

Code Compliance Inspector I: This is the entry-level classification in the Code Compliance Inspector series. Initially under close supervision, incumbents learn and perform a wide variety of code violation identification, investigation, and correction work. 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 Code Compliance Inspector 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.

Code Compliance Inspector II: This is the fully qualified journey-level classification in the Code Compliance Inspector series. Positions at this level are distinguished from the Code Compliance Inspector 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 Code Compliance Inspector 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 that qualified employees can perform the essential functions of the job.*

*Positions at the Code Compliance Inspector I level may perform some of these duties and responsibilities in a learning capacity.*

- Informs property owners, business owners, and citizens of City municipal, zoning, and related codes; provides information, directions, and guidance for compliance.
- Develops innovative approaches to encourage property owners and business managers to voluntarily maintain and upgrade properties to achieve compliance with applicable codes.
- Identifies alternative methods to achieve code compliance involving interpretation and application of related laws, ordinances, and regulations.
- Coordinates the receipt of complaints regarding public nuisances and zoning, sign, parking, and land use ordinance violations; prepares investigatory files by establishing identity of the responsible party, verifying parcel address, and compiling other information necessary to the conduct of investigations and enforcement actions.
- Conducts inspections; documents violations by securing photographs and other pertinent data; prepares case reports and maintains detailed records and logs; issues citations, notices of violation, and other related notices as required by the City's municipal code.
- Prepares abatement letters; receives inquiries and provides information to complainants, attorneys, and property owners involved in code violation cases; prepares other related correspondence.
- Enforces business license and home occupation permit requirements; performs inspections for the license/permit approval process; posts notices on properties; interviews applicants and neighbors.
- Conducts inspections based on building department violations or lack of building permits; monitors building permit violations to ensure they are corrected in a safe and timely manner.
- Assists the Public Works Department with jobsite inspections and leads compliance efforts to address identified violations on jobsites, including unpermitted contract work or working outside the scope of approved permits.
- Prepares cases for legal action; summarizes evidence; may testify as a witness.
- Provides code compliance related technical assistance to the Police Department; assists Building Inspectors in the performance of their duties, as requested; assists the Code Compliance Supervisor with providing training and guidance to code compliance volunteers.
- Provides input to management regarding the process of reviewing and updating the City's municipal codes.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

*Positions at the Code Compliance Inspector I level may exercise some of these knowledge and abilities statements in a learning capacity.*

### **Knowledge of:**

- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Methods and procedures used in code compliance including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare documents used in the legal process.
- Practices for documenting inspections, correcting violations, and carrying through on enforcement options.
- Planning, zoning, building inspection, and safety laws and concepts.
- Court etiquette and rules of evidence including photographic evidence.

- Requirements of municipal code, zoning, and related codes, ordinances, and regulations.
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance.
- Research and reporting methods, techniques, and procedures.
- 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.
- 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:**

- Explain codes and regulations to property owners, residents, and others.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Deescalate conflict and develop effective solutions.
- Read and interpret maps, plans, and legal descriptions.
- Maintain accurate logs, records, and basic written records of work performed.
- Read and interpret laws and other pertinent documentation governing zoning, development standards, property maintenance, and vehicle abatement.
- Make accurate arithmetic, financial, and statistical computations.
- 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:

- Code Compliance Inspector I/II: Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by specialized training.

Experience:

- Code Compliance Inspector I: One (1) year of technical or clerical experience in code compliance, building inspections, or a related field.
- Code Compliance Inspector II: Two (2) years of increasingly responsible code compliance experience.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid Code Enforcement Officer certification, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months from appointment, a valid P.C. 832 Arrest, Search, and Seizure certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months of appointment, a valid Oleoresin Capsicum Aerosol (Pepper Spray) Training certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months of appointment, a valid CPR 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.



## CODE COMPLIANCE TECHNICIAN

### **DEFINITION**

Under general supervision, receives and responds to complaints and general inquiries related to City's Code Compliance program; explains municipal code sections related to zoning, signs, property maintenance, inoperative vehicles, and related codes; assists Code Compliance Inspectors in research and investigation of municipal code violations; 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 Code Compliance 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 that qualified employees can perform the essential functions of the job.*

- Provides information to the public including residents, property owners, business owners, and vendors to ensure an understanding of department and City policies and procedures and general code enforcement procedures and services.
- Explains City procedures according to existing guidelines; coordinates or resolves problems of a moderate nature, when appropriate.
- Receives complaints and prepares case files regarding zoning, signs, inoperative vehicles, property maintenance, public nuisances, and various other municipal code violations; generates work orders for Code Compliance Inspectors; maintains the integrity of assigned case files.
- Participates in the implementation of the short-term rental ordinance compliance program; conducts site visits; issues notices of violation and administration citations to obtain compliance.
- Collects evidence, performs research, and confers with other City departments and outside agencies as necessary regarding violations.
- Attempts to achieve code compliance through public education and verbal and written warnings.
- Inputs and processes parking, administrative, and related citations in appropriate databases.
- Prepares and mails various time sensitive notifications including notices of violation, letters of consent to inspect property, notices and orders of abatement, and notices of amended letters.
- Attends meetings and gives presentations on code-related matters; testifies in court and administrative hearings, as required.
- Assists the Fire District with the implementation of the City's Weed Abatement Program.

- Prepares reports, memos, notices of violations, and other materials under strict timelines.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Planning, zoning, building inspection, and safety laws and concepts.
- The organization and functions of various agencies involved in planning, zoning, and land use processes.
- Investigative techniques useful in inspecting residential and business violations to ensure compliance with applicable codes and regulations.
- 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:**

- Understand, explain, and apply policies and procedures.
- Read and interpret laws and other pertinent documentation governing zoning, development standards, property maintenance, and vehicle abatement.
- Read and interpret building and housing codes related to code enforcement.
- Read and interpret maps, plans, and legal descriptions.
- Maintain related files and records.
- Effectively use photographic equipment.
- 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 (12<sup>th</sup>) grade.

Experience:

- One (1) year of clerical or customer service experience in a public agency.

**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 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.



## COMMUNICATIONS MANAGER

### **DEFINITION**

Under general direction, manages, plans, and executes information dissemination, public relations activities, website and municipal cable television channel content, media relations, and general communication regarding events, operations, and programs of the City; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is the journey-level classification in communications. 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.

### **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.*

- Serves as a key spokesperson and representative for the City Manager; answers inquiries from the community, media, and other organizations.
- Manages all City's community media relations; implements and updates a strategic communication plan to effectively support the City's image.
- Acts as the City spokesperson during emergency operations and other media events; acts as the Public Information Officer for the Chino Police Department at the scene of police emergencies as directed by the Professional Standards Lieutenant.
- Conducts special projects or be assigned to assist departments at the City Manager's request.
- Maintains regular media contacts and keeps them informed of issues and events of importance to the City.
- Oversees and participates in the work of staff involved in community relations and outreach.
- Researches, prepares, edits, and disseminates public information, news releases, promotional flyers, newsletter, brochures, and press kits.
- Advises and trains City Council Members and City management on appropriate and effective ways to convey City messages and provide information on programs and activities.
- Coordinates and assists with the preparation and response to correspondence received by the City Council.
- Designs, writes, prepares layout, and takes photographs for the City newsletter.



- Acts as an event manager for City events such as the Mayor's State of the City address, the Annual Volunteer Recognition Dinner, the Employee Holiday Luncheon, park dedications, photo opportunities, and groundbreaking ceremonies.
- Interprets, administers, and monitors franchise agreements and related ordinances.
- Directs the operations of the Municipal Cable Television Channel and consults and provides technical support to other City departments and community organizations on cable production issues.
- Supervises and participates in programming activities for the Municipal Cable Television Channel to ensure quality and compliance with Federal Communications Commission regulations.
- Receives and responds to complaints regarding cable services.
- Coordinates electronic information needs; oversees the content, design, and layout of the City's website; makes updates to the website on a regular basis.
- 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:**

- Principles of public administration, including the specialized areas of statistics, administrative research and analysis, and program planning.
- Municipal organization and programs, local government relationships, and community relations.
- Methods, resources, and operations of telecommunications.
- Operation of audio and video equipment.
- Organizational structures of government.
- Municipal ordinances and franchise agreements.
- Techniques for successful event management.
- Data collection and analysis techniques and data processing systems and applications.
- Municipal budgeting processes.
- Office management.
- 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.
- Operate programs within allocated amounts.
- Act as spokesperson for the City during television, radio, and newspaper interviews and other public speaking engagements.

- Respond to emergency and problem situations in an effective manner.
- Understand, explain, and apply policies and procedures.
- Analyze organizational, administrative, and technical problems and situations, adopt effective courses of action, and resolve them through application of management principles and practices.
- Develop and implement positive public relations and informational programs.
- Develop comprehensive plans to meet future City needs and services.
- Demonstrate a working knowledge of social media outlets.
- Deal constructively with conflict and develop effective resolutions.
- Plan and enforce a balanced budget.
- Interpret financial statements and cost accounting reports.
- 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, or public relations.

Experience:

- Five (5) years of responsible public information, marketing, and public relations 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.

**WORKING CONDITIONS**

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



## COMMUNITY LIAISON

### **DEFINITION**

Under general supervision, serves as a liaison between the City Council and community stakeholders; provides a full range of varied, highly responsive, responsible, and administrative and legislative support to the City Council and assigned division; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from a department director or their designee. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing specialized paraprofessional duties in support of the City Council and departmental/division operations. The incumbent exercises judgment and initiative in their assigned tasks, receives 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.*

- Establishes and maintains intergovernmental relations between the City and a variety of agencies and organizations including the Inland Empire Utilities Agency, various water districts, the Chino Valley Chamber of Commerce, the Chino Valley Independent Fire District board, the Chino Valley Unified School District board, and others.
- Serves as a liaison to, and field representative for, the City Council; attends events with, and on behalf of, the Mayor and City Council members.
- Organizes meetings with citizens and other interested participants to gather broad-based community input on various issues and to identify community needs.
- Leads employee committees, plans special events, and completes special projects, as needed; assists in the coordination of the public art program.
- Tracks and serves as a catalyst on pending legislation affecting local government.
- Prepares various reports and responses regarding grant opportunities; prepares publications related to community relations and outreach.
- 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, 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.

## **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.
- 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, marketing, communications, or a related field.

Experience:

- Three (3) years of increasingly responsible legislative and administrative experience supporting an executive, administrator, or elected official.

**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.



## CONTRACTS AND DIF ADMINISTRATOR

### **DEFINITION**

Under general direction, the Contracts and DIF Administrator performs a variety of complex professional administrative and analytical tasks to support the managerial functions of the Engineering Division; manages the entire lifecycle of contracts; ensures compliance with relevant laws and regulations; provides strategic support to departmental operations; conducts detailed analyses, prepares comprehensive reports, and offers recommendations to enhance efficiency and effectiveness; manages budgets; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is a program manager classification responsible for monitoring public works contracts, budgets, and grants, within the parameters of desired objectives, methods to be utilized, and scheduling constraints. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include program evaluation and recommendation, and implementation of policies, procedures, goals, objectives, priorities, and standards related to sustainability programs. Performance of the work requires the use of independence, initiative, and discretion within broad guidelines. Employees serve as a specialist, liaison, and advocate for the program, with regular contact and interactions with City senior and executive management, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

### **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.*

- Conducts or directs assigned projects or program activity; performs research and statistical analysis; prepares and presents reports of findings and recommendations as to appropriate action.
- Administers contract or grant-funded program activity, directing and monitoring work performed; prepares or drafts related proposals, reports, and records; monitors budget expenditures.
- Compiles information and prepares manuals, documents, resolutions, or publications relating to administrative, fiscal, or operational issues.
- As designated representative, leads or participates in committee activity; coordinates or conducts activities with other City departments, agencies, organizations, and the community, contributing views and interests of the Department in execution of assigned duties.
- Provides assistance to Department management, other City personnel, and the public regarding administrative, fiscal, or operational issues, policies, and procedures.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the program; recommends within department policy, appropriate service, and staffing levels; recommends

and administers policies and procedures.

- Develops, administers, and oversees program budget; determines funding needed for staffing, equipment, materials, and supplies; conducts studies to forecast spending and cost benefits for assigned special projects and potential services; monitors expenditures and submits invoices for supplies and equipment; ensures compliance with budgeted funding.
- Schedules, assigns, supervises, and evaluates the work of environmental programs inspection staff; coordinates staff training and education involving assigned programs, in compliance with current federal and state mandated regulations and standards.
- Prepares and monitors the Capital Improvement Program and Sanitation Fund budgets; calculates refuse and recycling customer rates; reviews and tracks contract payments and tonnages.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administer Development Impact Fees reimbursements. Coordinate reimbursement requests with developers.
- Analyze Capital Project Needs Analysis (CPNA) to determine eligibility for reimbursement and analyze cash flow
- Administration of Community Facilities District (CFD) special tax district for public services and improvements
- 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.
- Municipal administration, including principles of accounting, auditing, budget management, and grants administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, guidelines, and procedures relating to assigned programs and contracts.
- Research methodologies, statistical analysis, and report preparation.
- Data processing systems and applications
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and ongoing developments, current literature, and sources of information related to assigned areas.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- 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:**

- Plan, organize, oversee, develop, implement, and administer a solid waste collection contract, comprehensive recycling program and other mandated environmental programs.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner; monitor budget expenditures to ensure financial accountability and compliance.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, apply, and explain all pertinent federal, state, and local laws, codes, rules, regulations, policies, procedures, and standards pertaining to environmental programs.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Gather data and prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Execute complex administrative and analytical tasks with a high degree of sensitivity to pertinent issues.
- Administer contract or grant-funded programs, overseeing and monitoring the work performed.
- Strategically plan and organize work to ensure efficiency and effectiveness.
- Serve as a liaison to City personnel, other agencies, and the public, fostering strong relationships.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, 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.
- 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:

- Minimum three (3) years of responsible governmental administrative and contract experience, including one (1) year 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; 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.



## COUNCIL LIAISON

### **DEFINITION**

Under general supervision, performs a variety of providing highly accountable administrative support to the City Council and City Manager; manages the City Council and City Manager's schedule; coordinates meetings, events, and travel arrangements; 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 administrative and secretarial duties in support of the City Council and City Manager. 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.*

- Assists the City Manager with various highly responsible administrative tasks and secretarial duties supporting the Administration Department, including serving as the main clerical support to the City Manager, the Mayor, and the City Council.
- Manages the City Council and City Manager's schedule; coordinates meetings, events, and travel arrangements; assists City Attorney with meeting requests and administrative duties, as assigned.
- Provides confidential staff support; receives visitors and answers telephones; maintains calendars and schedules appointments; coordinates events; ensures materials, certificates, agendas, and notes are prepared for various functions.
- Coordinates and administers programs such as Mayor's Home Beautification and Business of the Month.
- Coordinates and attends conferences, workshops, and events with or on behalf of the City Council and City Manager.
- Prepares correspondence from verbal instruction and initiates routine correspondence in accordance with established practices; drafts complex reports, documents, or other materials.
- Directs and participates in the preparation of various documents, including correspondence, reports, resolutions, ordinances, contracts, and presentation materials.
- Researches, prepares, and presents oral and written reports; responds to citizen inquiries.
- Ensures the accurate and timely information flow between the City Manager, Elected Officials, and City Departments.

- Serves and coordinates the work of various City committees, including State of the City, Employee Luncheon, and Student Government Day.
- Performs investigative and analytical work in researching administrative systems, policies, and procedures.
- Meets with constituent groups on behalf of the City Council and City Manager and respond to concerns.
- Responds to inquiries from the public and City employees; understands and explains City policies and procedures; and refers inquiries to appropriate staff.
- 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:**

- Secretarial and general office procedures and office equipment used in secretarial work.
- Modern office practices and research methods.
- City organization and functions of the various City departments.
- Minute taking procedures.
- Records processing and maintenance procedures and systems.
- Investigative techniques useful in resolving citizen's inquiries.
- 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:**

- Use good judgment in handling highly sensitive and confidential matters with discretion and maintain the privacy of such information.
- Analyze administrative and technical problems and implement effective courses of action toward resolving problems.
- Perform moderately difficult analytical work requiring sensitivity to issues.
- Prepare and present reports.
- Represent the Department in a variety of meetings.
- Communicate clearly and concisely, both orally and in writing.
- 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 (12<sup>th</sup>) grade.

Experience:

- Five (5) years of responsible secretarial or executive assistant experience, including administrative responsibilities of a highly sensitive nature.

**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.



## COUNSELOR I

### **DEFINITION**

Under general supervision, provides counseling services to individuals with substance abuse disorders, or school, marriage, family, and peer difficulties; conducts individual, small group, and family counseling and court-mandated classes; maintains case files; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is the entry-level classification in the Counselor series. Initially under close supervision, incumbents learn and perform routine individual, small group, and family counseling and court-mandated classes, 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. Positions at this level usually perform most of the duties required of the positions at the Counselor 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.

### **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.*

- Receives referrals from schools, law enforcement, courts, and other agencies on prospective clients requiring counseling services; provides appropriate information and feedback to referring sources.
- Conducts initial screenings of prospective clients; gathers and assesses relevant background information; evaluates client substance use severity and determines appropriate level of care; formulates treatment and discharge plans.
- Assists with conducting individual, small group, and family counseling sessions and court-mandated classes; assists clients and family members in understanding and accepting substance abuse, school, marriage, family, and peer dysfunctions and the need for treatment.
- Monitors treatment and documents progress; advocates for clients with outside agencies.
- Supports crisis intervention counseling; refers clients and prospective clients to appropriate treatment sources.
- Observes and records client behavior; maintains case files; prepares and maintains records, correspondence, and reports.
- Reports documented or suspected abuse and neglect as mandated by law.
- Maintains equipment, materials, and supplies necessary for program services.

- Remains current on prevention literature, statistical information, legislative activities, and community resources and activities.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Psychological, physiological, sociological, and behavioral aspects indicative of substance use disorders.
- Substance abuse life cycle symptoms and behaviors.
- Recognized methods of treatment in dealing with individuals with behavioral, emotional, alcohol, and drug related problems.
- Medications associated with medical alcohol and drug treatment and their effects.
- Alcohol and drug diagnoses and admission criteria for persons served in a specific program.
- Principles, methods, and techniques of marriage, family, and child counseling.
- Characteristics of family relationships and family and group dynamics.
- Principles and practices of crisis intervention, group and individual therapy, and case management.
- Methods and techniques of interviewing clients to assess and evaluate service needs.
- Methods and techniques of observing and accurately describing and documenting client behaviors.
- Community demographics including socioeconomic and cultural factors.
- Community resources available which assist clients in recovery including housing, employment, education, medical and behavioral health sources.
- Principles and practices of case documentation and maintenance of complex and comprehensive records.
- 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 evaluate client program eligibility.
- Assist with conducting effective individual and small group counseling.
- Recognize potential crisis situations and intervene accordingly.
- Maintain client confidentiality.
- Assess situations involving clients and respond in a timely and effective manner utilizing a variety of appropriate techniques.
- Prepare clear, concise, and accurate technical and administrative reports.
- 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 (12<sup>th</sup>) grade.

Experience:

- None.

**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 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 may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.





## COUNSELOR II

### **DEFINITION**

Under general supervision, provides counseling services to individuals with substance abuse disorders, or school, marriage, family, and peer difficulties; conducts individual, small group, and family counseling and court-mandated classes; maintains case files; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is the journey-level classification in the Counselor series. Positions at this level are distinguished from the Counselor I 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.

This class is distinguished from the Counselor III in that the latter performs the more complex work assigned to the series, such as supervising graduate students or those with an Associate Marriage and Family Therapist (AMFT) license or Associate Clinical Social Worker (ASW) license from the California Board of Behavioral Sciences 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 that qualified employees can perform the essential functions of the job.*

- Receives referrals from schools, law enforcement, courts, and other agencies on prospective clients requiring counseling services; provides appropriate information and feedback to referring sources.
- Conducts initial screenings of prospective clients; gathers and assesses relevant background information; evaluates client substance use severity and determines appropriate level of care; formulates treatment and discharge plans.
- Conducts individual, small group, and family counseling sessions and court-mandated classes; assists clients and family members in understanding and accepting substance abuse, school, marriage, family, and peer dysfunctions and the need for treatment.
- Monitors treatment and evaluates progress; advocates for clients with outside agencies.
- Performs crisis intervention counseling; refers clients and prospective clients to appropriate treatment sources.
- Responds with members of the Police Department to assist with pre-delinquent behavior, gang activity, child abuse, unfit homes, and other situations.
- Observes and records client behavior; maintains case files; prepares and maintains records, correspondence, and reports.

- Reports documented or suspected abuse and neglect as mandated by law.
- Maintains equipment, materials, and supplies necessary for program services.
- Establishes and updates required curriculum topics as dictated by the program.
- Remains current on prevention literature, statistical information, legislative activities, and community resources and activities.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Psychological, physiological, sociological, and behavioral aspects indicative of substance use disorders.
- Substance abuse life cycle symptoms and behaviors.
- Recognized methods of treatment in dealing with individuals with behavioral, emotional, alcohol, and drug related problems.
- Medications associated with medical alcohol and drug treatment and their effects.
- Alcohol and drug diagnoses and admission criteria for persons served in a specific program.
- Principles, methods, and techniques of marriage, family, and child counseling.
- Characteristics of family relationships and family and group dynamics.
- Principles and practices of crisis intervention, group and individual therapy, and case management.
- Methods and techniques of interviewing clients to assess and evaluate service needs.
- Methods and techniques of observing and accurately describing and documenting client behaviors.
- Community demographics including socioeconomic and cultural factors.
- Community resources available which assist clients in recovery including housing, employment, education, medical and behavioral health sources.
- Principles and practices of case documentation and maintenance of complex and comprehensive records.
- 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 evaluate client program eligibility and treatment option needs.
- Conduct effective individual and small group counseling.
- Recognize potential crisis situations and intervene accordingly.
- Maintain client confidentiality.
- Assess situations involving clients and respond in a timely and effective manner utilizing a variety of appropriate techniques.
- Prepare clear, concise, and accurate technical and administrative reports.
- 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 counseling, social work, clinical psychology, or a related field.

Experience:

- Three (3) years of experience in individual, small group, and family counseling, or the treatment and rehabilitation of substance abuse.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid PC 1000 Program (Deferred Entry of Judgment) Group Facilitator certification, to be maintained throughout employment.
- Possession of a valid Choices Program Group Facilitator 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 up to 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 may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



### COUNSELOR III

#### **DEFINITION**

Under general supervision, provides professional counseling services to individuals with substance abuse disorders, or school, marriage, family, and peer difficulties; conducts individual, small group, and family counseling and court-mandated classes; maintains case files; and performs related duties as assigned.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate supervision 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 Counselor 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 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.*

- Supervises graduate students or those with an Associate Marriage and Family Therapist (AMFT) license or Associate Clinical Social Worker (ASW) license from the California Board of Behavioral Sciences.
- Receives referrals from schools, law enforcement, courts, and other agencies on prospective clients requiring counseling services; provides appropriate information and feedback to referring sources.
- Conducts initial screenings of prospective clients; gathers and assesses relevant background information; evaluates client substance use severity and determines appropriate level of care; formulates treatment and discharge plans.
- Conducts individual, small group, and family counseling sessions and court-mandated classes; assists clients and family members in understanding and accepting substance abuse, school, marriage, family, and peer dysfunctions and the need for treatment.
- Monitors treatment and evaluates progress; advocates for clients with outside agencies.
- Performs crisis intervention counseling; refers clients and prospective clients to appropriate treatment sources.
- Responds with members of the Police Department to assist with pre-delinquent behavior, gang activity, child abuse, unfit homes, and other situations.
- Observes and records client behavior; maintains case files; prepares and maintains records, correspondence, and reports.
- Reports documented or suspected abuse and neglect as mandated by law.

- Maintains equipment, materials, and supplies necessary for program services.
- Establishes and updates required curriculum topics as dictated by the program.
- Remains current on prevention literature, statistical information, legislative activities, and community resources and activities.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Psychological, physiological, sociological, and behavioral aspects indicative of substance use disorders.
- Substance abuse life cycle symptoms and behaviors.
- Recognized methods of treatment in dealing with individuals with behavioral, emotional, alcohol, and drug related problems.
- Medications associated with medical alcohol and drug treatment and their effects.
- Alcohol and drug diagnoses and admission criteria for persons served in a specific program.
- Principles, methods, and techniques of marriage, family, and child counseling.
- Characteristics of family relationships and family and group dynamics.
- Principles and practices of crisis intervention, group and individual therapy, and case management.
- Methods and techniques of interviewing clients to assess and evaluate service needs.
- Methods and techniques of observing and accurately describing and documenting client behaviors.
- Community demographics including socioeconomic and cultural factors.
- Community resources available which assist clients in recovery including housing, employment, education, medical and behavioral health sources.
- Principles and practices of case documentation and maintenance of complex and comprehensive records.
- 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 evaluate client program eligibility and treatment option needs.
- Conduct effective individual and small group counseling.
- Recognize potential crisis situations and intervene accordingly.
- Maintain client confidentiality.
- Assess situations involving clients and respond in a timely and effective manner utilizing a variety of appropriate techniques.
- Prepare clear, concise, and accurate technical and administrative reports.
- 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 master's degree from an accredited college or university with major coursework in counseling, social work, clinical psychology, or a related field.

Experience:

- Four (4) years of experience in individual, small group, and family counseling, or the treatment and rehabilitation of substance abuse.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid Marriage and Family Therapist (LMFT) license from the California Board of Behavioral Sciences, to be maintained throughout employment.
- Possession of a valid Clinical Social Worker (LCSW) license from the California Board of Behavioral Sciences, to be maintained throughout employment.
- Possession of a valid PC 1000 Program (Deferred Entry of Judgment) Group Facilitator certification, to be maintained throughout employment.
- Possession of a valid Choices Program Group Facilitator 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 up to 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 may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.



## CRIME ANALYST

### **DEFINITION**

Under direction, completes intelligence profiles for the Police Department; provides real time actionable information to law enforcement in the field; monitors and reports on statistical crime data and trends; conducts mobile forensic extractions; 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, non-sworn classification is responsible for independently performing professional duties in support of crime prevention strategies. 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.*

- Completes intelligence profiles and address work ups to aide in the identification of suspects, victims, and witnesses; gathers relevant information by searching various databases for information including criminal history checks, prior police contacts, driver license status, registered and associated vehicles, wants/warrants status, probation/parole status, registered firearms, associated people to the subject or residence, contact information, social media profiles, current or associated residences, aliases/monikers, gang association, employment, and business or professional licenses.
- Monitors incoming service calls, surveillance operations, and search warrant radio traffic for actionable information to begin investigating, monitoring, or identifying involved subjects; provides accurate real-time intelligence and information to law enforcement in the field.
- Conducts follow-up on cases with little or no suspect information; utilizes video footage and information databases to identify suspects.
- Completes geographic profiling; analyzes crime locations and possible suspect locations.
- Reviews police reports and calls for service to monitor crime sprees and trends and to generate suspect leads.
- Reviews and analyzes various documents and database information to provides actionable analysis and information to law enforcement staff.
- Performs mobile forensic extractions, including password detection, extraction of device, and copying of extracted data; submits related reports.
- Performs research and complex statistical analysis on crime data; prepares analytical and statistical reports, charts, graphs, maps, bulletins, and other written reports; provides problem-solving recommendations.

- Prepares crime statistical summaries and reports on projections of long-term changes and crime trends; assists with the development of tactics, strategies, and planning in response to crime trends.
- Formulates theories regarding crime trends, patterns, and suspects; develops hypothetical links between crime trends, criminals, and crime groups; makes recommendations of possible solutions to criminal investigative problems.
- Researches compliance status and checks wants/warrants status for monthly National Crime Information Center audit on PC 290 sex offenders; completes intelligence profiles for quarterly compliance sweeps.
- Corresponds with other law enforcement agency staff on related cases; collects and distributes crime bulletins from outside agencies.
- Monitors and checks daily all technology and databases; troubleshoots or arranges for immediate repair as needed.
- Attends information meeting, including unit briefings, patrol briefings, search warrant briefings, operations briefings, and debriefing after operations.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Methods and procedures of conducting crime analysis and research, including data collection, statistical analyses, and report preparation.
- Functions, organization, principles, and practices of law enforcement agencies.
- Police terminology and law enforcement codes.
- Principles and practices of administrative and operational analyses, research evaluation, and methodology.
- Techniques, methods, and procedures of criminal investigative procedures.
- 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.
- 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 complex professional and analytical work.
- Extract data and develop a variety of customized reports, charts, graphs, and maps.
- Conduct complex investigations for patrol officers and detectives.
- Make sound recommendations on next steps in an active investigation.
- Effectively utilize a variety of databases and computer driven systems including crime mapping, digital



imaging software, and related programs.

- Collect, analyze, interpret, and document complex statistical data.
- Recognize, identify, and document crime series and patterns.
- Understand the functions, principles, and practices of municipal police services.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Analyze operational objectives and issues, evaluate alternatives, and reach sound, logical, fact-based conclusions and recommendations; prepare reports and recommendations.
- Properly develop and interpret complex tables, charts, and graphs.
- Interpret, apply, and explain applicable federal, state, and local laws, codes, regulations, and departmental policies and procedures.
- Establish and maintain a variety of filing, recordkeeping, 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 criminal justice, psychology, or a related field.

Experience:

- Three (3) years of professional level experience performing research, statistical, or crime analysis.

**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 to loud 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.



## **CRIME PREVENTION AND COMMUNITY OUTREACH SPECIALIST**

### **DEFINITION**

Under general direction, plans, organizes, coordinates, and participates in the work of staff responsible for the direct delivery of one or more police community programs, services, and activities including community outreach initiatives, drug prevention and awareness, and crime prevention practices; assists in the development and disbursement of crime prevention materials; provides technical and specialized assistance to management staff; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This classification is responsible for coordinating one or more crime prevention outreach programs in the Police Department. 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 that qualified employees can perform the essential functions of the job.*

- Plans, organizes, coordinates, and participates in the work of staff responsible for police community crime prevention and safety programs; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates and schedules related meetings involving crime prevention and/or safety including area commander and business watch meetings and neighborhood watch; participates in and addresses various crime prevention and/or safety topics and/or issues.
- Plans and coordinates police community events for the public, fundraising events, and other related events or activities.
- Designs, develops, markets, coordinates, and presents neighborhood/community public safety and crime prevention programs to schools, community groups, property and business owners.
- Prepares and distributes crime prevention literature and materials including preparation of flyers, brochures, visual displays, and bulletin boards.
- Coordinates and participates in various assigned educational programs, presentations, and learning activities in the area of assignment; interacts with and facilitates the awareness of related topics including substance abuse and gang prevention to children.

- Monitors program budgets; processes appropriate payments, paperwork, and/or expenditures; updates and maintains records as appropriate.
- Serves as liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as required.
- Provides technical and specialized assistance to management staff; prepares reports and correspondence concerning new or ongoing programs and program effectiveness; prepares statistical reports as required; establishes and maintains working and official program files; ensures proper documentation of operations and activities.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Maintains accurate records of services and activities.
- Represents the City in meetings with members of other public and private organizations, community groups, and the public.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of community crime prevention and safety.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Practices, procedures, and methods for coordinating and implementing variety of police community crime prevention and safety programs and activities.
- Current principles, techniques, and methods of public information, outreach, and community relations programs.
- Arithmetic and statistical 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.
- 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:**

- Understand the organization and operation of police community crime prevention and safety programs and activities.
- Perform a variety of public outreach and community relations activities for the department.
- Identify target audiences and develop pertinent messages.
- Prepare and conduct a diverse range of presentations and public information materials.
- Perform accurate mathematical calculations.
- Maintain accurate program records and 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:

- Equivalent an associate degree from an accredited college or university with major course work in business administration, communications, public administration, or a related field.

Experience:

- Two (2) years of experience performing community liaison and administrative functions for a public office or government agency, including one (1) year of experience supporting police community crime prevention and safety or related programs.

**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 an outside environment, position requires sitting, standing, walking on slippery surfaces, reaching, twisting, turning, kneeling, bending, stopping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. Employees must possess the ability to lift, carry, push, and pull materials and objects up to a weight of 60 pounds 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.



## **CRIME PREVENTION AND COMMUNITY OUTREACH SUPERVISOR**

### **DEFINITION**

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff responsible for the direct delivery of one or more police community programs, services, and activities including community outreach initiatives, drug prevention and awareness, and crime prevention practices duties within the Police Department; develops and disburses crime prevention materials; 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 staff.

### **CLASS CHARACTERISTICS**

This classification is responsible for supervising one or more crime prevention outreach programs in the Police Department and exercises independent judgment on diverse and specialized Police 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 that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for the direct delivery of one or more police community programs, services, and activities including community outreach initiatives, drug prevention and awareness, and crime prevention practices duties 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 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.
- Leads crime prevention and safety conferences including area commander, business watch, and neighborhood watch meetings; addresses various crime prevention and safety topics and issues.
- Plans and coordinates police community events for the public, fundraising events, and other related events or activities.
- Designs, develops, markets, coordinates, and presents neighborhood and community public safety and crime prevention programs to schools, community groups, and property and business owners.
- Prepares and distributes crime prevention literature and materials including preparation of flyers, brochures, visual displays, and bulletin boards.
- Implements educational programs, presentations, and learning activities; interacts with and facilitates the awareness of related topics including substance abuse and gang prevention.
- 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 implementing police community crime prevention and safety programs and activities.
- Current principles, techniques, and methods of public information, outreach, and community relations programs.
- Principles of public speaking, conducting formal presentations, and group facilitation.
- Principle of developing and implementing marketing strategies and promotional tools and resources.
- Principles of program evaluation.
- 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 crime prevention and community outreach work.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Understand the organization and operation of police community crime prevention and safety programs and activities.
- Perform a variety of public outreach and community relations activities.
- Identify target audiences and develop pertinent messages.
- Prepare and conduct a diverse range of presentations and public information materials.
- 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 an associate degree from an accredited college or university with major course work in business administration, communications, public administration, or a related field.

Experience:

- Four (4) years of experience performing community liaison and administrative functions for a public office or government agency, including two (2) years of experience supporting police community crime prevention and safety or related programs.

**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 an outside environment, position requires sitting, standing, walking on slippery surfaces, reaching, twisting, turning, kneeling, bending, stopping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. Employees must possess the ability to lift, carry, push, and pull materials and objects up to a weight of 60 pounds 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.



## **CROSS CONNECTION SPECIALIST**

### **DEFINITION**

Under direction, administers the City's cross-connection control program; administers the City's backflow prevention device installation, inspection, and repair program; implements water conservation programs; 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; 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 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 program, as well as the City's backflow prevention testing and device installation, inspection, and repair program, water conservation programs, resolving water quality related concerns/issues, and administrative and systematic activities for the City's Recycled Water Program. 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 revises landscape irrigation plans and blueprints with landscape architects to determine backflow prevention requirements for new and existing water services and to meet required recycled water standards; confers with the public, developers, contractors, and others to explain and discuss backflow prevention requirements; compiles, drafts, and assists with approval of reports as mandated by the California Division of Drinking Water (DDW).
- 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 and state requirements; verifies testing and certifications as current and acceptable; spot checks tests conducted by backflow testers by retesting devices; assists with repair and testing of potable water backflow devices and related components for annual inspections; conducts retrofitting of potable and recycled water meters and backflow devices for new construction.
- 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.

- 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; 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.
- Oversees 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.
- Collaborates with other City departments to implement water conservation programs and 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; monitors water conservation measures throughout the City's water service area.
- 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; repairs potable water sample stations to ensure accurate routine samples; inspects on-site system installation 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 and resolves complaints regarding water quality and the use of recycled water; coordinates onsite inspections; enforces compliance with relevant ordinances and regulations.
- 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.
- 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.
- 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.
- Methods, materials, and techniques for cross-connection prevention and testing, site retrofit and connection to recycled water systems.
- Principles and practices of recycled water program administration.
- Bacteriological, chemical, and related water sampling tests.
- Landscaping and irrigation plans.
- Business math and record keeping practices.
- Operational characteristics of recycled water systems as it affects capacity and resource availability.
- Best management practices for reclaimed water system administration.
- Requirements of a cross connection control survey.
- Recycled water use site inspections, 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 and techniques of conducting research, program analysis, and report preparation.
- 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.
- 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.
- Make accurate arithmetic calculations.
- Conduct bacteriological, chemical, and related water sampling tests.
- 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, drawings, plans, blueprints, standards, specifications, and codes.
- Maintain a cross connection program using computer software.
- Maintain accurate records and prepare and submit a variety of state mandated reports.
- 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.
- Use a variety of hand and power 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.

- 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 (12<sup>th</sup>) grade, supplemented by specialized training in backflow prevention device testing and certification.

Experience:

- Four (4) years of increasingly responsible experience in the operation and/or maintenance of water distribution facilities, including the inspection and testing of backflow prevention devices; experience coordinating services within a water utility program, preferably for recycled water, or water distribution related experience may be substituted for direct operation and/or 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 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.
- 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 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**

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 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.

### **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.



## COMMUNITY SERVICES, PARKS AND RECREATION BOXING TRAINER

### **DEFINITION**

Under general supervision, provides boxing training for participants; assists with the activities of the Chino Youth Boxing program; 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 Chino Youth Boxing program. 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 that qualified employees can perform the essential functions of the job.*

- Trains and motivates young athletes and adults in the sport of boxing; supervises and instructs boxing participants on safe boxing techniques and physical training regimens.
- Monitors boxing activities during training and practice times; evaluates performances of program participants, explains techniques, and assists with skills improvement.
- Creates a supportive and competitive environment that supports social and emotional youth development; promotes a positive recreation environment, competition, and personal behavior.
- Coordinates, promotes, implements, and evaluates program activities.
- Organizes and coordinates boxing team practices and physical workouts.
- Monitors guests and program participants and program activities; enforces rules, regulations, and safety precautions; maintains discipline, monitors behavior, and resolves issues.
- Sets up and takes down equipment and prepares venue for activities and events; maintains equipment and facilities in clean and safe condition.
- Assists in determining equipment and material needs for program activities.
- Promotes boxing activities; interacts with the public, community resource agencies, and other organizations.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

### **QUALIFICATIONS**

**Knowledge of:**

- Theories, concepts, principles, and practices common to the field of boxing.
- Supplies and equipment required for a boxing program.
- Rules and regulations governing the conduct and safety of persons using boxing facilities and equipment.
- Customer service standards and protocols.
- Occupational hazards and safety precautions.
- Basic principles 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:**

- Promote activities of the boxing program.
- Travel to a variety of locations for boxing shows.
- Work with individuals having varied socio-economic backgrounds.
- Promote a positive recreation environment and good personal behavior.
- Monitor facility and guests for violations of rules and safety standards.
- Use emergency techniques for standard first aid, CPR, and blood borne pathogens.
- 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 (12<sup>th</sup>) grade.

Experience:

- Three (3) years of experience as a boxing training participant or coaching a boxing program.

**Licenses and Certifications:**

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



- Possession of a valid USA Boxing Coach Certification issued by USA Boxing to be maintained throughout employment.
- Possession of a valid First Aid, AED, CPR, and Blood Borne Pathogens certification, or ability to obtain within six (6) months, to be maintained throughout employment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a boxing gym; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk for several continuous hours daily on level, uneven, or slippery surfaces; agility to move quickly and easily; frequently reach, twist, turn, kneel, bend, crawl, stoop, squat, crouch, grasp, and make repetitive hand movements in the performance of daily duties; and vision to inspect and operate equipment. Finger dexterity is needed to operate and repair boxing 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 indoor and outdoor boxing facilities and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, 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 work evenings, Monday through Friday, and occasional weekends.

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



## COMMUNITY SERVICES, PARKS AND RECREATION COORDINATOR

### **DEFINITION**

Under general direction, plans, organizes, and coordinates one or more programs, operations, and events within the Parks and Facilities, Recreation, Social Services, or Clinical Divisions of the Community Services, Parks and Recreation (CSPR) Department; provides administrative support and program assistance to assigned management personnel; 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 of one or more programs in the Community Services, Parks and Recreation Department. 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. Coordinators may be assigned or moved to any number of functional areas within the Community Services, Parks and Recreation 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.*

- Leads, plans, coordinates, promotes, and participates in the day-to-day operations of parks and facilities, recreation programs, social services programs, and/or clinical services; establishes schedules and methods for providing community and recreation services and social services.
- Monitors and evaluates assigned programs, activities, and services; identifies opportunities for improving service delivery and procedures; recommends improvements, modifications, and process changes and reviews with appropriate management staff; implements improvements.
- Recruits and selects part-time staff and volunteers to operate programs and activities; provides supervision, training, orientation, and guidance to assigned part time staff; prepares staff schedules; provides input and documentation for performance evaluations.
- Identifies staff development and training needs; schedules and coordinates meetings and training programs for staff and volunteers; monitors and assesses training to ensure staff is properly trained and certified.
- Evaluates program attendance, participant responses, and costs; makes recommendations regarding the continuance or cancellation of programs; assists in the development of new programs.
- Coordinates program registration, including the collection and accounting of monies, as applicable.
- Administers and oversees contracts between the City and partner agencies.

- Participates in the preparation, promotion, and execution of Citywide events; coordinates with community and professional groups to promote programs and activities; seeks sponsorships for major special events and programs.
- Prepares and coordinates the development of publicity for events and programs, including news releases, flyers, pamphlets, brochures, and announcements.
- Acts as a representative to patrons and residents regarding questions, problems, concerns, and activities in the provision of program operations, activities, and services.
- Participates in City, community, and advisory meetings.
- Assists in the determination of personnel, equipment, and material needs for program activities; prepares and processes purchase of and payment for equipment, supplies, and services.
- Prepares budget recommendations for the allocation of personnel, equipment, and supplies for program activity areas; and tracking assigned program budgets.
- Maintains accurate records of services and activities related to programs; prepares a variety of written reports, memoranda, and correspondence.
- Seeks sponsorships for special events and programs as assigned.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

*When assigned to Parks and Facilities:*

- Oversees, schedules, and coordinates the daily use of City owned parks, fields, and facilities.
- Conducts periodic inspections of parks and facilities; ensures areas of concern are addressed; provides updated information and progress on maintenance and renovation projects at park sites; communicates emergency issues that may arise at park and facility sites.

*When assigned to Youth Programs:*

- Assists in planning, developing, organizing, and supervising leisure and recreation activities for participants of all ages.
- Oversees and schedules transportation options; ensures maintenance and repair of transportation vehicles; administers related grant or transportation funding programs.

*When assigned to Social Services:*

- Assists in planning, developing, organizing, and supervising after-school programs, seasonal camps, and other activities for school-aged children as well as sport activities for participants of all ages.
- Monitors requirements of county, state, and federal funding sources.

*When assigned to Clinical:*

- Implements and administers intervention and supportive activities and programs to prevent or address mental, physical, or emotional conditions such as substance abuse, child abuse, domestic violence, and homelessness; ensures legal restrictions and requirements are followed.
- Oversees case management and counseling staff executing counseling, case management services, and educational programs.

**QUALIFICATIONS**

**Knowledge of:**

- Principles of providing functional direction and training.

- Methods and techniques of identifying community, social, and/or program needs for recreational, age-specific, programs.
- Procedures for planning, implementing, and maintaining a variety of community, recreation, social services, and special events, programs, and activities.
- Principles and practices of program development, implementation, review, and evaluation.
- Recreational, cultural, age-specific, and social needs of the community.
- Special event permits, permit regulations, and applicable City Municipal Codes.
- City site management and oversight.
- Safety principles and practices, including basic first aid and adult and/or child cardiopulmonary resuscitation (CPR) methods.
- Statistical analysis and report preparation.
- Operations and services of recreation programs.
- Principles, practices, methods, and techniques of recreation, sports, and childcare programs.
- Local community groups, organizations, and businesses.
- Facility scheduling software and online registration systems and software.
- Mathematical principles.
- Principles and procedures of recordkeeping.
- 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.
- Plan and prepare recreation activity schedules, staffing schedules, reports, and other related program materials.
- Manage multiple projects and tasks of varying complexities.
- Handle medical emergencies and injuries in a calm and effective manner.
- Understand the organization and operation of recreation and sports programs and facilities necessary to assume assigned responsibilities.
- Develop, plan, organize, coordinate, promote, implement, supervise, and evaluate a variety of services and recreation programs, activities, and special events.
- Oversee expenditures and adhere to budgeted allocations; ensure program revenues are collected appropriately.
- Perform mathematical calculations.
- Maintain accurate logs, records, and written records of work performed.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- 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 with coursework in social services, communications, recreation, social services, or a related field.

Experience:

- Three (3) years of increasingly responsible full-time program experience in the area of assignment.

**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; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. 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, and road hazards. 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.



## COMMUNITY SERVICES, PARKS AND RECREATION SHUTTLE DRIVER

### **DEFINITION**

Under general supervision, operates shuttle buses providing scheduled and special transportation services within the City on fixed and non-fixed routes; picks up and transports passengers; inspects vehicles and equipment for safe operating conditions; 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 transportation vehicle operations in support of Community Services, Parks and Recreation (CSPR) activities and programs. 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 that qualified employees can perform the essential functions of the job.*

- Transports Community Services, Parks and Recreation participants to essential services, such as medical appointments, grocery store, pharmacy, and bank visits; provides transportation for Senior Trips and Tours and City personnel.
- Assists participants in onboarding and disembarking the shuttle bus; assists disabled passengers using specialized equipment.
- Performs thorough pre- and post-trip shuttle bus and equipment inspections; ensures shuttle bus meets safe operating standards; reports the need for maintenance and repair work.
- Makes prompt and accurate accident and incident reports; provides first-aid assistance as necessary; contacts supervisor and emergency services as directed.
- Compiles data on passengers served; assists in preparing and maintaining a variety of records and reports related to services provided.
- Ensures shuttle bus is maintained in a clean and orderly condition; searches shuttle bus for trash and lost items; sweeps and cleans windows.
- Responds to questions regarding routes, schedules, and transfer points.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

### **QUALIFICATIONS**

**Knowledge of:**

- Operational characteristics of shuttle buses.
- Safe driving practices related to the operation of shuttle buses.
- First Aid/AED/CPR methods and safety practices.
- Supplies and activities of assigned program.
- Americans with Disabilities Act (ADA) regulations regarding public transit operations.
- Methods and techniques of conducting daily and routine vehicle safety inspection within established guidelines.
- City geography, maps, streets, landmarks, and driving directions.
- Basic principles 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:**

- Operate shuttle bus and specialized equipment for disabled passengers safely.
- Respond decisively and effectively in emergency situations.
- Read and interpret maps and schedules.
- Maintain schedules on assigned routes.
- Work with individuals having varied socio-economic backgrounds.
- 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 (12<sup>th</sup>) grade.

Experience:

- Two (2) years of experience operating public transport vehicles.

**Licenses and Certifications:**

- Possession of a valid California Class “B” Driver’s License with passenger endorsement, school bus endorsement, and/or school bus driver certificate, to be maintained throughout employment.
- Possession of valid First Aid, AED, and CPR certification, or ability to obtain within six (6) months, to be maintained throughout employment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a predominantly vehicle driving/operation environment; to operate a motor vehicle and drive on highways, surface streets, and city roads in light to heavy traffic conditions; strength, stamina, and mobility to perform medium to heavy physical work; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. Vehicle operation visual requirements include near and distance, color vision, night vision, peripheral vision, depth perception, and the ability to adjust focus. This classification requires sitting for long periods of time while operating vehicles and walking on multiple types of surfaces to inspect vehicles and assist passengers. Finger dexterity, reaching with hands and arms, and using leg/foot to reach or handle vehicle controls and lifting devices to operate assigned equipment is needed. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work vehicles. 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 primarily work in a driving environment and are frequently exposed to road and traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, and fumes, hazardous substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.





## COMMUNITY SERVICES, PARKS AND RECREATION LEADER

### **DEFINITION**

Under general supervision, provides support in conducting recreation activities in connection with a specific recreation or leisure program, service, activity, or function; leads, teaches, and conducts diversified recreation activities at various recreational facilities; continuously supervises and monitors participants to ensure their safety and well-being; performs a variety of clerical duties in support of program operations; 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 program support duties for the Community Services, Parks and Recreation Department's recreation and leisure programs which includes leading groups of youth, teens, and/or adults in structured activities. 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.*

- Leads, teaches, and conducts diversified recreation activities at various recreational facilities, including parks, schools, and the recreation center.
- Supervises and schedules established programs of recreational activities for children and adults.
- Follows structured curriculum and facilitates daily recreational and enrichment activities which include but are not limited to games, sports, art, music, and crafts for program participants.
- Assists with the preparation and operation of recreation/sports camps or other large programs and events; provides oversight and conducts classes/activities for program participants under the guidance and direction of a Community Services, Parks, and Recreation Specialist or Community Services, Parks, and Recreation Coordinator.
- Implements and monitors City procedures with respect to participant safety.
- Resolves program issues within established guidelines; suggests program improvements.
- Inspects program areas and equipment and recommends maintenance and repair as needed.
- Transports, issues, receives, and controls the use of recreational equipment and supplies; monitors equipment inventories and recommends procurement of items as needed.
- Performs general office duties, including basic cashiering, answering the telephone, greeting patrons, light typing, data entry, copying, and filing; prepares flyers, calendars, and other routine publicity; prepares routine reports of participation and activities.

- Assists in the encouragement of participation and good sportsmanship.
- Responds to patrons' needs for assistance or information.
- Maintains recreational facilities, storage sites, and other work areas in a clean and orderly condition, including securing equipment and materials at the close of the workday and performing basic custodial duties; assists with opening, closing, and securing buildings for events, as directed.
- Administers first aid and CPR, as necessary.
- Maintains accurate logs and records of work performed and materials and equipment used.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

When assigned to After School Programs:

- Monitors students, classrooms, and recreational activities for the purpose of ensuring a safe and positive learning environment for after school participants.
- Leads organized learning activities for students to develop and strengthen their academic, physical, and social skills.
- Serves as a positive role model for students by showing enthusiasm, initiative, and a mature work ethic.
- Assists participants with daily homework.
- Communicates effectively with peers, parents, and volunteers; consistently communicates any behavior incidents, injuries, or any other pertinent information to the program Specialist in a timely manner.

When assigned to Batting Cages:

- Assists with program registration by collecting fees, accounting for money, and issuing receipts.
- Diagnoses and makes minor adjustments and repairs to the equipment.

When assigned to Facility Rentals:

- Interacts with contracted instructors, renters, and patrons; ensures facility rules and regulations are followed at all times.
- Reviews facility schedule and submit a log on a daily basis.
- Monitors the outside perimeter of the facility during open hours.
- Submits service requests for facility needs.

When assigned to Chino Youth Museum:

- Interacts with parents, children, and party hosts; ensures facility rules and regulations are followed at all times.
- Leads organized activities for school tours, Museum guests, and party guests.
- Assists with program registration by collecting fees, accounting for money, and issuing receipts.
- Assists guests with booking parties and tours by ensuring all paperwork is properly filled out and fees are collected.
- Maintains accurate records.
- Makes sure the Museum exhibits are clean and organized.
- Assists with special events as needed.

*Neighborhood Activity Center (NAC) Services:*

- Sets up multi-purpose rooms for events, meetings, and classes.
- Monitors participant activities while the facility is open.
- Monitors the outside perimeter of the facility during open hours.
- Assists Customer Service Representatives at the front counter when needed.
- Update display boards inside and outside the facility.

*When assigned to Park Operations:*

- Responsible for ensuring the daily facility rental schedule is followed by all users; also documenting pertinent rental information, i.e., exact times of field usage, on and off times for lights, rental attendance, and report all maintenance and safety hazards at the park.

*When assigned to Old Schoolhouse Museum:*

- Assists in cataloging museum artifacts.
- Assists in planning the layout and display of museum artifacts.
- Plans tours and other programs for museum visitors of all ages.
- Keeps track of all museum artifacts and maintain records of ownership and borrowing.
- Assists volunteer docents with tours.

*When assigned to Teen Center:*

- Assists in shuttling registered Teen Center participants after school from school sites during the school year.
- Engages with participants during pre-planned activities, which include sports, cooking, life-skills building, and craft activities.
- Assists participants with homework help as needed.
- Actively participates with the Coordinator/Specialist to help design and develop program activities.
- Plans, prepares, and leads weekly activities.
- Communicates actively and effectively with co-workers, participants, parents, and volunteers.
- Enforces and/or administers site, program and City guidelines, boundaries, and rules in order to keep participants safe.

*When assigned to Tiny Tots Program:*

- Works closely with and ensures the safety of participants ages 3-5.
- Assists with instructing age-appropriate group games, crafts, light physical activities, and planning activities in a safe and positive learning environment.

*When assigned to Youth Sports Program:*

- Interact with parents, volunteers, participants, officials, and customers.
- Assist with conducting programs for Pee Wee baseball, soccer, and basketball.
- Conduct youth basketball practices and games.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations, services, and activities of assigned program.
- General office and business administrative practices.
- Methods and techniques of implementing program activities.
- Age-appropriate program content.
- Instructional methods and techniques.
- Care and proper use of recreational equipment and supplies.
- Safety principles and practices, including basic first aid and adult and/or child cardiopulmonary resuscitation (CPR) methods.
- Principles and procedures of recordkeeping.
- 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:**

- Oversee the operations and activities of assigned programs.
- Lead and conduct assigned program classes or activities.
- Interpret and apply facility use policies and procedures.
- Conduct age-appropriate activities.
- Monitor program participants on a continuous basis to ensure safety and well-being, discipline, and order.
- Understand, interpret, and apply all applicable laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Provide courteous assistance to program participants, parents, patrons, and the general public.
- Maintain facilities and equipment in a clean, safe, and secure manner.
- Maintain accurate logs, records, and written records of work performed.
- 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 (12<sup>th</sup>) grade.

Experience:

- One (1) year of experience facilitating a recreation or after-school program.

**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, valid certifications in First Aid, cardiopulmonary resuscitation (CPR), and Automatic External Defibrillator (AED) use for adult, child, and infant, provided by the City, to be maintained throughout employment.
- For After School Programs: Complete secondary fingerprint requirement to obtain Activity Supervisor Clearance Certificate from the California Commission on Teacher Credentialing upon appointment.
- For After School Programs: Successfully pass Chino Valley Unified School District's Instructional Aide test within one year of appointment.

**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; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. 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, and road hazards. 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.



## **COMMUNITY SERVICES, PARKS AND RECREATION MANAGER**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of one or more divisions in the Community Services, Parks and Recreation (CSPR) Department, including Parks and Facilities, Recreation, and Social Services; 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 or divisions in the Community Services, Parks and Recreation 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 a division in the Community Services Department, including Parks and Facilities, Recreation, and Social Services.
- 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.
- Prepares and administers grants and other proposals which provide funding; maintains and monitors requirements of county, state, and federal funding sources.

- Participates in the evaluation of activities and their effectiveness in serving the public; monitors program compliance with Department policies.
- Develops and sustains public and private partnerships within the community to support the needs of those served; works with organized community groups, school districts, and committees to promote and coordinate programs.
- Directs and reviews the creation of the Citywide brochure, flyers, letters, and invitations to upcoming events and programs.
- 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 recreation, parks, and social services programs; 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.
- Activities, facilities, arrangements, resources, and equipment common to modern comprehensive recreation and social services programs.
- Programs for maintaining security and enforcing regulations at parks and recreational facilities.
- Public relations principles and techniques.
- State and federal regulations related to funding and grant proposals.

- 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 Recreation and Social Services Divisions.
- 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.
- Analyze program needs, identify solutions, and implement recommendations for events and programs.
- Elicit community and organizational support for recreation and social services programs.
- Create and maintain productive and supportive relationships with community groups and agencies.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Develop and implement recreation, social services, and education programs.
- Understand cultural factors important to behavior patterns.
- 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 parks and recreation administration, public administration, human services, sociology, or a related field.

Experience:

- Five (5) years of responsible community services programming administration experience, including three (3) 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**

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 community 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 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 community and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and road hazards. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## COMMUNITY SERVICES, PARKS AND RECREATION SPECIALIST

### **DEFINITION**

Under general supervision, conducts and implements varied Community Services, Parks and Recreation (CSPR) programs and activities; manages participant behavior to ensure the safety of all participants; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing administrative duties in support of a Community Services, Parks and Recreation Division program. 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 Community Services, Parks and Recreation Coordinator in that the latter performs the more complex work assigned to the series, such as the planning and oversight of programs 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 that qualified employees can perform the essential functions of the job.*

- Conducts and implements community services activities, special events, and programs including recreation, community center, and prevention intervention and social services programs.
- Monitors the proper and safe use of program facilities; ensures the safety and well-being of program participants including managing participant behavior.
- Assists in developing, planning, and evaluating programs and activities; monitors program attendance and participant comments; provides feedback for the improvement of service delivery and procedures.
- Participates in program registration, including the collection and accounting of monies as applicable.
- Participates in the preparation, promotion, and execution of Citywide events; works with community groups and interacts with schools, parents, and children.
- Communicates with patrons and residents regarding questions, problems, concerns, and activities in the provision of program operations, activities, and services.
- Communicates and coordinates with partner agencies to resolve routine operational program issues.
- Resolves program issues within established guidelines; suggests program improvements.
- Maintains facilities, storage sites, and other work areas in a clean and orderly condition, including securing equipment and materials and performing basic custodial duties and minor facility maintenance; opens, closes, and secures buildings for events.
- Responds to requests for assistance for services and programs provided to the community.

- Recommends staffing, equipment, and material needs for program activities.
- Tracks and maintains accurate records of services and activities related to programs.
- Conducts research; prepares and generates reports; compiles and analyzes statistical data.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Procedures for implementing and maintaining a variety of community, recreation, social services, and special events, programs, and activities.
- Recreational, cultural, age-specific, and social needs of the community.
- Local community groups, organizations, and businesses.
- Safety principles and practices, including basic first aid and adult and/or child cardiopulmonary resuscitation (CPR) 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:**

- Determine personnel, equipment, and material needs for program activities.
- Develop program guidelines, procedures, and forms.
- 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 (12<sup>th</sup>) grade, supplemented by college level coursework in social services, communications, recreation, social services, or a related field.

Experience:

- One (1) year of responsible program experience in the area of assignment.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Completion of First Aid, AED, and CPR training within six (6) months of employment, as provided and required by the City.

**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; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. 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, and road hazards. 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.



## COMMUNITY SERVICES, PARKS AND RECREATION SUPERVISOR

### **DEFINITION**

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff coordinating programs, operations, and events within the Parks and Facilities, Recreation, or Social Services Division of the Community Services, Parks and Recreation (CSPR) Department; plans and coordinates comprehensive community-centered service programs; 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 professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This classification is the supervisory level within a Community Services, Parks and Recreation division that exercises independent judgment on diverse and specialized community services and programmatic 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 Community Services, Parks, and Recreation Manager in that the latter has full management authority in planning, organizing, and directing the full scope of programs and services within the department. Supervisors may be assigned or moved to any number of functional areas within the Community Services, Parks and Recreation 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 support to community services and programs within the Parks and Facilities, Recreation, or Social Services Divisions of the Community Services, Parks, and Recreation 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 and recommends funding for staffing, equipment, materials, and supplies; prepares detailed cost estimates with appropriate justifications; oversees compliance with budgeted funding.

- 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.
- Creates collaborative and supportive relationships with community groups, school districts, and committees to develop, coordinate, and promote services and programs to meet the needs of the community.
- Analyzes trends in recreation and social services programming, community attitudes, programs being offered, program requests, socio-economic issues, population age groupings, and other factors in program planning.
- Monitors the effectiveness of programs; evaluates program attendance, participant responses, and costs; makes recommendations regarding the continuance of programs.
- Develops and administers marketing efforts to promote program activities; prepares or approves news releases, brochures, social media posts, and other announcements.
- Oversees and participates in the maintenance of various databases.
- 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 community services programming.
- Methods and techniques of identifying community program, services, or activity needs.
- First aid methods and safety practices related to recreational program planning and evaluation.
- Methods and techniques of case management.
- 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 community services programming work.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Administer and supervise a variety of programs and projects.
- 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 parks and recreation administration, public administration, human services, sociology, or a related field.

Experience:

- Five (5) years of increasingly responsible community services programming administration 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 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; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. 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, and road hazards. 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.





## **CUSTOMER SERVICE REPRESENTATIVE I/II**

### **DEFINITION**

Under immediate (Customer Service Representative I) or general (Customer Service Representative II) supervision, performs a variety of 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 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; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

*Customer Service Representative I:* This is the entry-level classification in the Customer Service Representative series. Initially under close supervision, incumbents learn and perform a wide variety of office support functions, clerical duties, and other customer service work. 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 Customer Service Representative 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.

*Customer Service Representative II:* This is the fully qualified journey-level classification in the Customer Service Representative series. Positions at this level are distinguished from the Customer Service Representative 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 Customer Service Representative 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 Customer Service Representative I level may perform some of these duties and responsibilities in a learning capacity.*

- 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.
- Collects and distributes incoming mail, packages, email communications, correspondence, reports, requests for service, and complaints to appropriate staff; 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.

- Maintains customer services files and records; accurately enters, maintains, and updates customer account information into the City's computerized system; prepares service orders for new utility sign-ups, turn on/off, meter reads, meter rereads, and related matters.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

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

### **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:

- Customer Service Representative I/II: Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

Experience:

- Customer Service Representative I: One (1) year of clerical experience.
- Customer Service Representative II: Two (2) years of increasingly responsible 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 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.



## DEPUTY CITY CLERK

### **DEFINITION**

Under direction, performs a variety of highly responsible and complex administrative and clerical duties in support of the City Clerk's Office; maintains a comprehensive indexing and filing system for records of action and official documents; prepares and distributes the City Council agenda; coordinates Fair Political Practices Commission filing obligations; ensures compliance with Brown Act requirements; conducts official activities of the City Clerk's office in the absence of the City Clerk; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the City Clerk. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This journey-level classification is responsible for independently performing complex clerical duties in support of the City Clerk's Office. 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 that qualified employees can perform the essential functions of the job.*

- Prepares and distributes City Council meeting agenda and agenda packets; coordinates meeting room set up; posts agenda and staff reports on the website; attends and participates in the production of City Council meetings; records and transcribes meeting minutes; performs any required follow-up pertaining to City Council action taken at meetings.
- Reviews, researches, and responds to requests made under the California Public Records Act (CPRA).
- Performs and ensures the retention, maintenance, distribution, and filing of City records and documents, including ordinances, resolutions, deeds, contracts, agreements, and other documents, notices, minutes, reports, and related papers; maintains and update the Chino Municipal Code and California statutes.
- Maintains a comprehensive indexing and filing system for tracking official records, documents, and actions; coordinates the maintenance of active City records, archival and retrieval of inactive records, and the destruction of records.
- Maintains official files and records of Council proceedings and actions; prepares, processes, distributes, and posts public notices, bulletins, recorded documents, and contracts following applicable laws and procedures; prepares proclamations, commendations, ordinances, and resolutions in accordance with written instructions.
- Coordinates with other departments to process all public hearing notices and other legal advertisements.
- Coordinates and processes Fair Political Practices Commission filing obligations required of City Council Members, Commissioners, and designated employees; assists with providing information to candidates about the City, responsibilities of elected officials, and requirements for filing campaign

expenditures and donations; transmits information on candidates to the County for the printing of ballots.

- Processes the filing of Conflict-of-Interest documentation and semi-annual election campaign statements; updates the City's Conflict of Interest code bi-annually.
- Assists with the coordination of municipal elections; prepares appropriate resolutions, ordinances, and other necessary documentation related to elections; prepares the Candidate Handbook; assists with processing candidate paperwork; coordinates activities with the County Election Office.
- Provides routine office support related to preparation of correspondence, documents, and information; provides coverage of the front office and answers phones.
- Administers the processing of contracts and County recordings from all City departments to ensure compliance with City policies and procedures.
- Researches, retrieves, and provides information and assistance to the public pertaining to minutes, ordinances, resolutions, and history of the City; provides documents to the public, other departments, and agencies; researches and provides information on State statutes.
- Continuously monitors legislation that affects the Ralph M. Brown Act, the Maddy Act, Fair Political Practices Commission Regulations, and/or the California Public Records Act
- Provides assistance to technical Committee meetings, Commission meetings, and other related meetings as needed.
- Performs official duties of the City Clerk in their absence; assists others in the performance of related tasks.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and procedures related to public agency record keeping, municipal elections, and the City Clerk function.
- Automated and manual records management principles and practices, including legal requirements for recording, retention, and disclosure.
- The Ralph M. Brown Act, the Maddy Act, and the Public Records Act.
- Fair Political Practices Commission procedures and regulations.
- Preparation of agendas and minutes.
- City organizational structure, programs, and services.
- Modern methods of records retrieval and archiving.
- City formatting and document preparation standards.
- Principles, practices, and procedures related to the diverse functions within the Office of the City Clerk.
- Basic arithmetic.
- Functions, authority, responsibilities, and limitations of an elected City Council.
- 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:**

- Enforce municipal laws and procedures.
- Implement election laws and political reform requirements.
- Accurately maintain complex records, summarize written materials, and interpret a variety of documents, contracts, and ordinances.
- Meet the public, understand the public's questions, and respond effectively.
- Draft correspondence for the City Manager, City Council, City Clerk, and Department staff.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Coordinate and implement records management programs suited to the needs of the City and in compliance with mandated requirements.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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 (12<sup>th</sup>) grade.

Experience:

- Four (4) years of increasingly responsible clerical and administrative support experience in a public agency.

**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.

### **WORKING CONDITIONS**

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





## **DEPUTY CITY MANAGER**

### **DEFINITION**

Under general direction, oversees and performs a variety of highly complex administrative projects and coordinates City administrative activities, as assigned; serves as a subject matter expert on the City's resources, responsibilities, and opportunities related to the quality of life for residents; participates in the development of policies and strategies for City operations; provides complex and responsible support to the City Manager 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/or administrative support staff, as assigned.

### **CLASS CHARACTERISTICS**

This is a management classification that provides administrative oversight and direction for the activities of assigned City projects and functions, 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, oversees, and coordinates complex interdepartmental projects and activities and Citywide programs, as assigned, with an emphasis on issues and subject matter of special interest to the City Manager, including strategic priorities, City Council goals, legislative advocacy, public information, and regional and intergovernmental affairs; oversees and coordinates the work of staff and consultants to ensure successful completion.
- 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.

- Supports the development and implementation of the City's legislative program; monitors and analyzes legislation; makes position recommendations; works with state and federal representatives and the City's legislative advocates in support of City projects and programs; serves as a City representative in relations with local, regional, state and federal agencies, and professional organizations as directed.
- Oversees grant applications and services.
- Oversees special projects and programs as assigned.
- 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; 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 municipal administration and resident quality of life initiatives; 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.
- Operations typical of municipal services, including public infrastructure, community development and redevelopment, public finance, human services, recreation, community relations, communications, neighborhood enhancement services, information technology, and public safety and welfare.
- Operations of community-based organizations and private and government funding agencies for public services.
- Legislative and budget processes, timelines, and procedures of government agencies with jurisdiction over issues impacting municipal activities and funding.

- Principles, practices, and techniques used in effective legislative and regulatory advocacy on behalf of the City.
- 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 department.
- 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 operations of special projects and City initiatives.
- 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.
- 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.
- Research, understand, and communicate highly complex policies and issues.
- Analyze complex administrative concepts and communicate information in a concise, relatable manner.
- Analyze and make sound recommendations on complex community and intergovernmental relations, media relations, community outreach and public affairs, economic development, and resident empowerment issues and strategies.
- 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 department 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, government, communication studies, social services, urban studies, or a related field.

Experience:

- Five (5) years of progressively responsible administrative experience in a public agency in functions related to community life, including three (3) years of experience in a mid-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.



## **DEPUTY DIRECTOR OF COMMUNITY SERVICES, PARKS AND RECREATION**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for major functions and activities of the Community Services, Parks and Recreation (CSPR) Department including community services and programs, park development and maintenance, building maintenance, capital improvements, and social and human services; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among department divisions and various public and private groups; provides highly responsible and complex professional assistance to the Director of Community Services, Parks and Recreation in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is a deputy director classification that oversees, directs, and participates in major activities and programs of the Community Services, Parks and Recreation Department. The incumbent participates in short- and long-term planning, development and administration of departmental policies, procedures, and services, and is responsible for providing professional-level support to the Director of Community Services, Parks and Recreation in a variety of areas. Successful performance of the work requires an extensive professional background and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other divisions, departments, and public and private agencies and managing and overseeing the complex and varied functions of the department. This class is distinguished from the Director of Community Services, Parks and Recreation in that the latter has overall management responsibility for all Community Services, Parks and Recreation Department services programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### **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 the Director in establishing and achieving department priorities, goals, and objectives; oversees a range of community, parks, recreation, and facilities programs and services, such as building maintenance, park development, capital improvements, community programming, and human and social services.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.

- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; recommends the implementation of change.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; recommends equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Stays abreast of new trends and innovations in the field of community services, parks and recreation.
- Oversees the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Community Services, Parks, and Recreation.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of assigned areas of responsibility.
- 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.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for assigned areas of responsibility.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Respond to emergency and problem situations in an effective manner.
- Understand, explain, and apply policies and procedures.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Develop comprehensive plans to meet future City needs/services.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 recreation, social sciences, public administration, or a related field.

Experience:

- Five (5) years of increasingly responsible relevant work experience, including three (3) 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**

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.





## DEPUTY DIRECTOR OF DEVELOPMENT SERVICES

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for major functions and activities of the Development Services Department including the Building, Planning, Code Enforcement, Housing, Accessibility, and Inspections Divisions; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among department divisions and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Director of Development Services in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is a deputy director classification that oversees, directs, and participates in major activities and programs of the Development Services Department. The incumbent participates in short- and long-term planning, development and administration of divisional policies, procedures, and services, and is responsible for providing professional-level support to the Director of Development Services in a variety of areas. Successful performance of the work requires an extensive professional background and the ability to develop, oversee, and implement division projects and programs in a variety of areas. Responsibilities include coordinating the activities of the division with those of other divisions, departments, and public and private agencies and managing and overseeing the complex and varied functions of the division. This class is distinguished from the Director of Development Services in that the latter has overall management responsibility for all Development Services Department services programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### **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 the Director in establishing and achieving department priorities, goals, and objectives; oversees the administration and coordination of a range of development programs and services, such as permits, building, planning, code enforcement, housing, accessibility, and inspections.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; recommends the implementation of change.

- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; conducts or directs staff training and development; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; recommends equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Conducts the most complex assignments or directs the work of others involved in the preparation and review of current or long-range development projects; ensures development activities are conducted in accordance with federal and state law, applicable accessibility standards, City ordinances, rules, and regulations.
- Coordinates the plan review, permitting, and inspection process on private and public property.
- Supervises the building inspection, plan review, and permitting and code compliance staff on private and public property.
- Meets with design professionals to discuss and provide interpretation of relevant codes.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Stays abreast of new trends and innovations in the field of development services.
- Oversees the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Development Services.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities; makes presentations and responds to questions as required at Planning Commission and City Council Meetings.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Code compliance requirements and practices.
- Organization and management practices as applied to the development, analysis, and evaluation of

- programs, policies, and operational needs of assigned areas of responsibility.
- 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.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Theories, advanced principles, laws, practices, and techniques related to plan review, inspections, and permit issuance on private and public property.
- Advanced social, political, economic, and environmental issues influencing planning program/project development and implementation.
- Real estate, architectural, and development principles and practices.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for assigned areas of responsibility.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Interpret and apply provisions of codes, regulations, statutes, and ordinances relevant to plan review, inspections, and permit issuance on private and public property.
- Operate programs within allocated budgets.
- Respond to emergency and problem situations in an effective manner.
- Understand, explain, and apply policies and procedures.

- Analyze unusual situations and resolve them through application of management principles and practices.
- Develop comprehensive plans to meet future City needs/services.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 planning, engineering, public administration, construction, or a related field.

Experience:

- Five (5) years of increasingly responsible experience in municipal development services to include the functions of building, planning, code enforcement, housing, accessibility, and/or inspections programs, including three (3) 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.
- Possession of the following International Code Council (ICC) certifications to be maintained throughout employment:
  - Certified Building Official
  - Certified Building Inspector
  - Certified Plans Examiner
  - Certified Plumbing Inspector
  - Certified Mechanical Inspector

**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.



## DEPUTY DIRECTOR OF FINANCE

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for major functions and activities of the Finance Department, including preparation of the City budget; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among department divisions and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Director of Finance in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is a deputy director classification that oversees, directs, and participates in major activities and programs of the Finance Department. The incumbent participates in short- and long-term planning, development and administration of divisional policies, procedures, and services, and is responsible for providing professional-level support to the Director of Finance in a variety of areas. Successful performance of the work requires an extensive professional background and the ability to develop, oversee, and implement department projects and programs in a variety of areas. Responsibilities include coordinating the activities of the Finance Department with those of other divisions, departments, and public and private agencies and managing and overseeing the complex and varied functions of the division. This class is distinguished from the Director of Finance in that the latter has overall management responsibility for all Finance Department services programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### **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 the Director in establishing and achieving department priorities, goals, and objective,; including the preparation of the City's budget.
- Assists the Director for all financial programs and activities including audits, accounting, purchasing, utility billing, revenue collection, payroll, and accounts payable.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; recommends the implementation of change.

- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors legal, regulatory, technology, and societal changes and court decisions that may affect the work of the department; recommends equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Prepares or directs the preparation of financial records and reports, including state-mandated accounting reports and the City's Annual Comprehensive Financial Report.
- Coordinates and participates in processes necessary to prepare the City budget; monitors budget requests and compiles materials in preparation for Director of Finance evaluation and related review activities.
- Assists in the implementation of the fiscal management program of the City, including budget monitoring, forecasting, collection and disbursement of revenues, accounting, financial reporting, and auditing.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Stays abreast of new trends and innovations in the field of municipal finance and budget administration.
- Oversees the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Finance.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of assigned areas of responsibility.
- 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.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Advanced principles, practices, and processes of municipal budget administration.
- Principles and practices of contract management.
- General principles of finance administration related to the functions of the assigned area.
- Principles, practices, and procedures of public and finance administration in a municipal setting.
- Municipal accounting and finance administration principles, practices, and systems.
- Treasury management and investment programs available for municipal funds.
- Sources of revenue to fund municipal services.
- Functions, authority, and responsibilities of an elected City Council.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for assigned areas of responsibility.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Plan and enforce a balanced budget.
- Perform professional accounting work.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Develop comprehensive plans to meet future City needs/services.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 finance, accounting, public administration, or a related field.

Experience:

- Five (5) years of increasingly responsible experience in municipal finance operations and budget administration, including three (3) years of experience in a 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.



## DEPUTY DIRECTOR OF HUMAN RESOURCES/RISK MANAGEMENT

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for major functions and activities of the Human Resources/Risk Management Department including preparation of the City budget; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among department divisions and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Director of Human Resources/Risk Management in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Director of Human Resources/Risk Management. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a deputy director classification that oversees, directs, and participates in major activities and programs of the Human Resources/Risk Management Department. The incumbent participates in short- and long-term planning, development and administration of City-wide policies, procedures, and services, and is responsible for providing professional-level support to the Director of Human Resources/Risk Management in a variety of areas. Successful performance of the work requires an extensive professional background and the ability to develop, oversee, and implement Department projects and programs in a variety of areas. Responsibilities include coordinating the activities of the Department with those of other divisions, departments, and public and private agencies and managing and overseeing the complex and varied functions of the division. This class is distinguished from the Director of Human Resources/Risk Management in that the latter has overall management responsibility for all Human Resources/Risk Management Department services programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### **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 the Director in establishing and achieving department priorities, goals, and objectives; oversees the preparation of the City's budget.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; recommends the implementation of change.

- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Assists the Director with labor relations activities including preparing reports and materials, attending negotiation meetings, explaining and interpreting survey data, researching issues, and responding to requests for information
- Monitors legal, regulatory, technology, and societal changes and court decisions that may affect the work of the department; recommends equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Prepares or directs the preparation of financial records and reports, including state-mandated accounting reports.
- Coordinates and participates in processes necessary to prepare the City budget; monitors budget requests and compiles materials in preparation for Director of Human Resources/Risk Management evaluation and related review activities.
- Assists with the daily administration of human resources operations; oversees the administration of employee benefits programs; conducts difficult/complex studies, makes recommendations; implements policies and procedures; handles a variety of sensitive and highly confidential matters.
- Conducts investigations into allegations of violation of City policy, including improper activities, harassment, and discrimination.
- Conducts and oversees salary and benefit surveys; performs data analysis functions and prepares oral and written recommendations regarding salary adjustments, reclassifications, reorganizations, and related matters.
- Assists in the administration of the risk management program, including workers' compensation, liability, and other insurance programs; reviews and analyzes liability and work-related illness and injury claims; makes recommendations regarding claims handling and actions to reduce future loss exposure; works closely with claims adjusters to develop claims management plan.
- Participates in the review of insurance plans and recommend coverage revisions.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Stays abreast of new trends and innovations in the field of human resources and risk management.
- Oversees the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Human Resources/Risk Management.

- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of assigned areas of responsibility.
- 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.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Advanced 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.
- Advanced principles, practices, and processes of municipal budget administration.
- Management of workers' compensation claims and human resources administration.
- Sources of information and agencies that may be utilized in conducting research and addressing human resources matters.
- Operations typical of a municipal human resources division.
- Functions, authority, and responsibilities of an elected City Council.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for assigned areas of responsibility.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.

- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Make decisions regarding operational and personnel functions.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Develop comprehensive plans to meet future City needs/services.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 in public administration, business administration, human resources management, or a related field.

Experience:

- Five (5) years of increasingly responsible relevant work experience, including three (3) years of experience in a 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.



## **DEPUTY DIRECTOR OF PUBLIC WORKS/CITY ENGINEER**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Capital Improvement Program and Development Engineering Division of the Public Works Department, including land development, capital projects, traffic, and special projects such as water, wastewater, and drainage systems; 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 direct supervision over professional, technical, and administrative support staff.

### **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 Capital Improvement Program and Development Engineering Division of the Public Works Department, including land development, capital projects, traffic, and special projects such as water, wastewater, and drainage systems.
- 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 and consults in the design, preparation, and review of construction plans, site investigations, cost estimates, specifications, and reports for the construction and/or improvement of public facilities.
- Meets with developers and contractors to facilitate projects and resolve issues; coordinates development engineering and capital projects with other City departments and outside agencies.
- Reviews operational procedures to ensure compliance with applicable policies and quality control standards as well as to ensure currency in technique; recommends and implements changes to departmental procedures, policies, and regulations including engineering design standards.
- Directs the conduct of studies and the preparation and presentation of reports regarding engineering related issues and the activities of the Engineering Division; reviews, edits, writes, and approves Council agenda reports in the workflow.
- 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 engineering and land development; 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.
- Engineering principles, methods, and practices as applied in the planning, design, and construction of municipal public works projects.



- Laws and regulations governing the design and construction of streets, water, sewer and drainage systems, capital projects, and other public works projects.
- Methods employed in the preparation of land development projects.
- Contracts, agreements, plans, specifications, procedures, and forms associated with public works projects.
- Laws and processes relevant to the establishment of assessment districts.
- City government and issues of concern to developers, property owners, contractors, private engineers, and other when dealing with the City on engineering matters.
- Varied and alternative financing mechanisms for public works projects, including municipal finance principles and special assessment districts.
- 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 Capital Improvement Program and Development Engineering Division of the Public Works Department.
- 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.
- Review and check complex engineering designs, computations, plans, and studies.
- Respond to emergency and problem situations in an effective manner.
- Understand, explain, and apply policies and procedures.
- Develop comprehensive plans to meet future City needs/services.
- Plan and enforce a balanced budget.
- Interpret financial statements and cost accounting reports.
- Interpret and clearly communicate highly technical subject matter.
- 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 civil engineering or a related field.

Experience:

- Five (5) years of professional public sector engineering experience, including three (3) 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.
- Possession of a valid Certificate of Registration as a Professional Engineer in the State of California, 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.



## DEPUTY DIRECTOR OF PUBLIC WORKS/SERVICES

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for major functions and activities of the Public Works Department's Public Works Services Division including the maintenance operations of streets, grounds, parks, fleet, sewer and storm drain systems, and water systems; coordinates assigned activities with other City departments, officials, external agencies, and the public; fosters cooperative working relationships among department divisions and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Director of Public Works in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative 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 deputy director classification that oversees, directs, and participates in major activities and programs of the Public Works Department. The incumbent participates in short- and long-term planning, development and administration of divisional policies, procedures, and services, and is responsible for providing professional-level support to the Director of Public Works in a variety of areas. Successful performance of the work requires an extensive professional background and the ability to develop, oversee, and implement division projects and programs in a variety of areas. Responsibilities include coordinating the activities of the division with those of other divisions, departments, and public and private agencies and managing and overseeing the complex and varied functions of the division. This class is distinguished from the Director of Public Works in that the latter has overall management responsibility for all Public Works Department services programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### **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 the Director in establishing and achieving department priorities, goals, and objectives; oversees a range of public works programs and services, such as the maintenance of streets, grounds, parks, fleet, sewer and storm drain systems, and water systems.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; recommends the implementation of change.

- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; recommends equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Guides the development of comprehensive plans to satisfy future needs for department services, including assessment of needed construction or repair of City infrastructure and other related department services.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Stays abreast of new trends and innovations in the field of public works maintenance and administration.
- Oversees the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Public Works.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of assigned areas of responsibility.
- 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.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Principles, practices, and techniques of public works planning, engineering, maintenance, and construction, including fleet, streets, grounds, and utilities maintenance programs.
- Data collection and analysis techniques.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for assigned areas of responsibility.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Develop comprehensive plans to meet future City needs and services.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 civil engineering, public administration, or a related field.

Experience:

- Five (5) years of increasingly responsible experience in municipal public works services to include the functions of maintenance and construction, utilities, and/or public works programs, including three (3) 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**

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.



## **DIRECTOR OF COMMUNITY SERVICES, PARKS AND RECREATION**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Community Services, Parks and Recreation (CSPR) Department including community services, facilities maintenance, park development, recreation programming, and human services; formulates departmental policies, goals, and directives; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the City Manager. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a department head classification that oversees, leads, and participates in all activities of the Community Services, Parks and Recreation Department, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions and activities, including the role of the City Council, and the ability to develop, oversee, and implement interdisciplinary projects and programs. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and serves as an advisor and contributor to executive management and City Council 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.*

- Assumes full management responsibility for all Community Services, Parks and Recreation, including facilities maintenance, park development, recreation programming, and human services.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.

- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors and implements legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Develops and implements policies and regulations relating to recreational activity, facility maintenance, park development, and community services; ensures policies are administered equitably; develops procedures to conduct activities; develops comprehensive plans to satisfy future needs for Department services.
- Administers contractual joint powers agreements with school districts, other governmental agencies, and private organizations; serves as liaison with contracting agencies and service providers; ensures adherence with contract provisions.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to a wide variety of committees, boards, and commissions.; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of community services, facilities maintenance, park development, recreation programming, and human services.
- Directs the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all 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, evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.



- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Intergovernmental and private recreation programs, facilities, and resources.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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 implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Analyze complex administrative situations and resolve them through application of City policy and management principles and practices.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 in recreation, park administration, or a related field.

Experience:

- Six (6) years of increasingly responsible administrative experience in the field of public recreation, including the functions of recreation programming, community services activities and programs, facilities development and maintenance, and park acquisition and development, including four (4) 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**

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.



## **DIRECTOR OF DEVELOPMENT SERVICES**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Development Services Department including the planning, engineering, building, housing, code enforcement, and grants functions related to land use; formulates departmental policies, goals, and directives; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the City Manager. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a department head classification that oversees, leads, and participates in all activities of the Development Services Department, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions and activities, including the role of the City Council, and the ability to develop, oversee, and implement interdisciplinary projects and programs. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and serves as an advisor and contributor to executive management and City Council 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.*

- Assumes full management responsibility for all Development Services Department programs, services, and activities including planning, engineering, building, housing, code enforcement, and grants functions related to land use.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.

- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors and implements legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Conducts or directs the conduct of studies, and the preparation and presentation of reports, regarding the use of land, development of infrastructure, building permitting and inspection, code enforcement, and workforce housing programs in the City and related Department activities.
- Administers contract services pertaining to planning, housing, building, and safety services, engineering, plan checking, and other consultant services; maintains liaison with service providers and ensures adherence to contract provisions.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to a wide variety of committees, boards, and commissions.; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of development services.
- Directs the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all 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 supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.

- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Principles, practices, and techniques of planning, building, engineering, and housing.
- Building, electrical, mechanical, and related codes, and regulations.
- Methods, materials, techniques, and practices employed in building inspection design and construction.
- Methods and techniques of developing technical and administrative reports and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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 implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Develop comprehensive plans to meet future City needs and services.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 in urban planning, planning, or a related field.

**Experience:**

- Six (6) years of responsible administrative experience in the field of planning, including the functions of current and advance planning, zoning, property redevelopment, and building and safety, including four (4) 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**

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 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.



## **DIRECTOR OF FINANCE**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Finance Department including finance, purchasing, utility billing, revenue collection, and data processing functions; formulates departmental policies, goals, and directives; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from City Manager. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a department head classification that oversees, leads, and participates in all activities of the Finance Department, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions and activities, including the role of the City Council, and the ability to develop, oversee, and implement interdisciplinary projects and programs. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and serves as an advisor and contributor to executive management and City Council 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.*

- Assumes full management responsibility for all Finance Department programs, services, and activities including accounting, purchasing, utility billing, revenue collection, payroll and accounts payable.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and

performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.

- Monitors and implements legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Directs the fiscal management of the City, including revenue forecasting, collection and disbursement of funds, accounting, financial reporting and auditing, and investment of funds.
- Conducts studies or oversees the conduct of studies relating to the development of rates and changes for utilities, development impact fees, and user charges.
- Coordinates the issuance and administration of City Council approved borrowing for the City.
- Serves as City Treasurer, including the investment of City monies according to City Council policy, the preparation and presentation of financial reports, and the maintenance of related records.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to a wide variety of committees, boards, and commissions.; attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of finance, purchasing, utility billing, revenue collection, and data processing.
- Directs the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all 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 supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.



- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Principles, practices, and techniques of municipal finance administration, fiscal management, revenue forecasting, accounting, financial reporting and auditing, and investment of funds.
- Laws, ordinances, rules, and regulations regarding local government operations related to finance, purchasing, utility billing, revenue collection, and data processing functions.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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 implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Prepare professional accounting work.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 in finance, business administration, accounting, or a related field.

**Experience:**

- Six (6) years of progressively responsible administrative experience in the field of municipal finance administration, including the functions of accounting, purchasing, utility billing, revenue collection, and data processing applications, including four (4) years of experience in a 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; 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.



## **DIRECTOR OF HUMAN RESOURCES/RISK MANAGEMENT**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Human Resources/Risk Management Department including human resources, labor relations, workers' compensation, safety management, and liability insurance programs; formulates departmental policies, goals, and directives; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from City Manager. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a department head classification that oversees, leads, and participates in all activities of the Human Resources/Risk Management Department, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions and activities, including the role of the City Council, and the ability to develop, oversee, and implement interdisciplinary projects and programs. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and serves as an advisor and contributor to executive management and City Council 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.*

- Assumes full management responsibility for Human Resources/Risk Management Department programs, services, and activities including recruitment, selection, classification, compensation, employee benefits, employee training and development, employee recognition, and grievance and discipline components, as well as labor relations, workers' compensation, safety management, and liability insurance programs.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors and implements legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Acts as advisor to the City Council and City Manager on labor relations matters as well as administrative and program decisions; assists in the formulation of labor negotiation policy; serves as the Chief Negotiator of the City Council in conducting negotiations with recognized employee representatives.
- Conducts or directs the conduct of administrative personnel studies of City departments as requested by the City Manager and prepares reports and recommendations.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to a wide variety of committees, boards, and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources, labor relations, workers' compensation, safety management and liability insurance.
- Directs the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all 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 supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure

teamwork is conducted smoothly.

- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Principles, practices, and techniques of public personnel administration, including methods of recruitment, selection, performance evaluation, training and development, employee relations, salary, and benefits administration.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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 implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Plan, organize, and coordinate human resources management program objectives with the general goals of the total organization and its various departments.
- Analyze complex administrative situations and resolve them through application of City policy and management principles and practices.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 in human resources management, public administration, psychology, behavioral science, or a related field.

Experience:

- Six (6) years of increasingly responsible administrative experience in the field of personnel administration, including the functions of recruitment and selection, salary and benefits administration, liability insurance and workers' compensation programs, and employee relations, including four (4) years of experience in a 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; 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.



## **DIRECTOR OF PUBLIC WORKS**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Public Works Department including municipal planning, private engineering, capital improvement program engineering, maintenance, and construction, including fleet, streets, grounds, and utilities maintenance programs; formulates departmental policies, goals, and directives; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the City Manager. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a department head classification that oversees, leads, and participates in all activities of the Public Works Department, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions and activities, including the role of the City Council, and the ability to develop, oversee, and implement interdisciplinary projects and programs. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and serves as an advisor and contributor to executive management and City Council 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.*

- Assumes full management responsibility for all Public Works Department programs, services, and activities including all municipal planning, engineering, maintenance, and construction, including fleet, streets, grounds, and utilities maintenance programs.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.

- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors and implements legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Guides the development of comprehensive plans to satisfy future needs for Department services, which involves assessment of needed construction or repair of City infrastructure and other related Department services.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to a wide variety of committees, boards, and commissions.; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public works.
- Directs the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all 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 supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.



- Principles, practices, and techniques of public works planning, engineering, maintenance, and construction, including fleet, streets, grounds, and utilities maintenance programs.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas 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 implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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 in civil engineering, public administration, or a related field.

**Experience:**

- Six (6) years of progressively responsible administrative experience in municipal engineering services, including the functions of public works planning, engineering, traffic/transportation systems, maintenance and construction, and utilities and public works programs, including four (4) 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**

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.



## ECONOMIC DEVELOPMENT ANALYST

### **DEFINITION**

Under administrative direction, develops and monitors innovative business attraction, marketing, and development strategies for the City's Economic Development program; pursues leads generated by the marketing program; coordinates activities with other City departments, outside agencies, and the public; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This classification is responsible for the administration and coordination of marketing and business development/retention programs. This classification is distinguished from the Economic Development Manager by the latter's responsibility for overall program development, implementation, and evaluation. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments.

### **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, develops, and monitors a variety of programs and/or projects related to economic development; participates in all phases of attracting, retaining, developing, and growing businesses within the City to enhance City amenities and generate sales tax.
- Serves as a point of contact for organizations, private businesses, developers, brokers, public agencies, property owners, and the general public for economic development enterprises.
- Implements varied marketing programs to appropriate target audiences emphasizing business attraction, retention, and development.
- Prepares and reviews promotional and marketing materials and email campaigns related to economic development programs and projects; tracks marketing engagements and recommends strategies and recommends strategies to enhance outreach efforts.
- Assists in preparing, negotiating, and administering development agreements, finance plans, and contracts in accordance with contract specifications.
- Builds relationships with existing and potential businesses; performs research to ensure a thorough understanding of business products and culture; develops strategies based on research findings to attract, retain, and grow City businesses.
- Provides business assistance to City businesses, including identifying financing sources, assisting with navigating business licensing, providing guidance with code enforcement compliance, and performing site selection functions.

- Represents the City with such organizations as the Chamber of Commerce, the County of San Bernardino Economic Development Agency, the San Bernardino County Office of Employment Services, and other business-related organizations and agencies.
- Collects, compiles, and analyzes economic, demographic, and marketing data; maintains business and economic development data bases, including information on target uses.
- Gathers and maintains greater area community profile data; prepares City demographic comparison reports for the City Council.
- 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.
- Serves as a resource for the public including developers, property owners, community organizations, businesses, and residents; assists in resolving difficult and sensitive citizen inquiries and complaints
- Monitors changes in laws, codes, and regulations that may affect operations; implements policy and procedural changes after approval.
- Prepares a variety of written documents, memoranda, and correspondence; researches, prepares, and presents various reports to management.
- Maintains accurate records of services and activities.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and issues of business development including recruitment and retention methods, real estate, land use planning, land development processes, financing, government assistance programs, and economic incentive methods.
- Municipal government administration and various City department processes related to business development activities.
- Record keeping, budgeting, and purchasing procedures.
- Program planning, monitoring and evaluation principles and practices.
- Financial techniques and procedures relating to real estate and business development and land financing.
- Government programs and resources for business and economic development, housing development, community development, and business assistance, and procedures for obtaining funding.
- Modern marketing and public relations methods
- Data collection and analysis for business and economic development purposes.
- 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, oversee, and manage assigned projects.
- Plan and schedule work, set priorities, and monitor work progress.
- Facilitate priorities and program objectives.
- Provide technical support to City departments, the City Council, and community partners on business development issues.
- Gather economic indicators and other relevant data, analyze complex information, and recommend appropriate action based on findings.
- Evaluate business plans and provide recommendations and resources to promote their success.
- 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, business administration, urban studies, marketing, or a related field.

Experience:

- Three (3) years of increasingly responsible experience in business and economic development, including business attraction and retention for a municipality.

**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 also work in the community and may

be 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.



## ECONOMIC DEVELOPMENT MANAGER

### **DEFINITION**

Under general direction, plans, coordinates, and implements the activities and operations of the City's Economic Development program; develops and implements marketing programs; coordinates activities with other City departments, outside agencies, and the public; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant City Manager. Exercises direct supervision over administrative staff as assigned.

### **CLASS CHARACTERISTICS**

This classification is responsible for planning, organizing, and managing the operations of business and economic development projects in the Administration Department. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the program. Employees serve as a specialist, liaison, and advocate for the program, with regular contact and interactions with City senior management positions, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

### **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.*

- Develops and implements the City's Business Development strategy; coordinates and supports all phases of attracting, retaining, developing, and growing businesses within the City to enhance City amenities and generate sales tax.
- Continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; identifies opportunities and makes recommendations for improvement.
- Participates in the development and monitoring of program budgets; approves and processes payments and invoices; manages and approves sales tax sharing agreements; assists in negotiating financial agreements.
- Writes and administers grants for Community Development Block Grant projects.
- Develops and implements varied marketing programs appropriate to target audiences emphasizing business attraction, retention, and development.
- Serves as coordinator among City departments and the City's finance team to provide information to prospective developers on City requirements and conditions; considers financing alternatives and develops viable finance plans.
- Assists in preparing, negotiating, and administering development agreements, finance plans, and contracts in accordance with contract specifications.

- Facilitates the development approval process; mediates communication among City departments and developers; monitors and coordinates timely progression towards development activities and completion.
- Builds relationships with existing and potential businesses; performs research to ensure a thorough understanding of business products and culture; develops strategies based on research findings to attract, retain, and grow City businesses.
- Provides business assistance to City businesses, including identifying financing sources, assisting with navigating business licensing, providing guidance with code enforcement compliance, and performing site selection functions.
- Represents the City with such organizations as the Chamber of Commerce, the County of San Bernardino Economic Development Agency, the San Bernardino County Office of Employment Services, and other business-related organizations and agencies.
- Collects, compiles, and analyzes economic, demographic, and marketing data; maintains business and economic development databases, including information on target uses.
- Gathers and maintains greater area community profile data; prepares City demographic comparison reports for the City Council.
- Serves as property manager for City-owned sites; negotiates leases, collects insurance, and assists with property issues.
- 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.
- Serves as a resource for the public including developers, property owners, community organizations, businesses, and residents; assists in resolving difficult and sensitive citizen inquiries and complaints
- Monitors changes in laws, codes, and regulations that may affect operations; implements policy and procedural changes after approval.
- Prepares a variety of written documents, memoranda, and correspondence; researches, prepares, and presents various reports to management.
- Maintains accurate records of services and activities.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and issues of business development including recruitment and retention methods, real estate, land use planning, land development processes, financing, government assistance programs, and economic incentive methods.
- 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.
- Municipal government administration and various City department processes related to business development activities.
- Principles and practices of budget and grant administration.
- Record keeping, budgeting, and purchasing procedures.



- Program planning, monitoring and evaluation principles and practices.
- Financial techniques and procedures relating to real estate and business development and land financing.
- Government programs and resources for business and economic development, housing development, community development, and business assistance, and procedures for obtaining funding.
- Modern marketing and public relations methods.
- Data collection and analysis for business and economic development purposes.
- 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, oversee, and manage assigned projects and the work of assigned staff.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Plan and schedule work, set priorities, and monitor work progress.
- Facilitate priorities and program objectives.
- Provide technical support to City departments, the City Council, and community partners on business development issues.
- Gather economic indicators and other relevant data, analyze complex information, and recommend appropriate action based on findings.
- Evaluate business plans and provide recommendations and resources to promote their success.
- 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, business administration, urban studies, marketing, or a related field.

Experience:

- Five (5) years of increasingly responsible experience in business and economic development, including business attraction and retention for a municipality.

**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 also work in the community and may be 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.



## EMERGENCY SERVICES COORDINATOR

### **DEFINITION**

Under general direction, develops and implements the City's comprehensive disaster and emergency preparedness program; coordinates and directs the activities of the City's Emergency Operations Center; provides administrative support and program assistance to assigned management personnel; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This classification is responsible for the City's comprehensive disaster and emergency preparedness program and its related 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.*

- Develops and implements a comprehensive disaster and emergency preparedness program for the City, including planning, training, response, recovery, and disaster mitigation; prepares, maintains, and updates the City's emergency plans.
- Monitors and evaluates assigned programs, activities, and services; identifies opportunities for improving service delivery and procedures; recommends improvements, modifications, and process changes and reviews with appropriate management staff; implements improvements.
- Coordinates disaster preparedness with City staff, community volunteers, civic organizations, and other federal, state, and local governmental agencies, in accordance with best practices, City policy, and laws, regulations, and guidelines.
- Coordinates and directs the activities of the City's Emergency Operations Center and ensures it is at event-ready status; maintains, audits, and ensures proper storage of the City's emergency supplies for City employees and shelter operations.
- Develops and implements effective training for City staff, first responders, volunteers, community members, schools, and other private organizations; maintains training records and prepares related reports.
- Administers grants; prepares and presents requests for grant funding and reimbursements; monitors projects for appropriate implementation; oversees grant reporting and disbursements.
- Conducts and coordinates community outreach events to provide and promote information related to

disaster preparedness; creates and updates written materials and social media/website content; provides information via outreach booths and public presentations.

- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; coordinates meetings to develop and foster relationships with key area stakeholders.
- Oversees disaster recovery efforts; assists and participates in the setup of local disaster centers and shelter sites following disasters, as necessary.
- Coordinates the Community Emergency Response Team volunteer program.
- Attends emergency management training to keep current on trends, developments, and innovations in the field of disaster and emergency management; researches emerging products and enhancements and their applicability to City needs.
- Serves as subject matter expert and provides support to City staff.
- Maintains accurate records of services and activities related to programs; prepares a variety of written reports, memoranda, and correspondence.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Disaster preparedness principles, practices, and trends.
- Incident Command System and Emergency Operations Center operations.
- Program development techniques and best practices.
- Principles and practices of presentation design and delivery.
- Principles and techniques of community relations and public relations
- Principles and practices of program and training development, implementation, review, and evaluation.
- Emergency mitigation, preparedness, response, and recovery to natural or other disasters and events.
- Current trends, legislation, and best practices related to emergency management and preparedness programs.
- Principles and practices of teaching and group training methods.
- General principles of risk management related to the functions of the assigned area.
- Data collection and analysis 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:**

- Prepare and deliver effective programs.
- Research, collect, compile, and analyze information and data.
- Learn, understand, and apply the Incident Command System to programs, events, and critical incidents.
- Maintain accurate logs, records, and written records.

- Develop, plan, coordinate, and implement a variety of emergency services programs and activities suited to the needs of the community and City.
- Develop, plan, organize, and coordinate emergency management programs and exercises to staff and the public.
- 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 public administration, emergency management, operations and logistics management, or a related field

Experience:

- Three (3) years of experience in developing and implementing emergency management or similar programs, to include significant experience in public speaking and the coordination of presentations.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid Emergency Management Specialist Certificate from the California Specialized Training Institute, to be maintained throughout employment.
- Possession of valid Incident Command Station certifications ICS-100, ICS-200, ICS-300, ICS-400, IS-700, and IS-800 from the Federal Emergency Management Agency, 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**

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.

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.



## ENGINEERING AIDE

### **DEFINITION**

Under direct supervision, performs a variety of general engineering support activities and routine technical work in the office and field; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is an entry-level classification performing para-professional engineering work. Initially under close supervision, incumbents learn and perform routine engineering support activities, 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.*

- Receives and responds to residential complaints and assists in addressing concerns; informs and provides notice to businesses and residents about work performed.
- Assists with project meeting coordination, agendas, and related information.
- Assists with preparing staff reports for Council approval.
- Assists public works projects such as road paving, sewers, water lines, and storm drains while under construction.
- Prepares exhibits and related work for project presentations.
- Prepares engineering sketches, plans, and maps; retrieves relevant engineering documents; records, maintains, and notarizes engineering documents.
- Reviews and understands engineering, grading, topographical, and related maps.
- Maintains construction project folders and updates project records; captures progress photos; keeps staff updated on project progression.
- Performs routine functions within Public Works, including mail distribution, answering phone calls, maintaining files, and providing general assistance to staff; maintains department calendars and coordinates appointments.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles of civil engineering and engineering mathematics.
- Office practices and equipment.
- Organization and functions of City government.
- Customer relations methods and techniques.
- 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:**

- Read and utilize survey notes in the preparation of maps and plans.
- Use drafting equipment and techniques in the preparation of maps, plans, profiles, and similar drawings.
- Operate traffic related test equipment.
- Learn and interpret City policies and requirements.
- 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 (12<sup>th</sup>) grade.

#### **Experience:**

- One (1) year of civil engineering drafting or traffic related studies and clerical support 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 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.



## ENGINEERING TECHNICIAN

### **DEFINITION**

Under general supervision, performs a variety of technical engineering support activities; assists the public and City staff with technical engineering issues; provides staff assistance to engineering 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 engineering 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.*

- Accurately manages plan routing for the Public Works Department; tracks movement and timelines of submitted plans; acts as contact for applicants; provides guidance to staff on plan routing processes, including paperless plan checking.
- Performs plan review of walls, fences, gates, pools, and monument signs for interference with the right-of-way, easements, line-of-sights, and dedications.
- Provides information and assistance on questions related to engineering plans, services, and activities to City staff, contractors, developers, and the public; advises the public regarding connecting to sewer and water utilities.
- Maintains GIS database; updates sewer, water, and storm drain records and drawings.
- Maintains records of reviewed and approved drawings and plans; uploads approved plans and as-builts into database; routes requested as-builts records to the City Clerk's office.
- Updates and maintains a variety of department records, tracking lists, and logs.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Fundamentals of civil engineering computations.
- Architecture, construction, and project management terminology utilized for project design and

management.

- Nomenclature, symbols, methods, practices, techniques, and instruments used in engineering mapping.
- 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 engineering plans.
- Prepare reports on a variety of subjects and maintain accurate records.
- Read figures quickly and accurately and make mathematical calculations with speed and 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 (12<sup>th</sup>) grade, supplemented by college level coursework in engineering, drafting, mathematics, or a related field.

Experience:

- Two (2) years of experience providing technical support to an engineering, architecture, or landscape architecture 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.



## ENVIRONMENTAL COMPLIANCE COORDINATOR

### **DEFINITION**

Under general direction, plans, administers, and coordinates the work of the Environmental Engineering section and City environmental programs and ensures compliance with state, federal, and local regulatory requirements; oversees compliance programs including water quality monitoring and enforcement, stormwater management, and pollutant discharge inspections; performs a variety of administrative, programmatic, and budgetary duties in support of environmental compliance programs; monitors regulatory standards and recommends and implements process and/or operational changes; represents the City with state and regional regulatory bodies; provides complex professional 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 technical and functional direction over and provides training to lower-level staff.

### **CLASS CHARACTERISTICS**

This journey-level classification is responsible for independently performing professional duties in support of a comprehensive environmental compliance program including program budget development and administrative 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.*

- Implements and enforces federal and state regulated NPDES Regulations; interprets and implements new regulations relating to California Water Codes, Safe Drinking Water Regulations, RCRA, Clean Water Act, and Title 22 regulations; administers the Hazardous Substances Management and Household Hazardous Waste Program.
- Prepares and maintains records for Industrial Wastewater Discharge Permits, inspections, sampling, and enforcement actions; prepares reports for local, state, and federal regulatory agencies such as the South Coast Air Quality Management District Subvention Fund Report, Federal Pretreatment Program Report, Annual MS4 Report, and Inland Empire Utilities Agency Reports.
- Serves as a member of the Regional Sewerage Program Pretreatment subcommittee; maintains liaison with the Inland Empire Utilities Agency, state and federal regulatory agencies, and other contracting agencies; participates in and contributes to the activities of environmental committees for a variety of organizations such as the American Water Works Association (AWWA), California Water Environment Association (CWEA), Pretreatment Program Administrators, and the Household Hazardous Waste Information Exchange.
- Establishes new procedures and purchases equipment to maintain program compliance; prepares the annual budget and presents progress reports on cost expenditures for the Environmental Engineering Section.

- Makes recommendations on various projects to the Community Development Department concerning environmental issues; prepares and presents City Council reports, testimony at public hearings, and other public information items.
- Evaluates and recommends methods to control or treat storm water and wastewater contamination; evaluates alternative treatment methods to comply with water and wastewater regulations; plans, estimates costs, and conducts studies related to water and wastewater quality control; researches and recommends uses for non-potable water.
- Confers with representatives of other departments and agencies, state and federal regulatory agencies, utility companies, and others; assesses and comments on federal and state water quality, hazardous waste, and air quality legislation, both proposed and adopted.
- Manages the operations of the Household Hazardous Waste Program collection facility; ensures the facility is staffed with trained personnel who follow regulations and operating procedures; conducts public education activities; attends related meetings; prepares related reports.
- Represents the City in meetings with members of other public and private organizations, community groups and the public.
- Assists in the selection, training, and evaluation of employees.
- 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, and methods of planning, developing, implementing, and administering municipal environmental compliance programs.
- Applicable federal, state, and local laws, codes, and regulations relating to the management of water quality, stormwater, National Pollutant Discharge Elimination System (NPDES), Resource Conservation and Recovery Act (RCRA), Title 22, Clean Water Act, Safe Water Drinking Act, and other environmental issues.
- Environmental issues and concerns related to solid, hazardous, and recoverable waste collection and disposal; solid waste and recycling programs.
- State and federal grant programs.
- Principles and practices of effective program management and coordination, including long- and short-range planning.
- Principles and practices of contract negotiation and administration.
- Marketing, public information, and community relations concepts including negotiation techniques and presentation skills.
- Basic principles and practices of budget preparation.
- Research techniques, methods, and procedures.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, and educational organizations.
- Principles and procedures of recordkeeping and reporting.
- 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.
- Plan, develop, and implement integrated water quality, stormwater management, and pollutant discharge inspection programs.
- Recommend comprehensive environmental planning policies and programs based upon community needs, available resources and overall City priorities and policies.
- Identify and analyze complex technical, operational, and administrative problems and evaluate alternative solutions.
- Conduct cost analyses and administering program budgets.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Respond to emergency and problem situations in an effective manner.
- Analyze unusual situations and resolve them through application of engineering and management principles and practices.
- 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.
- 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 (12<sup>th</sup>) grade.

Experience:

- Four (4) years of increasingly responsible and diversified experience in environmental compliance, 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 CWEA Grade II Environmental Compliance Inspector (ECI) within twelve (12) months

of 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; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. 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, and road hazards. 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.





## ENVIRONMENTAL COMPLIANCE TECHNICIAN

### **DEFINITION**

Under general supervision, performs a variety of technical monitoring, inspection, and compliance duties to ensure various programs comply with City and mandated environmental health and safety rules, regulations, and policies; conducts field inspections and sampling functions; operates specialized sampling tools and equipment; collects and records data; prepares reports; maintains a variety of records and files; 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 Environmental Compliance 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.*

- Monitors, inspects, investigates, and ensures compliance with City and mandated environmental health and safety laws, rules, regulations, and policies for Storm Water and Pretreatment Programs.
- Schedules and conducts field tests; collects samples and takes readings or measurements of wastewater, storm water, groundwater, reclaimed water, and other materials; ensures proper sampling methods, transportation of samples taken, and chain-of-custody protocols are followed; prepares inspection reports detailing physical sites, present hazards, and detected contaminant levels.
- Responds to hazmat incidents and monitors cleanup.
- Cleans and repairs analytical and testing equipment.
- Enters, updates, and maintains databases for compliance tracking and reporting; inputs rule violations, investigations, and findings; generates reports via databases.
- Supports environmental compliance programs and processes in accordance with federal, state, and local regulatory requirements, policies, and procedures.
- Ensures coordination and open communication with supervisor, operators, and other departments, as well as businesses, schools, and residential customers to maintain compliance with the City's control policies and procedures and to meet state and federal regulatory requirements and City ordinances.
- Prepares written inspection reports, noncompliance letters, enforcement action letters and reports, and related documentation for assigned program(s); maintains inspection documentation and records as required in accordance with established City records management procedures.

- Organizes, maintains, and documents required information for enforcement of City codes as directed by federal, state, and local requirements; prepares technical reports, evidence, and documentation; conducts follow up sampling and inspections.
- Attends regional meetings regarding environmental compliance matters and represents the City accordingly; attends meetings in absence of supervisor.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, methods, techniques, and regulatory requirements of assigned program(s), including monitoring, inspection, and compliance requirements.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and procedures relevant to assigned area of responsibility.
- Methods of collecting, preserving, and documenting applicable samples.
- Principles and practices of water conservation and efficiency.
- Principles and practices of stormwater discharge management.
- Practices and techniques related to wastewater and/or hazardous materials sampling and sample handling.
- Practices and techniques of performing industrial facility and process inspections.
- Principles of chemical, biological, and related sciences.
- Occupational hazards, standard safety procedures, and related safety equipment.
- Principles and practices of data collection and technical report preparation.
- Enforcement procedures mandated by the Environmental Protection Agency.
- Operational characteristics of various job-related tools and equipment including samplers, flow meters, pH meters, TDS-EC meters, gas detectors, and OVA-FID landfill gas detectors.
- Basic algebra calculations.
- Principles and procedures of recordkeeping.
- 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, investigate, and identify issues, and monitor and ensure compliance with City and mandated rules and regulations surrounding assigned program(s).
- Conduct field tests, take readings and measurements, and collect samples of wastewater, storm water, groundwater, and other samples.
- Calibrate, maintain, and properly and safely operate gas monitoring and metering equipment such as samplers, flow meters, pH meters, TDS-EC meters, gas detectors, and related equipment.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Assemble data, prepare reports, and maintain records of testing and findings.
- Read and interpret a variety of meters, gauges, and recording charts.

- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.
- Prepare clear and concise reports, correspondence, and other written materials.
- Make accurate arithmetic and statistical computations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 (12<sup>th</sup>) grade, supplemented by college level coursework in chemistry, environmental science, or a related field.

Experience:

- Three (3) years of increasingly responsible experience performing inspections, sampling, and compliance monitoring related to assigned area of responsibility.

**Licenses and Certifications:**

- Possession of a valid California Class “C” Driver’s License, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months from appointment, a valid CWEA Industrial Waste Inspector or Environmental Compliance Inspector Grade I 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 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 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.



## **EQUIPMENT LEAD MECHANIC**

### **DEFINITION**

Under direction, performs a variety of specialized and highly skilled duties in the servicing, repair, and adjustment of automobiles, trucks, construction equipment, and other related equipment powered by gasoline and diesel fuel; leads the work of a crew of mechanics; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Equipment Maintenance Supervisor. Exercises technical and functional direction over and provides training to lower-level staff.

### **CLASS CHARACTERISTICS**

This is the advanced journey-level classification in the Equipment Mechanic 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 Equipment Maintenance Supervisor in that the latter is the full 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 qualified employees can perform the essential functions of the job.*

- Oversees the City's daily fleet maintenance operations; schedules equipment and vehicles for maintenance and repairs; coordinates with internal and external customers for equipment and vehicle repairs and maintenance.
- Examines, diagnoses, and locates mechanical defects in a wide variety of vehicles and construction equipment; determines the extent of necessary repairs.
- Assigns work to mechanic staff; adjusts staff work schedules to meet work demands; oversees quality and efficiency of repairs being performed; ensures the work of crew members is performed in a safe manner; provides feedback to supervisors regarding staff performance.
- Prepares and maintains records of time, materials, parts, and work performed; makes recommendations on the need to replace equipment and vehicles; orders supplies, materials, and parts necessary for the maintenance of vehicles and equipment; maintains inventory; contacts vendors for hard to replace parts.
- Performs major mechanical repairs, compression tests, front end alignments, and wheel balancing.
- Disassembles, repairs, and replaces work parts; fits new parts; adjusts water pumps, fuel pumps, carburetors, fuel injectors, governors, starting motors, clutches, brakes, differentials, and steering gear.
- Tunes up engines; repairs standard and electronic ignition systems; adjusts timing and valves; replaces or adjusts emission control systems; installs new or rebuilt engines.

- Overhauls hydraulic, booster, and vacuum systems; rewires and reconditions electrical systems.
- Repairs and replaces exhaust systems, ignitions, door locks, window vents, regulators, and dash gauges.
- Uses arc and gas welding equipment and techniques to construct, repair, and modify parts and equipment; performs basic body repair work and machine shop work; fabricates special construction and maintenance equipment.
- Transports, sets up, and tears down equipment and furniture for City-wide special events.
- 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 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, practices, methods, and techniques of overhauling and repairing gasoline and diesel-powered equipment and related components, including engines, carburetors, and electrical systems.
- Tools, equipment, and procedures used in the maintenance and repair of gasoline, diesel, and CNG powered equipment.
- Theory, care, and operation of gasoline and diesel-powered internal combustion engines and mechanical components for the maintenance and repair of mechanical equipment.
- Preventive maintenance inspection 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:**

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Ensure safe work practices.
- Examine, diagnose, and locate mechanical defects in a wide variety of vehicles and construction equipment; determine the extent of necessary repairs.
- Repair and replace exhaust systems, ignitions, door locks, window vents, regulators, and dash gauges.
- Prepare and maintain a variety of records.
- Make recommendations for replacement of equipment and vehicles.
- Order supplies, materials, and parts necessary for the maintenance of vehicles and equipment; maintain inventory; contact vendors for hard to replace parts.
- Perform major mechanical repairs, compression tests, front end alignments, and wheel balancing.

- Disassemble, repair, and replace work parts; fit new parts; adjust water pumps, fuel pumps, carburetors, fuel injectors, governors, starting motors, clutches, brakes, differentials, and steering gear.
- Tune up engines; repair standard and electronic ignition systems; adjust timing and valves; replace or adjust emission control systems; install new or rebuilt engines.
- Overhaul hydraulic, booster, and vacuum systems; rewire and recondition electrical systems.
- Repair and replace exhaust systems, ignitions, door locks, window vents, regulators, and dash gauges.
- Use arc and gas welding equipment and techniques to construct, repair, and modify parts and equipment; perform basic body repair work and machine shop work; fabricate special construction and maintenance equipment.
- 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, 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 (12<sup>th</sup>) grade, supplemented by specialized training in the maintenance and repair of gasoline, diesel, and CNG powered light and heavy equipment.

Experience:

- Five (5) years of experience as an automotive service worker or heavy equipment mechanic, including prior lead or supervisory 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 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.

**PHYSICAL DEMANDS**

Must possess mobility to work in the field and in a shop environment; 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 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.





## **EQUIPMENT MAINTENANCE SUPERVISOR**

### **DEFINITION**

Under general direction, plans, coordinates, schedules, assigns, reviews, and supervises the work of staff performing maintenance and repair duties of gasoline, diesel, and compressed natural gas (CNG) powered light and heavy equipment and vehicles; controls inventory; processes parts, equipment, and supplies within the Fleet Division of the Public Works Department; plans and coordinates a comprehensive fleet and equipment maintenance program; 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 technical and maintenance staff.

### **CLASS CHARACTERISTICS**

This classification is the supervisory level within the Equipment Mechanic series that exercises independent judgment on diverse and specialized vehicle and equipment 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/Services Manager in that the latter has full management authority in planning, organizing, and directing the full scope of programs, projects, goals, and policies and procedures 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 maintenance and repair duties of gasoline, diesel, electric vehicles (EV), and compressed natural gas (CNG) powered light and heavy equipment and vehicles in the Fleet 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 and funds; processes invoices; processes and prepares purchase orders; authorizes the purchase of parts, equipment, and supplies.

- 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.
- Coordinates the scheduling and completion of maintenance and repair work by determining operational priorities and resolving workload problems; inspects and evaluates work for conformance to established work standards.
- Prepares and advertises bid requests for contracted work; writes specifications for new equipment and vehicles; obtains price quotes; supervises the control of inventory; ensures inventory is maintained at adequate levels to meet maintenance and repair needs; registers new equipment and vehicles; allocates maintenance costs, depreciation value, and replacement costs of City owned vehicles, equipment, and trailers;
- Coordinates hazardous waste contracts and funds to properly dispose of hazardous waste generated by the City, including emergency spills or clean ups; coordinates the pick-up of hazardous materials; prepares proper documentation as required.
- Develops and implements programs relative to the preventive maintenance and repair of equipment and vehicles; inspects equipment and vehicles to assess the extent and cost of needed repairs; responds to after-hours problems related to equipment breakdowns; evaluates needs and makes required decisions to remedy each situation.
- Coordinates with staff to perform annual vehicle inspections per California Highway Patrol requirements; oversees annual smog inspections for City vehicles as mandated and reports results to the appropriate state agency for compliance purposes.
- Recommends vehicles and equipment to be decommissioned and replaced or repurposed; oversees process of outfitting new vehicles and equipment per the assigned department's needs; coordinates schedules with various outside vendors to perform repair work on specialized equipment.
- Oversees and ensures the City's vehicles and equipment comply with federal and state regulations including the California Air Resource Board and Department of Toxic Substances; maintains Department of Transportation records and inspection documentation for the City's commercial and passenger vehicles; maintains the City's tire program identification documentation to ensure compliance with the Department of Resources Recycling and Recovery.
- Maintains the City's Certified Unified Program Agencies (CUPA) annual permit ensuring its compliance; prepares and submits required reports to San Bernardino County; maintains permits to operate air pressure tanks and submits required reports State of California Division of Occupational Safety and Health.
- 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, tools, equipment, and techniques used in the maintenance and repair of gasoline, diesel, electric vehicles, and CNG powered equipment.
- Operation of City-owned light and heavy equipment.
- Methods, pertinent laws, codes, safety orders, and safe work practices related to equipment operation, maintenance, and repair.
- Computerized vehicle maintenance control records and fuel control systems and software.
- 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 preventive maintenance and repair work of City vehicles and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Plan, direct, schedule, and coordinate equipment maintenance and repair work; set priorities and monitor work progress.
- Diagnose defects in and repair a wide variety of light and heavy equipment.
- Determine the requirements for major mechanical maintenance and repair work.
- Estimate labor and material costs and operate programs within allocated amounts.
- Inspect and determine the adequacy of work performed.
- Read and interpret repair manuals, wiring diagrams, and schematics.
- 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 (12<sup>th</sup>) grade, supplemented by specialized training in the maintenance and repair of gasoline, diesel, electric vehicles, and CNG powered light and heavy equipment.

Experience:

- Four (4) years of journey-level mechanic experience, including two (2) years of lead or supervisory experience.

**Licenses and Certifications:**

- Possession of a valid Class “A” California Driver’s License with appropriate endorsements, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, valid Automotive Service Excellence (ASE) certifications as identified by the City, to be maintained throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in the field and in a shop environment; 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 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 in a shop environment 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.



## EQUIPMENT MECHANIC

### **DEFINITION**

Under general supervision, performs a variety of general, skilled, or semi-skilled duties in the servicing, repair, and adjustment of automobiles, trucks, construction equipment, and other related equipment powered by gasoline and diesel fuel; 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 the servicing, repair, and adjustment of gasoline and diesel fuel powered City vehicles and equipment. 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 Lead Equipment Mechanic 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.*

- Examines and locates mechanical defects in a wide variety of vehicles and construction equipment; diagnoses, troubleshoots, and determines the extent of necessary repairs.
- Performs major mechanical repairs on a variety of vehicles including those powered by gasoline, diesel, and Certified Natural Gas (CNG); conducts smog testing; disassembles, repairs, and replaces worn parts; installs new parts; adjusts water and fuel pumps, carburetors and fuel injectors, governors, starting motors, clutches, differentials, brakes, and steering gears.
- Tunes up engines; takes compression tests; repairs standard and electronic ignition systems and adjusts timing and valves; replaces or adjusts emission control systems; installs new or rebuilt engines.
- Overhauls hydraulic, booster, and vacuum systems; rewires and reconditions electrical systems.
- Performs front end alignments and wheel balancing; repairs or replaces exhaust systems, ignition systems, door locks, window vents and regulators, and dash gauges.
- Services, repairs, and maintains power lawn mowers, small gasoline engines, pumps, and miscellaneous equipment and tools.
- Performs retrofitting of City vehicles including installation of Code 3 lights, GPS systems, wiring, and radios.
- Uses arc and gas welding equipment and techniques to construct, repair, and modify parts and equipment; performs basic body repair work and machine shop work; fabricates special construction and maintenance equipment.

- Keeps records of time, materials, parts, and work performed; orders supplies, materials, parts, and equipment; makes recommendations on the need to replace equipment or vehicles; ensures shop is maintained.
- Transports, sets up, and tears down equipment and furniture for Citywide special events.
- 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 assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, methods, and techniques of vehicle and equipment maintenance and repair, including overhauling and repairing gasoline and diesel-powered equipment and related components, engines, carburetors, and electrical systems.
- Tools, equipment, and procedures used in the maintenance and repair of gasoline, diesel, and CNG powered equipment.
- Care and operation of gasoline and diesel-powered internal combustion engines and mechanical components for the maintenance and repair of mechanical equipment.
- Preventive maintenance inspection 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:**

- Diagnose defects in and repair a wide variety of equipment and vehicles.
- Perform preventive maintenance and repair of vehicles and equipment.
- Understand and follow verbal and written directions.
- Prepare simple records such as completing work orders and logging completed work in individual vehicle folders.
- Effectively prioritize repairs.
- Fabricate steel trailers and equipment.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- 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.
- 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 (12<sup>th</sup>) grade, supplemented by specialized training in the maintenance and repair of gasoline, diesel, and CNG powered light and heavy equipment.

**Experience:**

- Three (3) years of journey-level equipment mechanic or automotive service worker 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 appropriate 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.

**PHYSICAL DEMANDS**

Must possess mobility to work in the field and in a shop environment; 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 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 in a shop environment 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.





## EXECUTIVE ASSISTANT TO THE CITY COUNCIL

### **DEFINITION**

Under general supervision, carries out a variety of highly responsible administrative tasks and secretarial duties in support of the City Manager's Office, including serving as the main clerical support to the City Manager, the Assistant City Manager, the Mayor, and the City Council; 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 administrative and secretarial duties in support of the City Manager, the Assistant City Manager, the Mayor, and Administration Department management staff. 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.*

- Assists the City Manager with a variety of highly responsible administrative tasks and secretarial duties in support of the City Manager's Office, including serving as the main clerical support to the City Manager, the Assistant City Manager, the Mayor, and the City Council; anticipates needs and plans ahead based on prior similar situations; serves on a variety of committees; conducts research and provides recommendations regarding special project activity; makes meeting and special event arrangements in accordance with established criteria.
- Provides confidential staff support; receives visitors and answers telephones; maintains calendars and schedules appointments; makes travel and meeting arrangements; coordinates events; ensures materials, certificates, agendas, and notes are ready for various functions.
- Prepares correspondence from verbal instruction or notes; initiates routine correspondence in accordance with established practices; types complex reports, documents, or other materials, or compiles and types reports from a variety of sources.
- Prepares and distributes agendas for City Council meetings in the absence of the City Clerk or Deputy City Clerk; obtains required agenda materials from appropriate department staff; relays requests from the City Manager to department staff; follows up on City Council actions as directed by the City Manager.
- Coordinates Council activities with the City Clerk or Deputy City Clerk.
- Provides office support to committees which assist the City Council in formulating and implementing City policies and programs.

- Responds to inquiries from the public and other City employees; understands and explains City policies and procedures; refers inquiries to appropriate staff members.
- Works on a variety of assignments using discretion and independent judgment; anticipates needs and plans ahead; serves on committees.
- Establishes and maintains filing and retrieval systems of records; sorts, files, and processes a variety of documents; proofreads and edits documents in an accurate manner.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Secretarial and general office methods and techniques including filing, records processing and record keeping procedures and systems.
- Preparation of complex documents requiring specialized typing.
- Basic functions and organization of City government.
- Principles of research, statistical analysis, and 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:**

- Analyze administrative and technical problems and implement effective courses of action toward resolving problems.
- Perform moderately difficult analytical work requiring sensitivity to issues.
- Prepare and present reports.
- Represent the department in a variety of meetings.
- Handle confidential matters with discretion.
- Plan, organize and supervise the work of staff as needed.
- 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 (12<sup>th</sup>) grade, supplemented by specialized training in the clerical or administrative support occupational field.

Experience:

- Four (4) years of responsible secretarial or administrative assistant experience, which involved administrative responsibilities of a highly sensitive nature and contact with the public.

**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.



## **FACILITIES MAINTENANCE LEAD TECHNICIAN**

### **DEFINITION**

Under the direction and supervision of the Facilities Maintenance Supervisor, plans, coordinates, schedules, assigns, and reviews the work of staff performing maintenance and repair duties within the Parks and Facilities Division of the Community Services, Parks and Recreation (CSPR) Department; monitors and inspects repair work and service contracts; provides complex staff assistance in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Facilities Maintenance Supervisor. Exercises technical and functional direction over and provides training to lower-level staff.

### **CLASS CHARACTERISTICS**

This is the advanced journey-level classification in the Facilities Maintenance 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. Tasks 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 facilities and maintenance crews engaged in Citywide mechanical systems including air conditioning (HVAC), electrical and lighting systems, building alarm and monitoring systems, access control systems, carpentry and paint, furniture configurations, and plumbing systems.
- 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.
- Assists in coordinating assigned services and operations with other divisions and outside agencies.
- Ensures work of crew is performed in a safe and efficient manner; trains subordinates in semi-skilled operations and safe work methods and practices.
- Assists in the response and facilitating related 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.

- Assists the Coordination of 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 contracted vendors 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.
- Assists in the development and implementation of trainings, standards, and procedures.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Assists with Facilities Maintenance Supervisor's duties and responsibilities in the absence of the Supervisor.
- 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.
- Common materials, tools, methods, and equipment used in construction, building repair, and maintenance work.
- Operational characteristics and the proper maintenance of electrical systems of commercial buildings and structures, including heating and cooling units.
- Methods, practices, materials, tools, and equipment used in the installation, repair, adjustment, and maintenance of equipment common to commercial buildings.
- Methods and practices of general building maintenance and repairs.
- Occupational hazards, safety precautions, and safe work practices including proper use and maintenance of power tools, vehicles, and equipment.
- Use and maintenance of a wide variety of hand, power, and shop tools, as well as test equipment and other equipment related to the work.
- Basic mathematics and administrative tasks.
- Applicable federal, state, and local laws, codes, and ordinances relevant to building trades.
- 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 prioritize staff leadership and work direction.
- Schedule and coordinate the work of various vendors and contractors.
- Estimate material, labor, and equipment costs and maintain records.
- Perform a variety of unskilled, semi-skilled, and/or skilled tasks such as building maintenance and construction duties including painting, carpentry, plastering, electrical, plumbing, window installation, and other related duties.
- Troubleshoot systems and make needed repairs.

- Identify wires accurately and perform electrical tests, read results, and diagnose and repair basic electrical problems.
- Read and interpret construction plans and documents, gauges, and testing equipment.
- Safely operate and maintain vehicles as well as specialized tools and equipment of the carpentry, plumbing, and electrical trades.
- Perform mathematical calculations in order to obtain appropriate area estimations.
- 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.
- 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 (12<sup>th</sup>) grade, supplemented by specialized training in the maintenance and repair of facilities and equipment.

Experience:

- Three (3) years of journey level experience in building maintenance, repair, and custodial operations.

**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 Automated External Defibrillator (AED) and CPR/First Aid Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Aerial Scissor Lift Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Bloodborne Pathogens Certificate, 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.



## **FACILITIES MAINTENANCE SUPERVISOR**

### **DEFINITION**

Under general direction, plans, coordinates, schedules, assigns, reviews, and supervises the work of staff performing maintenance and repair duties within the Parks and Facilities Division of the Community Services, Parks and Recreation (CSPR) Department; plans and coordinates a comprehensive building maintenance program including monitoring and inspecting repair work and service contracts, preparing bid documents, securing quotes, reviewing plans for internal service projects, and preparing and monitoring related budgets; 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 Assistant Parks and Facilities Manager. Exercises direct supervision over technical and maintenance staff.

### **CLASS CHARACTERISTICS**

This classification is the supervisory level within the Facilities Maintenance series that exercises independent judgment on diverse and specialized maintenance and repair functions with significant accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, participating in, reviewing, and evaluating the work of assigned staff, including contractors, and providing support to assigned management staff in a variety of areas. Positions in this classification have an advanced knowledge of technical operations and administrative responsibilities.

### **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 facilities maintenance staff; trains staff in work procedures; evaluates employee performance, counsels employees; reviews and approves time sheets; 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 and funds; processes invoices; processes and prepares purchase orders.



- 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.
- Coordinates the scheduling and completion of maintenance and repair work by determining operational priorities and resolving workload problems; inspects work and evaluates for conformance to established work standards.
- Ensures City facilities and equipment, including mechanical, heating, air conditioning, electrical, plumbing, and construction services and activities, are properly maintained, clean, and operating efficiently; participates in repairs and maintenance as needed; reviews, approves, and assigns building maintenance service requests.
- Schedules custodial services, inspects custodial contractor performance, and addresses related concerns.
- Schedules and inspects performance of all service contractors; generates scope of work for all service contracts; secures quotes and monitors contracts related to maintenance and repair projects; reviews estimates and approves contract repair work.
- Solicits bids for maintenance and repairs according to the California Public Contract Code and the City Procurement Ordinance and Policy.
- Evaluates City facilities on an annual basis and provides recommendations regarding building upgrades, improvements, and equipment replacement needed for Capital Improvement Projects (CIP) and Internal Service Funded (ISF) projects; provides input on project scope of work, budget, and timelines.
- 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.
- 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.
- Methods, materials, equipment, and standard practices used in the maintenance and cleaning of buildings.
- Types and level of maintenance and repair activities and cleaning routines generally performed at assigned facilities.
- Preventive maintenance techniques.
- Related chemical solutions and proper use of mixing techniques.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.

- Principles and procedures of record keeping.
- Proper bid solicitation procedures as identified by the California Public Contract Code and City Procurement Ordinance and Policy.
- Latest building maintenance trends, technologies, and best 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:**

- 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 facilities maintenance and repair, schedule work, set priorities, and monitor work progress.
- Read construction plans and documents.
- Use and care for a variety of tools and equipment common to facilities maintenance, repair, and construction activities.
- Plan, assign, and inspect the work performed by employees and contractors.
- 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.
- Attend and present at City Council Meetings, CSPR Commission Meetings, and/or Workshops.

**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 (12<sup>th</sup>) grade, supplemented by specialized training in the maintenance and repair of facilities and equipment.

**Experience:**

- Four (4) years of increasingly responsible work experience in building maintenance, repair, and custodial operations, including two (2) years of lead or supervisory 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 employment, a valid Bloodborne Pathogens Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, a valid Aerial Scissor Lift Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of employment, valid CPR, First Aid, and AEU Certificates, 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 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, which may include working on live electrical wires. 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.



## **FACILITIES MAINTENANCE TECHNICIAN**

### **DEFINITION**

Under general supervision, performs a variety of semi-skilled and skilled craft work including painting, carpentry, plumbing, and electrical installation, repair, maintenance, limited construction, and modification of City buildings and facilities; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Facilities Maintenance Supervisor. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This journey-level classification is responsible for independently performing technical duties in support of the general and skilled maintenance of City buildings and 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.

### **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, repairs, inspects, and ensures all Citywide heating, ventilation, and air conditioning (HVAC) systems are running properly and efficiently; troubleshoots issues by checking all electrical components for any signs of obvious leaks.
- Inspects, diagnoses, repairs, and maintains electrical equipment; repairs motors and appliances; installs and repairs electrical wiring and lighting circuits in connection with the repair or alteration of buildings and facilities; troubleshoots electrical malfunctions making necessary repairs; replaces ballasts, fluorescent tubes, and bulbs.
- Inspects, repairs, monitors, and takes responsibility for maintenance of park structures and buildings; installs building alarm systems and keyless access systems.
- Inspects and repairs plumbing and water related systems to ensure there are no leaks, corrosion, or backups which may cause building damage; installs pipes and plumbing fixtures; visually inspects equipment and operates test equipment such as pressure and vacuum gauges to determine the cause and location of trouble; clears obstructions from sink drains and toilets; troubleshoots plumbing issues and makes repairs; repairs pipes and plumbing fixtures; estimates costs of installations and repairs.
- Builds cabinets and shelves; constructs or repairs walls, platforms, and ramps; hangs doors; finishes wood and repairs a variety of wooden objects; moves furniture and office equipment; installs and modifies modular workstations.
- Performs concrete work including building of Americans with Disabilities (ADA) ramps; modifies buildings including park restrooms and Library to ensure buildings comply with ADA regulations.
- Transports, sets up, and tears down equipment and furniture for Citywide special events.

- Prepares surfaces for painting; applies paint, varnish, shellac, enamel, or other protective finishes to various surfaces.
- Repairs playground equipment; performs pest control functions; assists with remodeling of canopies and retrofitting of Citywide lighting structures; pours and finishes concrete for monuments and plaques.
- Oversees contractors performing scheduled maintenance or major repairs throughout the City.
- Responds to emergency calls for building maintenance services.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Common materials, tools, methods, and equipment used in construction, building repair, and maintenance work.
- Operational characteristics and the proper maintenance of electrical systems of residential and commercial buildings and structures, including heating and ventilation units.
- Methods, practices, materials, tools, and equipment used in the installation, repair, adjustment, and maintenance of equipment common to residential and commercial buildings.
- Methods and practices of plumbing and pipefitting work.
- Methods and practices of carpentry and cement work.
- Occupational hazards, safety precautions, and safe work practices including proper use and maintenance of power tools, vehicles, and equipment.
- Use and maintenance of a wide variety of hand, power, and shop tools, as well as test equipment and other equipment related to the work.
- Basic mathematics.
- Applicable federal, state, and local laws, codes, and ordinances relevant to building trades.
- 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:**

- Schedule and coordinate the work of various vendors and contractors.
- Estimate material, labor, and equipment costs and maintain records.
- Perform a variety of unskilled, semi-skilled, and/or skilled tasks such as building maintenance and construction duties including painting, carpentry, plastering, electrical, plumbing, window installation, and other related duties.
- Troubleshoot complex plumbing systems and make needed repairs.
- Locate and turn off water mains, find individual cut-off valves, and test and adjust water pressure.
- Identify wires accurately and perform electrical tests, read results, and diagnose and repair electrical problems.
- Read and interpret basic blueprints, gauges, and testing equipment.
- Safely operate and maintain vehicles as well as specialized tools and equipment of the carpentry, plumbing, and electrical trades.

- Perform mathematical calculations in order to obtain appropriate area estimations.
- 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, procedural, and legal 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 (12<sup>th</sup>) grade, supplemented by specialized training in construction and maintenance work.

Experience:

- Two (2) years of relevant experience in one of the skilled building trades including electrical, plumbing, and/or HVAC system maintenance and repair.

**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 Automated External Defibrillator (AED) and CPR/First Aid Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Aerial Scissor Lift Operator Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Bloodborne Pathogens Certificate, 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.



## **FACILITIES WORKER**

### **DEFINITION**

Under general supervision, performs custodial duties in City facilities; performs some unskilled and/or semi-skilled manual labor functions in the maintenance and repair of City facilities including Public Works and Police Department buildings; makes minor repairs to buildings and fixtures; 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 custodial, 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.

### **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.*

- Sweeps and mops rooms, halls, stairways, and offices; strips, sands, refinishes, waxes, or buffs floors; vacuums and shampoos rugs, carpets, and upholstery.
- Empties and cleans waste receptacles; dusts and polishes furniture, countertops, pictures, and brass and chrome fixtures; disinfects surfaces.
- Cleans and disinfects restrooms, floor mats, drinking fountains, and related fixtures; restocks and orders supplies as needed; ensures specified sanitary standards are maintained; performs pest control tasks in buildings; cleans entrances to buildings by sweeping, blowing debris, pressure washing, and picking up trash.
- Washes walls; removes markings on walls, restroom stalls, countertops, and desks; washes windows, mirrors, and blinds.
- Moves furniture, equipment, and other heavy objects to set-up or tear down for City functions and special events; makes minor repairs and adjustments to building fixtures and equipment.
- Secures buildings by locking and unlocking rooms, windows, or offices, City Hall, and related City facilities; sets up intercom or speaker systems, as assigned; changes light bulbs and fluorescent tubes.
- Checks chemicals in City buildings, ensuring they are stocked for contracted workers.
- Launders articles for the City's basketball courts and batting cages.
- Reports fire, sanitary, safety, or security hazards in City Hall and related City facilities; reports needed maintenance or repair of equipment or facilities.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.



- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Methods, materials, techniques, tools, and equipment used in custodial and facility repair work.
- Use and care of materials, chemicals, and equipment used in custodial work.
- Principles and practices of safety used in custodial work.
- Materials and equipment used in cleaning and caring for floors, walls, fixtures, and furniture.
- Housekeeping methods and sanitation materials and 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 to effectively perform the work.
- 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 general custodial and minor building and equipment maintenance work.
- Learn and independently follow established cleaning methods and schedules.
- Use a variety of custodial equipment and materials in a safe and effective manner, including a lift to change fluorescent light tubes, perform high dusting, and clean high windows.
- Safely mix and use cleaning products and related chemicals.
- Safely operate manual and power cleaning equipment, machinery, and materials.
- Safely operate various types of electric commercial floor vacuums, strippers, and buffers.
- Use basic tools in a safe and effective manner.
- Understand and follow written and verbal instruction.
- Follow prescribed routine and quality control standard procedures.
- 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 (12<sup>th</sup>) grade.

#### **Experience:**

- Two (2) years of general custodial experience which includes building and equipment maintenance.

### **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 CPR/First Aid Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Bloodborne Pathogens Certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within twelve (12) months of appointment, a valid Ladder Safety Certificate, 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 on an occasional basis, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work both in an office and field environment and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, 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.



## **FACILITY COORDINATOR**

### **DEFINITION**

Under general direction, plans, coordinates, oversees, and participates in the maintenance, repair, and servicing of Police vehicles, buildings, and equipment; identifies and documents a planned maintenance schedule; inspects completed work for quality and compliance with contracts and agreements; 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 maintenance, repair, and servicing of Police vehicles, buildings, and equipment. 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 City and vendor provided maintenance, repair, and servicing of Police vehicles, buildings, and equipment; Inspects vehicles, buildings, and equipment and identifies needed repairs; oversees and inspects work to ensure completion on schedule and in compliance with 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.
- Develops vehicles, buildings, and equipment specifications to support purchasing.
- Receives internal requests from City staff for a variety of maintenance services; responds to mechanical or technical vehicle problems in the field; prioritizes and coordinates responses and activities.
- Coordinates repair, maintenance, servicing, and upgrades with City fleet mechanics, City building maintenance staff, and external vendors.
- Performs minor mechanical services and repairs and ensures minor building repairs are completed in compliance with requirements.
- Conducts regular inspections and repairs or coordinates repair of Mobile Command Center equipment.

- Maintains portable radio inventory, keys, and property; issues equipment; purchases, stocks, and tracks property; performs inventory audits.
- Oversees police vehicle cleaning; ensures vehicles are stocked with safety equipment, emergency supplies, and other required items.
- Prepares and maintains all records relating to vehicle, buildings, and equipment management and prepares statistics when requested.
- Works with outside vendors to install and upgrade Police facilities and equipment.
- 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 preventative maintenance and upgrades.
- Standard practices of Police vehicles, buildings, and equipment maintenance.
- Modern law enforcement principles, procedures, techniques, and equipment.
- Technical Police systems, including computer, radio, mobile and vehicles systems.
- 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.
- Maintain accurate logs, records, and written records of work performed.
- Respond to complaints or inquiries from staff.
- Plan and conduct effective coordination, administrative, and operational activities.
- Provide specialized and technical support and coordinate the activities of various projects and activities.
- 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 (12<sup>th</sup>) grade.

#### Experience:

- Two (2) years of experience in general vehicle repairs, building maintenance, or equipment repairs.

### **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; 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, 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.



## **FISCAL SERVICES MANAGER**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, participates in, and manages the staff and operations of the Accounting Division, including payroll, cash receipts, and fixed assets; 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 assigned management personnel. Exercises direct supervision over supervisory, professional, technical, and/or 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, oversees, and participates in the daily functions, operations, and activities of the Accounting Division, including payroll, cash receipts, and fixed assets.
- 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 selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Researches, analyzes, and implements Governmental Accounting Standards Board (GASB) pronouncements, including preparing initial journal entries and ensuring compliance for future transactions.
- Performs internal audits and analysis of control systems; assists auditors in the audit of City financial records.
- Develops and monitors internal controls for accounting and financial operations; reviews and recommend improved accounting procedures and implements appropriate procedures to minimize vulnerability to fraud, waste, or abuse.

- In conjunction with the City's independent auditors, prepares the City's Annual Comprehensive Financial Report (ACFR).
- Recommends and assists in the implementation of new or revised accounting systems, procedures, and records; may participate in the development of computerized programs for various accounting analysis.
- 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.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in municipal finance and accounting; 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.
- 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 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 accounting and auditing, including governmental accounting and budgeting, Generally Accepted Accounting Principles (GAAP), and Governmental Accounting Standard Board Statements (GASB).
- Established internal control procedures and guidelines.
- 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 contractors, auditors, 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 Accounting Division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- 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.
- Apply GAAP in a municipal finance setting.
- Make financial forecasts and projections; analyze and interpret fiscal and accounting records and data.
- Audit, analyze, and utilize financial information and accounting systems and procedures.
- Ensure systems comply with applicable laws, regulations, and policies.
- Direct the preparation and maintenance of accurate records.
- 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, finance, business or public administration, or a related field.

Experience:

- Five (5) years of increasingly responsible government finance experience to include two (2) years of experience in a 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.