



City of Duluth
Meeting Agenda
Civil Service Board.

Monday, July 17, 2023

4:15 PM

Conference Room 330

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. June 6, 2023

Attachments: [2A 06-06-2023 CSB Minutes \(Draft\)](#)

2B. June 27, 2023 (Special Meeting)

Attachments: [2B 06-27-2023 CSB Special Meeting Minutes \(Draft\)](#)

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Regulator Mechanic (revised)

Attachments: [4A\(1\) Regulator Mechanic \(revised\)](#)

4A(2) Traffic Maintenance Worker (revised)

Attachments: [4A\(2\) Traffic Maintenance Worker \(revised\)](#)

4A(3) Purchasing Agent (revised)

Attachments: [4A\(3\) Purchasing Agent \(revised\)](#)

4A(4) Manager, MIS (revised including title change to Manager, Information Technology)

Attachments: [4A\(4\) Manager, MIS - Manager, Information Technology \(revised\)](#)

4A(5) Parks & Grounds Maintenance Manager I (new)
Parks & Grounds Maintenance Manager (new)

Attachments: [4A\(5\) Parks & Grounds Maintenance Manager I and Parks & Grounds Maintene](#)

5. APPEALS

6. INFORMATIONAL

6A. STATUS OF ALL NEW, PENDING, AND COMPLETE AUDITS

Notice: Item 6A contains Private Data. The information is non-public and disclosure of this material is prohibited; therefore, it has been excluded from this packet.

6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS

Notice: Item 6B Non-Public Review of New Eligible Lists will be distributed to members at the Civil Service Board meeting.

7. NEXT REGULAR MEETING SCHEDULED

Tuesday, August 1, 2023 (4:30 p.m. the Council Chambers)

8. ADJOURNMENT



City of Duluth

Minutes - Draft

Civil Service Board.

Tuesday, June 6, 2023

4:30 PM

Members Present: Ryan Logan, Laura Perttula (Chair), John Strongitharm

Members Absent: None

HR Staff Present: Heather DuVal (Acting Secretary), Aimee Ott

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. May 16, 2023

This Civil Service Board item was approved.

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Deputy Fire Chief (revised)

This Civil Service Board item was approved.

4A(2) Building Inspections Supervisor (new)

This Civil Service Board item was approved.

4A(3) Human Resources Assistant (revised)

This Civil Service Board item was approved.

5. APPEALS

6. INFORMATIONAL

6A. STATUS OF ALL NEW, PENDING, AND COMPLETE AUDITS

6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS

7. NEXT REGULAR MEETING SCHEDULED

8. ADJOURNMENT



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Minutes - Draft

Civil Service Board.

Tuesday, June 27, 2023

4:15 PM

Council Chambers

Special Meeting

1. ROLL CALL

Members Present: Ryan Logan, Laura Perttula (Chair), John Strongitharm

Members Absent: None

Legal Present: Steve Hanke

HR Staff Present: Matt Silverness (Civil Service Secretary), Aimee Ott

Others Present: Christopher Bacigalupo (appellant)

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

3. UNFINISHED BUSINESS

4. NEW BUSINESS

5. APPEALS

5A. Christopher D. Bacigalupo - Information & Communications Specialist

Discussion: Staff report read into record. Mr. Bacigalupo addressed Board regarding the appeal and concerns.

Motion: Member Strongitharm motioned to deny the appeal. -Approved (unanimous)

6. INFORMATIONAL

7. NEXT REGULAR MEETING SCHEDULED

8. ADJOURNMENT

**Human Resources**

Room 340
411 West First Street
Duluth, Minnesota 55802

 218-730-5210
 hrinformation
@duluthmn.gov

DATE: July 11, 2023
TO: Civil Service Board
FROM: Laura Dahl
Human Resources Generalist
SUBJECT: Revised Job Classification of Regulator Mechanic

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF REGULATOR MECHANIC.

Background Information/Summary of Job

The Regulator Mechanic job classification was most recently revised in 2013. This position has the primary responsibility for maintaining effective pressures either directly or remotely through the water and gas distribution systems and to perform skilled work related to the installation, maintenance, operation, and repair of regulated pressurized distribution systems. The major/primary changes to the job description are only minor changes to the standard language and adding the ability to be scheduled for standby duty.

The proposed revisions to this job description were discussed with the Basic Union and incumbents, and they are supportive of these updates.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Regulator Mechanic.

Regulator Mechanic

SUMMARY/PURPOSE

This classification has the primary responsibility for maintaining effective pressures either directly or remotely through the water and gas distribution systems and to perform skilled work related to the installation, maintenance, operation, and repair of regulated pressurized distribution systems.

SUPERVISION RECEIVED

The supervisor sets the overall objectives and resources available. The incumbent and supervisor, in consultation, develop the deadlines, projects, and work to be done.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees and input regarding performance on a regular basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Monitor, adjust, troubleshoot, repair, and operate equipment to maintain the proper odorization of gas distributed through the system.
2. Build, install, adjust, maintain, and repair gas and water distribution system regulators, reliefs, pressure reducers, and pressure transmitters.
3. Troubleshoot, diagnose, repair, and maintain hot water bath heaters and catalytic heating units.
4. Diagnose the cause of distribution and transmission system equipment and control malfunctions.
5. Monitor and record Mercaptan levels at all town border stations.
6. Clean, repair, rebuild, test, and calibrate water and gas pressure regulators, reliefs, reducers, computerized pressure transducers, and related equipment.
7. Build and install temporary bypass systems to maintain gas or water services during a scheduled testing, installation, maintenance, or repair.
8. Ventilate and pump manholes, vaults, or other confined spaces and monitor oxygen, H₂S, and levels of those or any other hazardous gases in confined spaces.
9. Perform regulator inspections and maintain inspection forms.
10. Perform leak detection for all natural gas related equipment.
11. Maintain at all times a safe work environment.
12. Train subordinates in correct and safe operating procedures.
13. Maintain proper inventory of materials and parts necessary to operate and maintain the gas distribution system.
14. Guide assigned personnel in the execution of work with the regulated pressurized distribution system.
15. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
16. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
17. Provide training on new or modified procedures and policies to all affected parties.
18. Coordinate and perform gas distribution functions and programs for the City.
19. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
20. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
21. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
22. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. A minimum of three (3) years of related education and/or full-time, verifiable professional experience to include installing, repairing, and calibrating and adjusting gas and/or water distribution system regulators and reliefs as a primary responsibility; OR completion of the City of Duluth Water & Gas Maintenance or Utility Operator apprenticeship.

2. License Requirements

- A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
- B. Acquire and maintain OQ (Operator Qualification) certification as required by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) within six (6) months of appointment.

3. Knowledge Requirements

- A. Extensive knowledge of the methods, equipment, and materials used in high-pressure plumbing, pipe fitting, and related trades as they apply to water and gas distribution.
- B. Knowledge of construction work methods and procedures related to maintenance and repair of water and gas distribution systems.
- C. Knowledge of the use, operation, and maintenance of pumps and compressors.
- D. Knowledge of the use, operation, and maintenance of threading and tapping tools and machines.
- E. Knowledge of the use, operation and maintenance of fittings, valves and regulators and reliefs.
- F. Extensive knowledge of applicable safety precautions and safe work methods.
- G. Extensive knowledge of OSHA, PHMSA, MNOPS, and all applicable rules, laws, and regulations.
- H. Knowledge of the use of computers and associated application software.
- I. Knowledge of engineering blueprint drawings and/or schematics and electrical schematics.
- J. Knowledge of troubleshooting, diagnosing, repairing, plumbing, electrical, of electronic and mechanical equipment related to the SCADA system, to include electronically controlled valves and gas regulation equipment.
- K. Knowledge of micro-computer and programmable logic controller operation.
- L. Knowledge of mercaptan.
- M. Knowledge of math sufficient to calculate pressure, volume, flow, and related calculations based on principles such as Boyle's Law, the Ideal Gas Law, etc.
- N. Knowledge of problem-solving and conflict-resolution techniques.
- O. Knowledge of applicable safety requirements.
- P. Knowledge of, or the ability to learn, City policies and procedures.
- Q. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- R. Knowledge of effective leadership and personnel practices.

4. Skill Requirements

- A. Skill in diagnosing and repairing water and gas regulated system problems.
- B. Skill in the use of hand and power tools.
- C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- D. Skill in managing one's own time and the time of others.
- E. Skill in completing assignments accurately and with attention to detail.
- F. Skill in mediation and dispute resolution.

G. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- A. Ability to drive a service truck and operate motorized equipment, such as a snowblower, to access regulator stations.
- B. Ability to diagnose and repair regulator and relief stations.
- C. Ability to instruct personnel in safe operating procedures.
- D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- G. Ability to recognize, analyze, and solve a variety of problems.
- H. Ability to organize and prioritize work while meeting multiple deadlines.
- I. Ability to handle difficult and stressful situations with professional composure.
- J. Ability to work successfully as a member of a team and independently with minimal supervision.
- K. Ability to train and lead others.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to enforce safety rules and regulations.
- N. Ability to maintain confidential information.
- O. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- P. Ability to attend work as scheduled and/or required.
- Q. Ability to be scheduled for standby duty.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

HR: LD	Union: Basic	EEOC: Skilled Craft Workers	CSB:	Class No: 4207
WC: 7502	Pay:	EEOF: Utilities/Transportation	CC:	Resolution:

REGULATOR MECHANIC**Regulator Mechanic****SUMMARY/PURPOSE**

To perform skilled work related to the installation, maintenance, operation, and repair of regulated pressurized distribution systems and to prepare documentation of this work to be submitted to PHMSA and MNOPS during the annual audit of the gas utility.

This classification has the primary responsibility for maintaining effective pressures either directly or remotely through the water and gas distribution systems. ~~This includes not only maintenance of the devices used, but setting limits and making all necessary adjustments as well as providing safe bypasses to maintain service, and to perform skilled work related to the installation, maintenance, operation, and repair of regulated pressurized distribution systems.~~

SUPERVISION RECEIVED

The supervisor sets the overall objectives and resources available. The incumbent and supervisor, in consultation, develop the deadlines, projects, and work to be done.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees and input regarding performance on a regular basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Monitor, adjust, troubleshoot, repair, and operate equipment to maintain the proper odorization of gas distributed through the system.
2. Build, install, adjust, maintain, and repair gas and water distribution system regulators, reliefs, pressure reducers, and pressure transmitters.
3. Troubleshoot, diagnose, repair, and maintain hot water bath heaters and catalytic heating units.
- ~~3-4.~~ Diagnose the cause of distribution and transmission system equipment and control malfunctions.
5. Monitor and record Mercaptan levels at all town border stations.
- ~~4-6.~~ Clean, repair, rebuild, test, and calibrate water and gas pressure regulators, reliefs, reducers, computerized pressure transducers, and related equipment.
- ~~5-7.~~ Build and install temporary bypass systems to maintain gas or water services during a scheduled testing, installation, maintenance, or repair.
- ~~6-8.~~ Ventilate and pump manholes, vaults, or other confined spaces and monitor oxygen, H₂S, and levels of those or any other hazardous gases in confined spaces.
9. Perform regulator inspections and maintain inspection forms.
10. Perform leak detection for all natural gas related equipment.
- ~~7-11.~~ Maintain at all times a safe work environment.
12. Train subordinates in correct and safe operating procedures.
- ~~8-13.~~ Maintain proper inventory of materials and parts necessary to operate and maintain the gas distribution system.
- ~~9-14.~~ Guide assigned personnel in the execution of work with the regulated pressurized distribution system.
15. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
16. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
17. Provide training on new or modified procedures and policies to all affected parties.
18. Coordinate and perform gas distribution functions and programs for the City.

19. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
20. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
21. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
22. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

1. ~~Completion~~ A minimum of the City of Duluth Water & Gas Maintenance or Utility Operator apprenticeship program, or
 - 2-A. ~~Three~~three (3) years of related education and/or full-time, verifiable professional experience to include installing, repairing, and calibrating and adjusting gas and/or water distribution system regulators and reliefs as a primary responsibility; OR completion of the City of Duluth Water & Gas Maintenance or Utility Operator apprenticeship.

2. License Requirements

- 1-A. ~~Possession of~~Possess and maintain a valid Minnesota Driver's Class D driver's license or equivalent privilege.
- 2-B. Acquire and maintain OQ (Operator Qualification) certification as required by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) within six (6) months of appointment.

3. Knowledge Requirements

- 1-A. Extensive knowledge of the methods, equipment, and materials used in high-pressure plumbing, pipe fitting, and related trades as they apply to water and gas distribution.
- 2-B. Knowledge of construction work methods and procedures related to maintenance and repair of water and gas distribution systems.
- 3-C. Knowledge of the use, operation, and maintenance of pumps and compressors.
- 4-D. Knowledge of the use, operation, and maintenance of threading and tapping tools and machines.
- 5-E. Knowledge of the use, operation and maintenance of fittings, valves and regulators and reliefs.
- 6-F. Extensive knowledge of applicable safety precautions and safe work methods.
- 7-G. Extensive knowledge of OSHA, PHMSA, MNOPS, and all applicable rules, laws, and regulations.
- 8-H. Knowledge of the use of computers and associated application software.
- 9-I. Knowledge of engineering ~~blue print~~blueprint drawings and/or schematics and electrical schematics.
- 10-J. Knowledge of troubleshooting, diagnosing, repairing, plumbing, electrical, of electronic and mechanical equipment related to the SCADA system, to include electronically controlled valves and gas regulation equipment.
- 11-K. Knowledge of micro-computer and programmable logic controller operation.
- 12-L. Knowledge of mercaptan.
- 13-M. Knowledge of math sufficient to calculate pressure, volume, flow, and related calculations based on principles such as ~~Boyle's~~Boyle's Law, the Ideal Gas Law, etc.
- N. Knowledge of problem-solving and conflict-resolution techniques.
- O. Knowledge of applicable safety requirements.
- P. Knowledge of, or the ability to learn, City policies and procedures.

- Q. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- R. Knowledge of effective leadership and personnel practices.

4. Skill Requirements

- 1.A. Skill in diagnosing and repairing water and gas regulated system problems.
- 2.B. Skill in the use of hand and power tools.
- C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- D. Skill in managing one's own time and the time of others.
- E. Skill in completing assignments accurately and with attention to detail.
- F. Skill in mediation and dispute resolution.
- G. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- 1.A. Ability to drive a service truck and operate motorized equipment, such as a snowblower, to access regulator stations.
- 2. Ability to establish and maintain relationships with supervisors, co-workers, contractors and the public.
- 3.B. Ability to diagnose and repair regulator and relief stations.
- 4.C. Ability to instruct personnel in safe operating procedures.
- D. Ability to attend work on a regular basis. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- 5.A.

Physical Ability Requirements

- 1.G. Ability to work outside year-round. recognize, analyze, and solve a variety of problems.
- 2.H. Ability to organize and prioritize work in damp and confined spaces while meeting multiple deadlines.
- 3.I. Ability to occasionally stoop to perform service tasks. handle difficult and stressful situations with professional composure.
- J. Ability to work successfully as a member of a team and independently with minimal supervision.
- K. Ability to train and lead others.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to enforce safety rules and regulations.
- N. Ability to maintain confidential information.
- O. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- P. Ability to attend work as scheduled and/or required.
- Q. Ability to be scheduled for standby duty.

Physical occasionally lift, carry and position tools and equipment weighing up to Demands

- 4. The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds individually, and up to 100 pounds with assistance, crouching or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

HR: CTLD	Union: Basic	EEOC: Skilled Craft Workers	CSB: 20130305	Class No: 4207
WC: 7502	Pay: 30	EEOF: Utilities/Transportation	CC: 20130325	Resolution: 13-0134R

**Human Resources**

Room 340
411 West First Street
Duluth, Minnesota 55802

218-730-5210
hrinformation
@duluthmn.gov

DATE: July 11, 2023
TO: Civil Service Board
FROM: Laura Dahl
Human Resources Generalist
SUBJECT: Revised Job Classification of Traffic Maintenance Worker

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF TRAFFIC MAINTENANCE WORKER.

Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Traffic Maintenance Worker was last revised in 2006. The purpose of this position is to contribute to safe roadways by performing maintenance and installation of public traffic control devices.

Only minor changes were made to this description including expansion of certifications and special events work and adding the standard language that consistent in all job descriptions in the division now.

The job classification was discussed with the Basic Union and incumbents, and all are agreeable to the proposed job description.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Traffic Maintenance Worker.

Traffic Maintenance Worker

SUMMARY/PURPOSE

Contribute to safe roadways by performing maintenance and installation of public traffic control devices.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of temporary/seasonal employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Fabricate, install, and repair signs and posts, including cutting, burning, basic welding, hole digging, cement mixing, and foundation preparation.
2. Maintain street sign inventory with installation and maintenance records using GIS mapping applications.
3. Operate required equipment, including boom truck, air compressors, drill press, grinder, and various hand, hydraulic, and power tools.
4. Assist with maintaining streets in the winter season, including plowing, blowing, hauling snow from roadways, sanding and salting slippery roadways.
5. Operate truck equipped street painting equipment and walk-behind street painting machines of all sizes, and the pavement marking line striping trucks and equipment.
6. Perform the painting of traffic lanes, crosswalks, curbs, and signposts.
7. Perform routine maintenance to painting machines, vehicles, and other equipment used in carrying out job tasks.
8. Set up traffic control devices for special events and for emergency situations while assisting Police, Fire, and other City of Duluth Departments.
9. Communicate and work with other departments such as Engineering and Parking services as pertaining to new sign installs, maintenance and various sign related issues that arise.
10. Maintain records of work performed both in written and digital formats, as required.
11. Maintain computer records related to work performed.
12. Lead work crews as assigned.
13. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
14. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A minimum of two (2) years of related education and/or of full-time, verifiable professional experience in the installation and maintenance of traffic control devices, including the painting of traffic lanes, crosswalks, and curbs as a primary responsibility.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class B Commercial driver's license or privilege.
 - B. Possess and maintain forklift certification.
3. Knowledge Requirements

- A. Knowledge of the tools, equipment, materials, and methods used in the repair and maintenance of traffic control devices.
 - B. Knowledge of mechanics, masonry, wiring, welding, and burning as they apply to traffic maintenance work.
 - C. Knowledge of applicable laws, regulations, and policies pertaining to traffic control devices, including working knowledge of the Manual on Uniform Traffic Control Devices.
 - D. Knowledge of defensive driving procedures and Minnesota motor vehicle operation regulations.
 - E. Knowledge of problem-solving and conflict-resolution techniques.
 - F. Knowledge of applicable safety requirements.
 - G. Knowledge of longline, crosswalk, and legend painting procedures.
 - H. Knowledge of proper concrete forming, pouring as related to sign installations.
 - I. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
- A. Skill in the use of materials, equipment, procedures, and practices used in traffic maintenance, and traffic control devices.
 - B. Skill in operating street painting equipment in a safe and courteous manner.
 - C. Skill in performing mechanical repairs and related work using hand and power tools.
 - D. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - E. Skill in managing one's own time.
 - F. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
- A. Ability to interpret blueprints and schematics.
 - B. Ability to be proficient in modern software or applications to make traffic signs (e.g., CAD).
 - C. Ability to work assigned shifts, nights, and weekends.
 - D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - E. Ability to communicate and interact effectively with members of the public.
 - F. Ability to communicate effectively both orally and in writing.
 - G. Ability to understand and follow instructions.
 - H. Ability to problem-solve a variety of situations.
 - I. Ability to set priorities and complete assignments on time.
 - J. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas, and defending oneself or others against physical attack.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, under threat of physical attack or mob conditions, or in similar situations in which conditions cannot be controlled).

HR: LD	Union: Basic	EEOC: Service/Maintenance	CSB:	Class No: 4304
WC: 5506	Pay:	EEOF: Streets/Highways	CC:	Resolution:

TRAFFIC MAINTENANCE WORKER**Traffic Maintenance Worker****SUMMARY/PURPOSE**

~~1. Contribute to safe roadways by performing maintenance and installation of public traffic control devices.~~

FUNCTIONAL AREAS: Under direction of the Traffic Operations Manager

1. ~~Perform the installation,~~ SUPERVISION RECEIVED

~~For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.~~

SUPERVISION GIVEN

~~Does not have direct supervisory responsibility but does have significant oversight of temporary/seasonal employees.~~

ESSENTIAL DUTIES AND RESPONSIBILITIES

~~Fabricate, install, and repair, and maintenance of traffic signs and other traffic control devices.~~

- ~~* A. Perform the painting and repair of signs and other traffic control devices.~~
 - ~~* B. Make signs by hand or use of a computer-assisted design (CAD) program.~~
 - ~~* C. Properly place "no parking" signs, barricades, and other emergency traffic control devices.~~
 - 1. * D. Perform the installation and repair of signs and posts, including cutting, burning, basic welding, hole digging, cement mixing, and foundation preparation.**
 - 2. * E. Maintain street sign inventory with installation and maintenance records using GIS mapping applications.**
 - 3. Operate required equipment, including boom truck, air compressor, compressors, drill press, grinder, and various hand, hydraulic, and power tools.**
 - ~~* F. Perform related wiring and mechanical tasks.~~
- ~~2. Perform installation, repair, and maintenance of parking meters.~~
- ~~* A. Perform maintenance and minor repairs to parking meters using special meter tools.~~
 - ~~* B. Collect money from meters and make bank deposits.~~
 - ~~* C. Perform repairs to damaged meter posts and installation of replacement posts and meters.~~
 - ~~* D. Perform maintenance to meter posts, including painting and numbering.~~
 - ~~* E. Operate hand, hydraulic, and power tools.~~
- ~~3. Perform street and crosswalk painting.~~
- 4. * A. Assist with maintaining streets in the winter season, including plowing, blowing, hauling snow from roadways, sanding and salting slippery roadways.**
- ~~Operate truck equipped with street painting supplies and equipment.~~
- ~~* B. Operate and walk-behind street painting machines of all sizes.~~
 - 5. * C. Operate, and maintain the large lane pavement marking line striping machine, trucks and equipment.**
 - 6. * D. Perform the painting of traffic lanes, crosswalks, curbs, and signposts.**
 - 7. * E. Perform routine maintenance to painting machines, vehicles, and other equipment used in carrying out job tasks.**
- ~~4. Perform related work.~~

8. * A. Set up traffic control devices for special events and for emergency situations while assisting Police, Fire, and other City of Duluth Departments.
9. Communicate and work with other departments such as Engineering and Parking services as pertaining to new sign installs, maintenance and various sign related issues that arise.
10. Maintain records of work performed both in written and digital formats, as required.
11. * B. Maintain computer records related to work performed.
12. Lead work crews as assigned.
13. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
14. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements :
 - +A. A. Two minimum of two (2) years of related education and/or of full-time, verifiable professional experience in the installation and maintenance of traffic control devices, including the painting of traffic lanes, crosswalks, and curbs; or an equivalent combination of training and experience as a primary responsibility.
2. License Requirements:
 - +A. A. Possession of Possess and maintain a valid Minnesota Class "B" commercial Commercial driver's license or privilege by the date of appointment and thereafter.
 - B. B. Possession of Possess and maintain forklift certification.
3. Knowledge Requirements:
 - +A. A. Knowledge of the tools, equipment, materials, and methods used in the repair and maintenance of traffic control devices and parking meters.
 - +B. B. Knowledge of mechanics, masonry, wiring, welding, and burning as they apply to traffic maintenance work.
 - + C. Basic knowledge of personal computer operation.
 - C. D. Knowledge of applicable laws, regulations, and policies pertaining to traffic control devices, including working knowledge of the Manual on Uniform Traffic Control Devices.
 - E. Knowledge of applicable safety regulations and procedures.
 - +D. F. Knowledge of defensive driving procedures and Minnesota motor vehicle operation regulations.
 - E. Knowledge of problem-solving and conflict-resolution techniques.
 - F. Knowledge of applicable safety requirements.
 - G. Knowledge of longline, crosswalk, and legend painting procedures.
 - H. Knowledge of proper concrete forming, pouring as related to sign installations.
 - I. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements:
 - A. A. Skill in the installation, use of materials, equipment, procedures, and practices used in traffic maintenance, and repair of traffic control devices.
 - B. B. Skill in operating street painting equipment in a safe and courteous manner.
 - +C. C. Skill in performing mechanical repairs and related work using hand and power tools.
 - D. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - E. Skill in managing one's own time.
 - F. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements:

- + ~~A. Mechanical ability.~~
- + ~~A. B. Ability to interpret blueprints and schematics.~~
- ~~B. C. Ability to use CAD be proficient in modern software or applications to make traffic signs (e.g., CAD).~~
- + ~~D. Ability to recognize safety hazards and to take appropriate precautions.~~
- ~~E. Ability to enter data into computers.~~
- ~~F. Ability to be bonded as needed for insurance purposes.~~
- + ~~G. Ability to establish and maintain effective working relationships with supervisors, coworkers, and the general public.~~
- + ~~H. Ability to follow oral and written instructions.~~
- + ~~C. I. Ability to work outside year round and in all weather conditions assigned shifts, nights, and weekends.~~
- ~~D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.~~
- ~~E. Ability to frequently walk, push, pull, reach, and stoop, and communicate and interact effectively with members of the public.~~
- ~~F. Ability to occasionally kneel or crouch communicate effectively both orally and in writing.~~
- + ~~G. Ability to perform work tasks understand and follow instructions.~~
- ~~H. L. Ability to frequently lift and carry boards, signs, signposts, problem-solve a variety of situations.~~
- ~~I. Ability to set priorities and complete assignments on time.~~
- ~~J. Ability to attend work as scheduled and/or required.~~

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas, and defending oneself or others against physical attack.

Work Environment

+ The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other supplies and equipment weighing up to 50 pounds, precautions (e.g., working at great heights under extreme outdoor weather conditions, under threat of physical attack or mob conditions, or in similar situations in which conditions cannot be controlled).

* ~~Essential functions of the position~~

+ ~~Job requirements necessary on the first day of employment~~

HR: JALD	Union: Basic	EEOC: Service/Maintenance	CSB: 40/03/2006	Class No: 4304
WC: 5506	Pay: 27	EEOF: Streets/Highways	CC: 41/13/2006	Resolution: 06-0728R

**Human Resources**

Room 340
411 West First Street
Duluth, Minnesota 55802

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hrinformation
@duluthmn.gov

DATE: July 11, 2023
TO: Civil Service Board
FROM: Matt Silverness
Human Resources Manager
SUBJECT: Revised Job Classification of Purchasing Agent

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF PURCHASING AGENT.**Background Information/Summary of Job**

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Purchasing Agent was last revised in 2007. The purpose of this position is to direct the activities of the Purchasing Division to support the goals of the organization and to ensure that purchases are made fairly, expeditiously, and competitively; and that payments, invoices and bank reconciliations are made timely and accurately.

There were a number of revisions to this job description to reflect the duties as they have evolved since 2007.

The job classification was discussed with the Supervisory Union and incumbent, and all are agreeable to the proposed job description.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Purchasing Agent.

Purchasing Agent

SUMMARY/PURPOSE

Direct the activities of the Purchasing Division to support the goals of the organization and to ensure that purchases are made fairly, expeditiously, and competitively; and that payments, invoices, and bank reconciliations are made timely and accurately.

SUPERVISION RECEIVED

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Incumbents have responsibility for planning, designing, and carrying out programs, projects, studies, or other work independently.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Act as liaison between the City, Authorities, employees, and eligible vendors regarding any procurement and accounts payable matter.
2. Oversee procurement functions including contracts, requisitions, purchase orders, and bid documents.
3. Oversee accounts payable functions including payments, invoices, bank reconciliations, p-card processing, journal entries, vendor file maintenance, contract repository, and monthly and annual reporting to state and federal agencies.
4. Create and maintain clear and useful policies for accounts payable and procurement functions, including p-cards and surplus property disposal.
5. Research suppliers using available resources, participate in meetings with supplier representatives as practical, analyze bids, and select and approve qualified vendors to develop a computer-generated approved email list.
6. Review requisitions, develop complex bids for goods and services as applicable, coordinate like procurements from multiple departments to gain price advantages, obtain and process required documents and contracts, arrange for preparation of resolutions as required by charter, and issue purchase orders with complete requirements.
7. Facilitate and guide the negotiation process of major purchasing contracts involving capital equipment, materials, supplies, and services within approved budget limitations.
8. Review and research city code, state statute, federal regulations, and funding source requirements for procurement and accounts payable functions to ensure compliance.
9. Approve or reject bids or proposals according to terms and conditions, specifications, and descriptions, and other City of Duluth, State of Minnesota, or federal funding agency requirements.
10. Arrange for disposal of surplus scrap, materials, goods, and equipment through competitive public sales, trade-ins, or other contract processes.
11. Implement necessary corrective actions where City Charter, City codes, or state policies are not followed.
12. Train departments in the procurement and accounts payable processes. Delegate, where warranted, the informal/simplified bidding process, and audit responsibility and accountability via the final requisition process for adherence to charter and codes, processes, prices, quantities, quality, purpose, and savings.
13. Inform superiors of any unusual developments that may impact decisions.
14. Serve as liaison to share valuable information, and to obtain information to provide answers to end users, and superiors regarding future procurements (i.e., production, new trends, quantities, lead times, etc.).
15. Acquire knowledge regarding changes and trends by reading articles and publications.

16. Monitor and evaluate vendor performance, including conducting follow-up with vendors and City departments as needed.
17. Maintain good rapport between vendors and end users within departments.
18. Conduct sessions with departments as needed to obtain their input on performance of the Purchasing Division.
19. Participate in meetings with the Financial Systems Specialist and/or IT to address and identify problems encountered within the City's current financial system program, and recommend modifications to improve the purchasing and accounts payable modules.
20. Maintain and expand the qualified vendor bid list and bid automation portion of the procurement module to enable direct e-mail bid information.
21. Manage employee performance, and provide training, coaching, and mentoring for employees.
22. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
23. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
24. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
25. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
26. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
27. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
28. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Business Administration, Public Administration, or a closely-related field, or a related professional field, and four (4) years of related professional experience; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional purchasing experience including two (2) years performing highly responsible administrative work.
 - B. Supervisory management experience preferred.
 - C. Experience described above with public or government entity and/or proven accreditation with government purchasing organization preferred
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Thorough knowledge of business principles, techniques, and practices, with added working knowledge of government entities.
 - B. Knowledge of governmental accounting and budgeting practices.
 - C. Knowledge of problem-solving and conflict-resolution techniques.
 - D. Knowledge of applicable safety requirements.
 - E. Knowledge of, or the ability to learn, City policies and procedures.
 - F. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - G. Knowledge of effective leadership and personnel practices.

- H. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - I. Knowledge of budgetary, and management principles, practices, and procedures.
 - J. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
- A. Analytical skills with demonstrated ability to apply them.
 - B. Skill in working on multiple projects simultaneously.
 - C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - D. Skill in managing one's own time and the time of others.
 - E. Skill in completing assignments accurately and with attention to detail.
 - F. Skill in mediation and dispute resolution.
 - G. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - H. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to evaluate and compare product specifications, contract details, and cost elements of a bid proposal.
 - B. Ability to research and compare product quality, performance, options, and specification alternatives with departmental requirements.
 - C. Ability to prepare and present effective oral and written reports.
 - D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - E. Ability to communicate and interact effectively with members of the public.
 - F. Ability to communicate effectively both orally and in writing.
 - G. Ability to recognize, analyze, and problem-solve a variety of situations.
 - H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - I. Ability to handle difficult and stressful situations with professional composure.
 - J. Ability to establish goals and objectives.
 - K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - M. Ability to manage a budget and work within the constraints of that budget.
 - N. Ability to enforce safety rules and regulations.
 - O. Ability to maintain confidential information.
 - P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - Q. Ability to exercise sound judgment in making critical decisions.
 - R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - S. Exhibits leadership qualities of dependability and accountability.
 - T. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial

vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR:	Union: Supervisory	EEOC: Officials/Admin	CSB:	Class No: 1336
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:
FLSA Exemption Type: Administrative				

PURCHASING AGENT**Purchasing Agent****SUMMARY/PURPOSE**

:——Direct the activities of the Purchasing Division to support the goals of the organization and to ensure that purchases are made fairly, expeditiously, and competitively; and that payments, invoices, and bank reconciliations are made timely and accurately.

FUNCTIONAL AREAS:

- ~~1. Develop procurement policies and direct all purchasing activities for the City and its Authorities according to established national purchasing ethics and as required by legislation, charter and codes.~~

*** A. SUPERVISION RECEIVED**

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Incumbents have responsibility for planning, designing, and carrying out programs, projects, studies, or other work independently.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Act as liaison between the City, Authorities, employees, and eligible vendors regarding any procurement and accounts payable matter.
2. * B. Oversee procurement functions including contracts, requisitions, purchase orders, and bid documents.
3. Oversee accounts payable functions including payments, invoices, bank reconciliations, p-card processing, journal entries, vendor file maintenance, contract repository, and monthly and annual reporting to state and federal agencies.
4. Create and maintain clear and useful policies for accounts payable and procurement functions, including p-cards and surplus property disposal.
5. Research suppliers using available resources, participate in meetings with supplier representatives as practical, analyze bids, and select and approve qualified vendors to develop a computer-generated approved e-mail list.
6. * C. Review requisitions, develop complex bids for goods and services as applicable, coordinate like procurements from multiple departments to gain price advantages, obtain and process required documents and contracts, arrange for preparation of resolutions as required by charter, and issue purchase orders with complete requirements.
7. * D. Facilitate and guide the negotiation process of major purchasing contracts involving capital equipment, materials, supplies, and services within approved budget limitations.
8. * E. Review and research city code, state statute, federal regulations, and funding source requirements for procurement and accounts payable functions to ensure compliance.
9. Approve or reject bids or proposals according to terms and conditions, specifications, and descriptions, and other City of Duluth, State of Minnesota, or federal funding agency requirements.
- ~~* F. Coordinate like procurements from multiple departments to gain price advantages.~~
10. * G. Arrange for disposal of surplus scrap, materials, goods, and equipment through competitive public sales, trade-ins, or other contract processes.
11. * H. Implement necessary corrective actions where City ~~charter~~ Charter, City codes, or State policies are not followed.

- ~~2. Advise and assist City departments and Authorities in making purchasing decisions.~~
- ~~A. Promote and maintain a close working relationship with all City departments and Authorities.~~
- ~~12. * B. Train departments in the procurement process, delegate and accounts payable processes. Delegate, where warranted, the informal/simplified bidding process, and audit responsibility and accountability via the final requisition process for adherence to charter and codes, processes, prices, quantities, quality, purpose, and savings.~~
- ~~13. * C. Inform superiors of any unusual developments that may impact decisions.~~
- ~~3. Maintain close contact with vendors, purchasing and business professionals, and department directors to keep apprised of market conditions and other possible developments that can affect future procurements.~~
- ~~14. A. Serve as liaison to share valuable information, and to obtain information to provide answers to end users, and superiors regarding future procurements (i.e., production, new trends, quantities, lead times, etc.).~~
- ~~15. B. Acquire knowledge regarding changes and trends by reading articles and publications.~~
- ~~16. * C. Monitor and evaluate vendor performance, including conducting follow-up with vendors and city/City departments as needed.~~
- ~~17. D. Maintain good rapport between vendors and end users within departments.~~
- ~~4. Administer operations of the Purchasing Division and perform related duties as directed.~~
- ~~A. Prioritize day-to-day workload for staff and self to maximize daily output.~~
- ~~* B. Provide staff training and perform staff evaluations; communicate goals for each employee, provide coaching, and review progress annually or more often if needed.~~
- ~~C. Conduct staff meetings as appropriate.~~
- ~~18. D. Conduct sessions with departments as needed to obtain their input on performance of the Purchasing Division.~~
- ~~E. Determine work schedules, and authorize leaves and time off.~~
- ~~F. Participate in hiring decisions by serving on interview committee and making hiring recommendations.~~
- ~~G. Prepare yearly budgets for approval, and monitor expenses to ensure budget adherence.~~
- ~~5. Collaborate with MIS and City Auditor's Office to enhance automation needs of the purchasing processes within the City's current financial system.~~
- ~~A. Participate in routine meetings with MIS and City Auditor's Office/the Financial Systems Specialist and/or IT to address and identify problems encountered within the City's/City's current financial system program.~~
- ~~19. * B. Recommend, and recommend modifications to improve the purchasing module, present recommendations to MIS for presentation to representatives of the City's current financial system and for open discussion and accounts payable modules.~~
- ~~20. * C. Maintain and expand the qualified vendor bid list and bid automation portion of the procurement module to enable direct e-mail bid information.~~
- ~~21. * D. Coordinate with MIS to Manage employee performance, and provide departmental training and disseminate, coaching, and mentoring for employees.~~
- ~~22. Provide clear, sufficient, and timely direction and information for use to the employees about plans, expectations, tasks, and activities.~~
- ~~23. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the current automated requisition organization, recognizing and defining issues, and taking initiative towards improvements.~~
- ~~24. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.~~

25. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
26. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
27. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes as needed, systems, and the organization.
28. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. ~~H~~ A. — Four-year degree Bachelor's Degree in Business Administration, Public Administration, or a closely-related field; plus at least, or a related professional field, and four (4) years of verifiable purchasing-related professional experience; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional purchasing experience including two (2) years performing highly responsible administrative work; OR,
- ~~H~~ B. Eight years of verifiable purchasing experience, including two years performing highly responsible administrative work.
- B. ~~H~~ C. — Supervisory management experience preferred.
- C. ~~H~~ D. — Experience described above with public or government entity and/or proven accreditation with government purchasing organization a plus preferred

2. License Requirements

- A. No specific licenses required.

3. Knowledge Requirements

- A. ~~H~~ A. — Extensive Thorough knowledge of business principles, techniques, and practices, with added working knowledge of government entities.
- ~~H~~ B. Knowledge of accepted supervisory and management principles and practices.
- B. ~~H~~ C. — Knowledge of governmental accounting and budgeting practices.
- C. ~~H~~ D. — Knowledge of problem-solving and conflict-resolution techniques.
- D. Knowledge of advanced computer applications applicable safety requirements.
- E. Knowledge of, or the ability to learn, City policies and procedures.
- F. Knowledge of federal, state, and programs local laws, statutes, regulations, codes, and use of internet websites standards related to the area of responsibility.
- G. Knowledge of effective leadership and personnel practices.
- H. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- I. Knowledge of budgetary, and management principles, practices, and procedures.
- J. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- A. ~~H~~ A. — Analytical skills with demonstrated ability to apply them.
- ~~H~~ B. Good organizational skills.
- B. ~~H~~ C. — Skill in working on multiple projects simultaneously.

- C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- D. Skill in managing one's own time and the time of others.
- E. Skill in completing assignments accurately and with attention to detail.
- F. Skill in mediation and dispute resolution.
- G. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- H. Skill in motivating, developing, and leading people.

5. Ability Requirements

- A. ~~H~~ A. Ability to evaluate and compare product specifications, contract details, and cost elements of a bid proposal.
- B. ~~H~~ B. Ability to research and compare product quality, performance, options, and specification alternatives with departmental requirements.
- ~~H~~ C. Ability to work independently with little supervision.
- ~~H~~ D. Ability to prioritize daily workloads and to provide effective staff supervision.
- ~~H~~ E. Ability to communicate and work effectively with other employees, businesses, public officials, and the general public.
- C. ~~H~~ F. Ability to prepare and present effective oral and written reports.
- D. ~~H~~ G. Ability to work under pressures of time. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- G. Ability to recognize, analyze, and problem-solve a variety of situations.
- H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- I. Ability to handle difficult and stressful situations with professional composure.
- J. Ability to establish goals and objectives.
- K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to manage a budget and work within the constraints and conflicting demands of that budget.
- N. ~~H~~ H. Ability to transport oneself/enforce safety rules and regulations.
- O. Ability to and from various/maintain confidential information.
- P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Q. Ability to exercise sound judgment in making critical decisions.
- R. Ability to analyze, organize, and prioritize work while meeting locations, job sites and project sites as necessary/multiple deadlines.
- S. ~~H~~ I. Exhibits leadership qualities of dependability and accountability.
- T. Ability to attend work on a regular basis/as scheduled and/or required.

*Essential functions of the position

~~H~~Job requirements necessary on the first day of employment

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 200 70206	Class No: 1336
WC: 8810	Pay: 4400	EEOF: Admin/Finance	CC: 200 70226	Resolution: 07- 0135R
FLSA Exemption Type: Administrative				

**Human Resources**

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DATE: July 13, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Manager, MIS

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF MANAGER, MIS, INCLUDING A TITLE CHANGE TO MANAGER, INFORMATION TECHNOLOGY.

Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Manager, MIS was last revised in 1999. The purpose of this position is to provide business value through operational efficiencies and customer service utilizing technology systems, application development, marketing, data management and security. The major/primary changes to the job description were to update language based on the evolution of the position over the last 20 years.

The proposed revisions to the job classification were discussed with the Supervisory union and incumbents, and they are supportive of these updates.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Manager, MIS, including a title change to Manager, Information Technology.

Manager, Information Technology

SUMMARY/PURPOSE

Provide business value through operational efficiencies and customer service utilizing technology systems, application development, marketing, data management and security. This includes strategic long and short term planning, personnel management of technology infrastructure and development teams, development of policies, strategies and standards, project management, relationship building with vendors, partners and customers, oversight and implementation of the IT technology governance process.

DISTINGUISHING FEATURES OF THE CLASS

The work in this classification provides direct supervision to all information and technology staff and oversight over all technology solutions within the City for all departments. This position reports to the Director of Administrative Services with broad decision-making authority and considerable latitude for independent judgment.

SUPERVISION RECEIVED

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Incumbents have responsibility for planning, designing, and carrying out programs, projects, studies, or other work independently.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Leadership in the development of strategic direction for information technology services, gauging and anticipating the diverse needs of the City, monitoring trends and innovations in the industry to meet those needs; developing and implementing strategic long- and short-term technology plans across the organization.
2. Ensure IT data security, risk management, disaster recovery, and business continuity planning processes are in place and perform regular review for prevalence and adequacy.
3. Develop, oversee and administer the annual IT operational, infrastructure communications, hosting services, and organizational capital equipment budgets including planning, procurement, and management.
4. Provide oversight of technology solutions, including research, recommendations, review of project proposals, timelines, strategies, identification of efficiencies, and determine staffing requirements based on current and projected needs of the organization.
5. Negotiate and manage contract and service agreements for both internal and external technology services.
6. Cultivate and maintain strong relationships with vendors, partners, customers, and constituents to meet the goals and mission of the City.
7. Establish, monitor and enforce organizational compliance requirements (Licensing, PCI, HIPAA, CJIS, BCA), procedures, security, and safety measures.
8. Conduct ongoing assessment, planning, and oversight of the proper management of all information technology service delivery to customers and partners.
9. Recommend, develop, and issue technology related policies, protocols, and procedures that help improve City efficiency and security.
10. Approve, prioritize and control the IT project demands; negotiate prioritization and timelines as appropriate and necessary.
11. Develop and maintain an IT organizational structure designed to meet institutional needs and demands, assess, and identify the most cost-effective investment of financial resources toward IT systems, staffing, daily operations, product purchases and/or in-house development activities.
12. Manage employee performance, and provide training, coaching, and mentoring for employees.

13. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
14. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
15. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
16. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
17. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
18. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
19. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. Bachelor's Degree in Computer Science, Information Technology, Computer Software Engineering, Cybersecurity or a related professional field, and six (6) years of related professional experience; OR a minimum of ten (10) years of related education and/or full-time, verifiable professional computer information systems experience, and at least two (2) years of the experience must be at a level involving supervisory experience.

2. License Requirements

- A. Ability to obtain and maintain Criminal Justice Information Services (CJIS) Certification.

3. Knowledge Requirements

- A. Extensive knowledge of technology systems, their design, implementation, and maintenance.
- B. Knowledge of technology software design and development.
- C. Knowledge of effective supervisory management techniques.
- D. Comprehensive knowledge of the regulatory requirements with proven experience in audits and compliance.
- E. Knowledge of geographical systems and data.
- F. Comprehensive knowledge of principles, practices, and operations of technology systems used in municipal environments including data management and security.
- G. Comprehensive knowledge of principles and practices of customer service.
- H. Knowledge of telemetry systems and data.
- I. Knowledge of the principles of project planning, implementation, and evaluation.
- J. Knowledge of labor relations and the labor agreements.
- K. Knowledge of problem-solving and conflict-resolution techniques.
- L. Knowledge of applicable safety requirements.
- M. Knowledge of, or the ability to learn, City policies and procedures.
- N. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- O. Knowledge of effective leadership and personnel practices.
- P. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership techniques, and coordination of people and resources.
- Q. Knowledge of budgetary, and management principles, practices, and procedures.

- R. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- A. Skill in identifying and correcting technology information system deficiencies.
- B. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending, and implementing effective courses of action.
- C. Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions, and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.
- D. Skill in communicating clearly and concisely, both verbally and in writing for technology consultation at all levels of the organization, including, the public, colleagues, and direct reports.
- E. Skill in organization and prioritization.
- F. Leadership qualities of adaptability, dependability, and accountability.
- G. Skill in evaluating and analyzing operations and procedures related to divisional activities.
- H. Skill in resolving customer complaints and concerns.
- I. Skill in supervising others in an open and participative work environment.
- J. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- K. Skill in managing one's own time and the time of others.
- L. Skill in completing assignments accurately and with attention to detail.
- M. Skill in mediation and dispute resolution.
- N. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- O. Skill in motivating, developing, and leading people.

5. Ability Requirements

- A. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.
- B. Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis.
- C. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.
- D. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources, demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with the unit's work.
- E. Ability to read and interpret plans, specifications, and other technical literature.
- F. Ability to transport oneself to, from, and throughout the City.
- G. Ability to interpret and analyze regulatory requirement documentation and specifications.
- H. Ability to research new products and contract services, collect bids, and make price comparisons.
- I. Ability to establish and maintain effective working relationships with coworkers, customers, and the general public.
- J. Ability to use good judgment during emergency situations, such as unplanned events, power outages, and sudden technology failures.
- K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- L. Ability to communicate and interact effectively with members of the public.
- M. Ability to communicate effectively both orally and in writing.
- N. Ability to recognize, analyze, and problem-solve a variety of situations.

- O. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- P. Ability to handle difficult and stressful situations with professional composure.
- Q. Ability to establish goals and objectives.
- R. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- S. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- T. Ability to manage a budget and work within the constraints of that budget.
- U. Ability to enforce safety rules and regulations.
- V. Ability to maintain confidential information.
- W. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- X. Ability to exercise sound judgment in making critical decisions.
- Y. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- Z. Exhibits leadership qualities of dependability and accountability.
- AA. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR:	Union: Supervisory	EEOC: Professionals	CSB:	Class No: 1312
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:
FLSA Exemption Type: Executive				
<i>Job title change from Manager, MIS to Manager, Information Technology</i>				

MANAGER, MIS**Manager, Information Technology**

SUMMARY/PURPOSE: Plan for, recommend, Provide business value through operational efficiencies and actualize customer service utilizing technology systems, application development, marketing, data management and security. This includes strategic long and short term planning, personnel management of technology infrastructure and development teams, development of policies, strategies and standards, project management, relationship building with vendors, partners and customers, oversight and implementation of the IT technology governance process.

DISTINGUISHING FEATURES OF THE CLASS

The work in this classification provides direct supervision to all information systems and technology staff and oversight over all technology solutions within the City for all departments. This position reports to the Director of Administrative Services with broad decision-making authority and considerable latitude for independent judgment.

FUNCTIONAL AREAS:

1. Plan for and accomplish information systems maintenance and development.

* A. Determine long and short-range computer-based information management and processing needs; recommend goals, objectives, programs, and schedules to meet these goals.

* B. Plan **SUPERVISION RECEIVED**

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Incumbents have responsibility for planning, designing, and carrying out programs, projects, studies, or other work independently.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Leadership in the development of strategic direction for information technology services, gauging and anticipating the diverse needs of the City, monitoring trends and innovations in the industry to meet those needs; developing and implementing strategic long- and short-term technology plans across the organization.
2. Ensure IT data security, risk management, disaster recovery, and business continuity planning processes are in place and perform regular review for prevalence and adequacy.
3. Develop, oversee and administer the annual IT operational, infrastructure communications, hosting services, and organizational capital equipment budgets including planning, procurement, and management.
4. Provide oversight of technology solutions, including research, recommendations, review of project proposals, timelines, strategies, identification of efficiencies, and determine staffing requirements based on current and projected needs of the organization.
5. Negotiate and manage contract and service agreements for both internal and external technology services.
6. Cultivate and maintain strong relationships with vendors, partners, customers, and constituents to meet the goals and mission of the City.
7. Establish, monitor and enforce organizational compliance requirements (Licensing, PCI, HIPAA, CJIS, BCA), procedures, security, and safety measures.

8. Conduct ongoing assessment, planning, and oversight of the proper management of all information technology service delivery to customers and partners.
9. Recommend, develop, evaluate, and administer computer and issue technology related policies, protocols, and procedures that help improve City efficiency and security.
10. Approve, prioritize and control the IT project demands; negotiate prioritization and timelines as appropriate and necessary.
11. Develop and maintain an IT organizational structure designed to meet institutional needs and demands, assess, and identify the most cost-effective investment of financial resources toward IT systems, staffing, daily operations, including systems support and maintenance product purchases and/or in-house development activities.

- * ~~C. Guide the design and development of information systems based on user needs and available resources.~~
- * ~~D. Maintain existing computer based information systems.~~
- * ~~E. Facilitate information access across and among groups both within and without the City of Duluth.~~
- * ~~F. Conduct periodic long- and short-range studies to analyze the adequacy of information systems and the quality of present services, and make recommendations for improvements; maintain a liaison with vendors of computer hardware and software.~~
- * ~~G. Test and install new systems and programs.~~
- * ~~H. Develop and modify department policies and procedures; interpret policies and procedures for subordinates.~~
- * ~~I. Advise various user departments regarding strategies, programs, projects or directions in computer technology; direct the analysis of information system requirements to identify additions, changes and/or enhancements.~~

2. Supervise the MIS Division staff.

- * ~~A. Determine priorities, assign work, and coordinate schedules to ensure completion of work.~~

12. * B. Effectively recommend Manage employee performance, and provide training, coaching, and mentoring for employees.

13. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.

14. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.

15. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.

16. * C. Establish, monitor Provide for ongoing training of employees in emerging methods, trends, technologies, and enforce rules proper and safe work methods and procedures for efficient management and proper job performance.

- * ~~D. Monitor work sites to ensure compliance with established methods, guidelines, and procedures.~~

- * ~~E. Train personnel in correct and safe operating procedures.~~

- * ~~F. Recommend adjustments or other actions in employee grievances.~~

- * ~~G. Disseminate and interpret instructions and information to employees.~~

- * ~~H. Maintain divisional budget.~~

17. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.

18. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.

19. Other duties may be assigned.

JOB REQUIREMENTS:

EDUCATION

~~1. A combination of education and/or experience equal to a four year bachelor's degree~~ To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

Bachelor's Degree in Computer Science, Data Processing, Accounting, or equivalent.

EXPERIENCE

- ~~A. A total of six years of progressively responsible Information Technology, Computer Software Engineering, Cybersecurity or a related professional field, and six (6) years of related professional experience; OR a minimum of ten (10) years of related education and/or full-time, verifiable professional computer information systems experience, and at least two (2) years of which the experience must be at a level involving supervisory experience.~~

KNOWLEDGE

2. License Requirements

- ~~A. Ability to obtain and maintain Criminal Justice Information Services (CJIS) Certification.~~

3. Knowledge Requirements

- ~~A. Extensive knowledge of computer information technology systems, their design, implementation, and maintenance.~~
- ~~B. Extensive knowledge of computer hardware and software.~~
- ~~B. C. Knowledge of computer technology software design and development.~~
- ~~C. D. Knowledge of effective supervisory management techniques.~~
- ~~D. E. Comprehensive knowledge of the regulatory requirements with proven experience in audits and compliance.~~
- ~~E. Knowledge of accounting and statistical procedures as they relate to information geographical systems design, development, and maintenance data.~~

SKILLS

- ~~A. Skill in designing and developing computer application software.~~
- ~~F. B. Comprehensive knowledge of principles, practices, and operations of technology systems used in municipal environments including data management and security.~~
- ~~G. Comprehensive knowledge of principles and practices of customer service.~~
- ~~H. Knowledge of telemetry systems and data.~~
- ~~I. Knowledge of the principles of project planning, implementation, and evaluation.~~
- ~~J. Knowledge of labor relations and the labor agreements.~~
- K. Knowledge of problem-solving and conflict-resolution techniques.
- L. Knowledge of applicable safety requirements.
- M. Knowledge of, or the ability to learn, City policies and procedures.
- N. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- O. Knowledge of effective leadership and personnel practices.
- P. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership techniques, and coordination of people and resources.

- Q. Knowledge of budgetary, and management principles, practices, and procedures.
- R. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- A. Skill in troubleshooting identifying and correcting computer technology information system deficiencies.
- ~~C. Skill in leading others.~~
- ~~D. Skill in maintaining interpersonal relations.~~

ABILITIES

- B. A. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending, and implementing effective courses of action.
- C. Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions, and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.
- D. Skill in communicating clearly and concisely, both verbally and in writing for technology consultation at all levels of the organization, including, the public, colleagues, and direct reports.
- E. Skill in organization and prioritization.
- F. Leadership qualities of adaptability, dependability, and accountability.
- G. Skill in evaluating and analyzing operations and procedures related to divisional activities.
- H. Skill in resolving customer complaints and concerns.
- I. Skill in supervising others in an open and participative work environment.
- J. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- K. Skill in managing one's own time and the time of others.
- L. Skill in completing assignments accurately and with attention to detail.
- M. Skill in mediation and dispute resolution.
- N. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- O. Skill in motivating, developing, and leading people.

5. Ability to Requirements

- A. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.
- B. Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis.
- C. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.
- D. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources, demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with the unit's work.
- E. Ability to read and interpret plans, specifications, and other technical literature.
- F. Ability to transport oneself to, from, and throughout the City.
- G. Ability to interpret and analyze regulatory requirement documentation and specifications.
- H. Ability to research new products and contract services, collect bids, and make price comparisons.
- I. Ability to establish and maintain effective working relationships with coworkers, customers, and the general public.

- J. Ability to use good judgment during emergency situations, such as unplanned events, power outages, and sudden technology failures.
- K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- L. Ability to communicate and interact effectively with individuals and groups, members of the public.
- M. Ability to communicate effectively both orally and in writing.
- N. ~~†~~ B. Ability to recognize, analyze, and problem-solve a variety of situations.
- O. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- P. Ability to handle difficult and stressful situations with professional composure.
- Q. Ability to establish goals and objectives.
- R. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- S. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- T. Ability to manage a budget and work within the constraints of that budget.
- U. Ability to enforce safety rules and regulations.

Ability to maintain a budget:

- ~~†~~V. C. Ability to solve computer confidential information system problems.
- W. D. Ability to occasionally lift demonstrate dependability, responsibility, and carry materials weighing up consistency in job performance.
- ~~†~~X. Ability to 50 pounds exercise sound judgment in making critical decisions.
- Y. E. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- Z. Exhibits leadership qualities of dependability and accountability.
- ~~†~~AA. Ability to attend work on a regular basis as scheduled and/or required.

* ~~_____~~ Essential functions of the job.

~~†~~ ~~_____~~ Job requirements necessary on the first day of employment.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: CT	Union: Supervisory	EEOC: Professionals	CSB: 199 90803	Class No: 1312
WC: 8810	Pay: **1125- 1435	EEOF: Admin/Finance	JD-CC: 4 9991012 Pay CC: _____ 20020722	JD-Resolution: 99- 0726R Pay Resolution: 02- 0484R
FLSA Exemption Type: Executive				
<i>Job title change from Manager, MIS to Manager, Information Technology</i>				



Human Resources

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DATE: July 13, 2023

TO: Civil Service Board

FROM: Heather DuVal
Human Resources Supervisor

SUBJECT: New Job Classifications of Parks & Grounds Maintenance Manager I and Parks & Grounds Maintenance Manager

RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTIONS FOR THE NEW CLASSIFICATIONS OF PARKS & GROUNDS MAINTENANCE MANAGER I AND PARKS & GROUNDS MAINTENANCE MANAGER.

Background Information/Summary of Job

The new job classifications of Parks & Grounds Maintenance Manager I and Parks & Grounds Maintenance Manager are being created to manage the overall coordination, planning, operation, and performance of routine and capital maintenance in City parks and/or on City property. Both Parks & Grounds Maintenance Manager classifications will supervise park maintenance staff and will act as a project manager to provide technical expertise and guidance on key City parks and grounds projects, and will exercise independent judgment and discretion in carrying out professional project, maintenance, and operational decisions.

In addition, two versions of this job description are being proposed in order to document the shift in reporting structure after an initial two-year period. The first job description, Parks & Grounds Maintenance Manager I, includes language under the Summary/Purpose that documents the position reporting to the Property & Facilities Manager for a period of two years during training and transition. The second job description, Parks & Grounds Maintenance Manager, includes revised language under the Summary/Purpose to document the reporting change to the Director of Property Parks, & Libraries after this two-year timeframe. This change would then follow the customary leadership structure for divisions where a manager reports to the Director. The proposed job descriptions have been shared with the Supervisory Union, and they are supportive.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classifications for Parks & Grounds Maintenance Manager I and Parks & Grounds Maintenance Manager.

Parks & Grounds Maintenance Manager I

SUMMARY/PURPOSE

Under the general direction, and in collaboration with the Property & Facilities Manager, the Parks & Grounds Maintenance Manager will be responsible for managing, directing, evaluating and supervising the overall coordination, planning, operation, and performance of routine and capital maintenance in City parks and/or on City property. The Parks & Grounds Maintenance Manager will supervise park maintenance staff and will act as a project manager to provide technical expertise and guidance on key City parks and grounds projects, and will exercise independent judgment and discretion in carrying out professional project, maintenance, and operational decisions.

SUPERVISION RECEIVED

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Incumbents have responsibility for planning, designing, and carrying out programs, projects, studies, or other work independently.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Plan, direct, supervise, and evaluate the implementation of landscape and park amenity maintenance and capital improvement plans/programs in City parks and/or on City property and/or facilities.
2. Consult and collaborate with stakeholders and consultants to gather information, perform financial analysis, and develop routine and capital maintenance plans that adhere to accepted park amenity and landscaping principles and code compliance standards.
3. Direct the determination of maintenance and capital maintenance projects' scope, budget and methodology, the preparation of bid specifications with consultants/contractors, review bid proposals, and participate in the selection of consultants/contractors.
4. Lead the negotiation of contract terms with consultants/contractors.
5. Inspect the work done by City maintenance staff, consultants, contractors, and vendors for conformance to specifications, and adjust as necessary.
6. Review consultant reports, lab analysis results, regulatory guidelines, and other technical material to guide the implementation of best practice routine and capital maintenance efforts.
7. Plan, direct, and monitor a comprehensive City sidewalk snow removal program.
8. Identify funding sources and develop, monitor, and administer general maintenance and capital project budgets for the division.
9. Collaborate with the Property & Facilities Manager in the development of capital maintenance plans, implementation, routine maintenance and utilization of the asset management system, and development of reports as necessary to disseminate key park, landscape, and facility issues to City Administration.
10. Collaborate with the Property & Facilities Manager and the Parks & Recreation Manager on the development and implementation of maintenance and project priorities, planning, resource allocations, and service levels.
11. Research and keep abreast of current park and landscape maintenance practices, construction management practices, landscape architectural techniques, materials, trends, technologies, and methods; act as a technical City resource for the overall development, implementation, and quality control of park infrastructure planning and construction projects.
12. In the absence of the PFM Manager, and as requested, act in the capacity of Property & Facilities Manager to ensure seamless operation of the Property & Facilities Management and Park Maintenance Divisions.
13. Manage employee performance, and provide training, coaching, and mentoring for employees.
14. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.

15. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
16. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
17. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
18. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
19. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
20. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Landscape Architecture, Construction Management, Project Management, Parks and Recreation, Public Administration, or a related professional field, and four (4) years of related professional experience; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional parks, grounds, construction project, and/or facilities maintenance experience.
 - B. Two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
 - B. Ability to obtain a Pesticide Applicator's license within one (1) year of hire date.
3. Knowledge Requirements
 - A. Knowledge of the methods, materials, and equipment used in the maintenance and construction of recreational grounds, including parks, fields, gardens, trails, etc.
 - B. Knowledge of project analysis, planning, implementation, and evaluation principles and practices.
 - C. Knowledge of all applicable safety and operational laws and regulations.
 - D. Knowledge of labor relations and labor agreements.
 - E. Knowledge of the methods, materials, and equipment used in janitorial work.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
 - I. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - J. Knowledge of effective leadership and personnel practices.
 - K. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - L. Knowledge of budgetary, and management principles, practices, and procedures.
 - M. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
 - A. Skill in performing duties related to gardening, forestry, construction, turf management, snow removal, snow grooming, and other general parks and grounds maintenance practices.

- B. Skill in maintenance and capital maintenance project planning, implementation, management, and evaluation.
 - C. Skill in managing and tracking multiple works groups, maintenance activities and projects concurrently.
 - D. Skill in negotiating and administering contracts.
 - E. Skill in working cooperatively with governmental agencies, architects, engineers, consultants, contractors, attorneys, planners, staff, and other professionals.
 - F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - G. Skill in managing one's own time and the time of others.
 - H. Skill in completing assignments accurately and with attention to detail.
 - I. Skill in mediation and dispute resolution.
 - J. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - K. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to plan, coordinate, and evaluate projects and maintenance activities.
 - B. Ability to investigate new products or contracted services, collect bids, and make price comparisons.
 - C. Ability to read and interpret blueprints, schematics, and technical manuals.
 - D. Ability to estimate project costs and evaluate cost effectiveness of operations.
 - E. Ability to handle disciplinary and/or grievance issues and concerns.
 - F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - G. Ability to communicate and interact effectively with members of the public.
 - H. Ability to communicate effectively both orally and in writing.
 - I. Ability to recognize, analyze, and problem-solve a variety of situations.
 - J. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - K. Ability to handle difficult and stressful situations with professional composure.
 - L. Ability to establish goals and objectives.
 - M. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - N. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - O. Ability to manage a budget and work within the constraints of that budget.
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 - Q. Ability to maintain confidential information.
 - R. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - S. Ability to exercise sound judgment in making critical decisions.
 - T. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - U. Exhibits leadership qualities of dependability and accountability.
 - V. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals).

Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR: HD	Union: Supervisory	EEOC:	CSB:	Class No:
WC: 9102	Pay:	EEOF: Natural Resources	CC:	Resolution:
FLSA Exemption Type: Executive				

Parks & Grounds Maintenance Manager

SUMMARY/PURPOSE

Under the general direction, and in collaboration with the Property, Parks, & Libraries Director, the Parks & Grounds Maintenance Manager will be responsible for managing, directing, evaluating and supervising the overall coordination, planning, operation, and performance of routine and capital maintenance in City parks and/or on City property. The Parks & Grounds Maintenance Manager will supervise park maintenance staff and will act as a project manager to provide technical expertise and guidance on key City parks and grounds projects, and will exercise independent judgment and discretion in carrying out professional project, maintenance, and operational decisions.

SUPERVISION RECEIVED

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Incumbents have responsibility for planning, designing, and carrying out programs, projects, studies, or other work independently.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Plan, direct, supervise, and evaluate the implementation of landscape and park amenity maintenance and capital improvement plans/programs in City parks and/or on City property and/or facilities.
2. Consult and collaborate with stakeholders and consultants to gather information, perform financial analysis, and develop routine and capital maintenance plans that adhere to accepted park amenity and landscaping principles and code compliance standards.
3. Direct the determination of maintenance and capital maintenance projects' scope, budget and methodology, the preparation of bid specifications with consultants/contractors, review bid proposals, and participate in the selection of consultants/contractors.
4. Lead the negotiation of contract terms with consultants/contractors.
5. Inspect the work done by City maintenance staff, consultants, contractors, and vendors for conformance to specifications, and adjust as necessary.
6. Review consultant reports, lab analysis results, regulatory guidelines, and other technical material to guide the implementation of best practice routine and capital maintenance efforts.
7. Plan, direct, and monitor a comprehensive City sidewalk snow removal program.
8. Identify funding sources and develop, monitor, and administer general maintenance and capital project budgets for the division.
9. Collaborate with the Property & Facilities Manager in the development of capital maintenance plans, implementation, routine maintenance and utilization of the asset management system, and development of reports as necessary to disseminate key park, landscape, and facility issues to City Administration.
10. Collaborate with the Property & Facilities Manager and the Parks & Recreation Manager on the development and implementation of maintenance and project priorities, planning, resource allocations, and service levels.
11. Research and keep abreast of current park and landscape maintenance practices, construction management practices, landscape architectural techniques, materials, trends, technologies, and methods; act as a technical City resource for the overall development, implementation, and quality control of park infrastructure planning and construction projects.
12. In the absence of the PFM Manager, and as requested, act in the capacity of Property & Facilities Manager to ensure seamless operation of the Property & Facilities Management and Park Maintenance Divisions.
13. Manage employee performance, and provide training, coaching, and mentoring for employees.
14. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.

15. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
16. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
17. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
18. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
19. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
20. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Landscape Architecture, Construction Management, Project Management, Parks and Recreation, Public Administration, or a related professional field, and four (4) years of related professional experience; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional parks, grounds, construction project, and/or facilities maintenance experience.
 - B. Two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
 - B. Ability to obtain a Pesticide Applicator's license within one (1) year of hire date.
3. Knowledge Requirements
 - A. Knowledge of the methods, materials, and equipment used in the maintenance and construction of recreational grounds, including parks, fields, gardens, trails, etc.
 - B. Knowledge of project analysis, planning, implementation, and evaluation principles and practices.
 - C. Knowledge of all applicable safety and operational laws and regulations.
 - D. Knowledge of labor relations and labor agreements.
 - E. Knowledge of the methods, materials, and equipment used in janitorial work.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
 - I. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - J. Knowledge of effective leadership and personnel practices.
 - K. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - L. Knowledge of budgetary, and management principles, practices, and procedures.
 - M. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
 - A. Skill in performing duties related to gardening, forestry, construction, turf management, snow removal, snow grooming, and other general parks and grounds maintenance practices.

- B. Skill in maintenance and capital maintenance project planning, implementation, management, and evaluation.
 - C. Skill in managing and tracking multiple works groups, maintenance activities and projects concurrently.
 - D. Skill in negotiating and administering contracts.
 - E. Skill in working cooperatively with governmental agencies, architects, engineers, consultants, contractors, attorneys, planners, staff, and other professionals.
 - F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - G. Skill in managing one's own time and the time of others.
 - H. Skill in completing assignments accurately and with attention to detail.
 - I. Skill in mediation and dispute resolution.
 - J. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - K. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to plan, coordinate, and evaluate projects and maintenance activities.
 - B. Ability to investigate new products or contracted services, collect bids, and make price comparisons.
 - C. Ability to read and interpret blueprints, schematics, and technical manuals.
 - D. Ability to estimate project costs and evaluate cost effectiveness of operations.
 - E. Ability to handle disciplinary and/or grievance issues and concerns.
 - F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - G. Ability to communicate and interact effectively with members of the public.
 - H. Ability to communicate effectively both orally and in writing.
 - I. Ability to recognize, analyze, and problem-solve a variety of situations.
 - J. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - K. Ability to handle difficult and stressful situations with professional composure.
 - L. Ability to establish goals and objectives.
 - M. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - N. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - O. Ability to manage a budget and work within the constraints of that budget.
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