



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Meeting Agenda Civil Service Board.

Tuesday, January 9, 2024

4:30 PM

Duluth Public Library - Gold Room

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. November 28, 2023

Attachments: [2A 11-28-2023 Draft Minutes.pdf](#)

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Manager, Library Services (revised)

Attachments: [4A1 Manager, Library Services \(revised\).pdf](#)

4A(2) Traffic Maintenance Worker (revised)

Attachments: [4A2 Traffic Maintenance Worker \(revised\).pdf](#)

4B. ELECTION OF 2024 OFFICERS

4B(1) Chairperson

4B(2) Vice Chairperson

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

February 6, 2024 (4:30 p.m. in the Council Chambers)

8. ADJOURNMENT



City of Duluth

INSPECTION COPY

411 West First Street
Duluth, Minnesota 55802

Minutes - Draft

Civil Service Board.

Tuesday, November 28, 2023

4:30 PM

Council Chambers

Members Present: Laura Perttula (Chair), John Strongitharm

Members Absent: Ryan Logan

HR Staff Present: Laura Dahl, Heather DuVal, Amber Green, Aimee Ott

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. October 3, 2023

This Civil Service Board item was approved.

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Senior Applications Administrator (new)

This Civil Service Board item was approved.

4A(2) Utility Operations Leadworker (revised including title change to Utility Operations Superintendent)

This Civil Service Board item was approved.

4A(3) Human Resources Technician (revised)

This Civil Service Board item was approved.

4A(4) Employee Benefits Representative (revised including title change to Senior Benefits Specialist)

This Civil Service Board item was approved.

4A(5) Human Resources Generalist (revised)

This Civil Service Board item was approved.

4A(6) Senior Human Resources Generalist (new)

This Civil Service Board item was approved.

5. APPEALS

6. INFORMATIONAL

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

This Civil Service Board item was received.

6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS

This Civil Service Board item was received.

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: December 22, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Manager, Library Services

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF LIBRARY SERVICES MANAGER.

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 Library Services Manager was last revised in 2008. The purpose of this position is to manage the operations of the Duluth Public Library System, as well as the development and implementation of its service programs. To provide leadership and advocacy for quality, state-of-the-art library service.

The job classification was discussed with the Supervisory Union and they 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 Library Services Manager.

Manager, Library Services

SUMMARY/PURPOSE

To manage the operations of the Duluth Public Library system, as well as the development and implementation of its service programs. To provide leadership and advocacy for quality, state-of-the-art library service.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

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 library operations and services at the main and branch libraries.
2. Establish short- and long-range goals and objectives within budgetary constraints.
3. Develop and monitor division budget.
4. Maintain awareness of changing trends and technology in public library operations to aid in formulating, recommending, implementing and evaluating the effectiveness of new or revised methods and plans to increase productivity, improve performance, and reduce costs.
5. Supervise the development, organization, and coordination of work plans by Library Supervisors in their respective areas.
6. Review and evaluate service levels, needs, and interests of the community and determine how to meet those needs. Develop and implement programs/projects.
7. Work with library staff and Library Board to develop policies and ensure policies are upheld in day-to-day operations.
8. Prepare various reports, records, and correspondence to meet City and State requirements, community needs, and applicable laws.
9. Represent the library at professional, governmental, and community events and meetings.
10. Supervise assigned staff and serve as a resource to Library Supervisors in coaching, disciplining, and reviewing their assigned staff.
11. Evaluate and effectively respond to requests and complaints from the public, City staff, and other entities.
12. Provide for effective utilization of the media to communicate library programs, services, issues, and needs to the community.
13. Maintain awareness of pertinent legislation, regulations, and professional developments that may affect library or City operations and disseminate information to appropriate personnel.
14. Act as City's liaison to the advisory Duluth Library Board, the Friends of the Library, and the Duluth Library Foundation Board.
15. Coordinate with other City divisions, such as Property & Facilities Management, Fleet Services, and Information Technology on library's capital and operational needs.
16. Manage employee performance, and provide training, coaching, and mentoring for employees.
17. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
18. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.

19. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
20. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
21. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
22. 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.
23. 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. Master's Degree in Library Science from American Library Association accredited school, AND a minimum of five (5) years of related education and/or full-time, verifiable professional library experience to include supervision and/or management as a primary responsibility.
 - B. At least two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Current, comprehensive knowledge of the principles and practices of Library Science, including cataloging and classification; reference and research; reader's advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.
 - B. Knowledge of problem-solving and conflict-resolution techniques.
 - C. Knowledge of applicable safety requirements.
 - D. Knowledge of, or the ability to learn, City policies and procedures.
 - E. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - F. Knowledge of effective leadership and personnel practices.
 - G. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - H. Knowledge of budgetary, and management principles, practices, and procedures.
 - I. 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 managing the daily operations of a library.
 - B. Skill in developing and maintaining effective working relationships with Library and City staff, the library board, professional organizations, other outside agencies, and the general public.
 - C. Skill in organizing, analyzing, and evaluating data to formulate and execute plans.
 - D. Skill in making public presentations and in public media relations.
 - E. 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.
 - F. Skill in managing one's own time and the time of others.

- G. Skill in completing assignments accurately and with attention to detail.
- H. Skill in mediation and dispute resolution.
- I. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- J. Skill in motivating, developing, and leading people.

5. Ability Requirements

- A. Ability to analyze and evaluate operations, procedures, and policies.
- B. Ability to plan, organize, assign, coordinate, and manage activities of library staff.
- C. Ability to maintain a positive and flexible approach to changing needs within the community and to a changing information environment.
- D. Ability to obtain and maintain a valid Minnesota Class D driver's license or privilege.
- E. 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.
- F. Ability to communicate and interact effectively with members of the public.
- G. Ability to communicate effectively both orally and in writing.
- H. Ability to recognize, analyze, and problem-solve a variety of situations.
- I. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to establish goals and objectives.
- L. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to manage a budget and work within the constraints of that budget.
- O. Ability to enforce safety rules and regulations.
- P. Ability to maintain confidential information.
- Q. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- R. Ability to exercise sound judgment in making critical decisions.
- S. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- T. Exhibits leadership qualities of dependability and accountability.
- U. 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: HD	Union: Supervisory	EEOC: Officials/Admin	CSB:	Class No: 1113
WC: 8810	Pay:	EEOF: Other	CC:	Resolution:
FLSA Exemption Type: Executive				

Manager, Library Services

SUMMARY/PURPOSE

~~_____~~ To manage the operations of the Duluth Public Library system and, as well as the development and implementation of its service programs, and, To provide leadership and advocacy for quality, state-of-the-art library service.

FUNCTIONAL AREAS: _____ Under the direction of the Director of Community Resources:

4. _____ SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

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 library operations and services at the main and branch libraries.
2. ~~ρ A. _____~~ Establish short- and long-range goals and objectives within budgetary constraints.
- ~~ρ B. _____~~ Review, develop, recommend and implement division policies and procedures.
3. ~~ρ C. _____~~ Develop and monitor division budget.
4. ~~ρ D. _____~~ Maintain awareness of changing trends and technology in public library operations to aid in formulating, recommending, implementing and evaluating the effectiveness of new or revised methods and plans to increase productivity, improve performance, and reduce costs.
5. ~~ρ E. _____~~ Supervise the development, organization, and coordination of work plans by Librarian ~~III=s~~ Library Supervisors in their respective areas.
- ~~ρ F. _____~~ Develop and maintain broad knowledge of the Library=s collections and all related selection policies.
6. ~~ρ G. _____~~ Review and evaluate service levels, needs, and interests of the community, and determine how to meet those needs, and, Develop and implement programs/projects.
- ~~ρ H. _____~~ Research funding opportunities, develop proposals, and administer grant-funded projects.
7. ~~ρ I. _____~~ Work with library staff and Library Board to develop policies and ensure policies are upheld in day-to-day operations.
- 7-8. Prepare various reports, records, and correspondence to meet City and State requirements, community needs, and applicable laws.
- 8-9. ~~ρ J. _____~~ Represent the library at professional, governmental, and community events and meetings.
- ~~ρ K. _____~~ Provide for outreach to individuals, organizations, agencies and businesses in the community.
2. Supervise library staff.
 - ~~ρ A. _____~~ Prioritize, assign work and projects, and coordinate schedules of assigned personnel.
 - ~~ρ B. _____~~ Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.
 - ~~ρ C. _____~~ Establish work standards, provide staff and serve as a resource to Library Supervisors in coaching and feedback, and conduct employee evaluations.
 - 9-10. ~~ρ D. _____~~ Discipline, disciplining, and reviewing their assigned personnel as necessary staff.

- ~~ρ E. Provide for the ongoing training of employees in emerging methods, trends and technologies and proper and safe work methods and procedures.~~
- ~~ρ F. Effectively recommend adjustments or other actions in employee grievances.~~
- ~~ρ G. Delegate authority and responsibilities to others as needed.~~
- ~~ρ H. Disseminate instructions and information to employees through effective oral and written communications.~~

~~3. Perform related duties.~~

- ~~10.11. ρ A. Evaluate and effectively respond to requests and complaints from the public, City staff, and other entities.~~
- ~~11.12. ρ B. Provide for effective utilization of the media to communicate library programs, services, issues, and needs to the community.~~
- ~~12.13. ρ C. Maintain awareness of pertinent legislation, regulations, and professional developments that may affect library or City operations and disseminate information to appropriate personnel.~~
- ~~13.14. ρ D. Act as City's liaison to the advisory Duluth Library Board, the Friends of the Library, and the Duluth Library Foundation Board.~~
- ~~ρ E. Notify Maintenance Operations of building and physical plant needs to coordinate necessary work.~~
- ~~F. Perform related tasks as required.~~

15. Coordinate with other City divisions, such as Property & Facilities Management, Fleet Services, and Information Technology on library's capital and operational needs.

- 16. Manage employee performance, and provide training, coaching, and mentoring for employees.
- 17. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
- 18. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
- 19. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
- 20. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
- 21. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
- 22. 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.
- 23. 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. ~~Master's~~ Master's Degree in Library Science from an American Library Association accredited school ~~plus~~, AND a minimum of five (5) years of related education and/or full-time, verifiable professional library experience, of which ~~to include supervision and/or management as a primary responsibility.~~
- B. At least two (2) years ~~are at~~ of experience must be in a supervisory or management /lead position of similar complexity and level of responsibility.

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20081202	Class No: 1113
WC: 8810	Pay: **1105-1125	EEOF: Other	CC: 20081215	Resolution: 08-0761R

2. License Requirements

- A. No specific licenses required.

2.3. Knowledge Requirements

- A. ~~A.~~—Current, comprehensive knowledge of the principles and practices of Library Science, including cataloging and classification; reference and research; ~~reader—reader's~~ advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.
- B. B.—Knowledge of accepted supervisory, problem-solving and conflict-resolution techniques.
- C. C.—Knowledge of applicable safety requirements.
- D. D.—Knowledge of, or the ability to learn, City policies and procedures.
- E. E.—Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- F. F.—Knowledge of effective leadership and personnel practices.
- B.G. B.G.—Knowledge of business and management practices and the ability to use them effectively, principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- H. C.—Knowledge of the budgetary, and management principles and practices of budget development, and administration procedures.
- C-I. C-I.—Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

3.4. Skill Requirements

- ~~A.~~—~~Skill in communicating effectively both orally and in writing.~~
- ~~B.~~—~~Skill in the use and application of library technologies and equipment, and use of personal computer.~~
- ~~C.~~—~~Skill in effectively managing multiple projects.~~
 - A. ~~D.~~—~~Skill in managing the daily operations of a library.~~
 - B. ~~E.~~—~~Skill in developing and maintaining effective working relationships with Library and City staff, the library board, professional organizations, other outside agencies, and the general public.~~
 - C. ~~F.~~—~~Skill in organizing, analyzing, and evaluating data to formulate and execute plans.~~
 - D. ~~G.~~—~~Skill in making public presentations and in public media relations.~~
 - E. E.—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.
 - F. F.—Skill in managing one's own time and the time of others.
 - G. G.—Skill in completing assignments accurately and with attention to detail.
 - H. H.—Skill in mediation and dispute resolution.
 - I. I.—Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - J. J.—Skill in motivating, developing, and leading people.

4.5. Ability Requirements

- ~~A.~~—~~Ability to estimate costs and prepare budget projections.~~
- ~~B.~~—~~Ability to analyze and effectively solve problems.~~
 - A. ~~C.~~—~~Ability to analyze and evaluate operations, procedures, and policies.~~
 - B. ~~D.~~—~~Ability to plan, organize, assign, coordinate, and manage activities of library staff.~~
 - C. ~~E.~~—~~Ability to maintain a positive and flexible approach to changing needs within the community and to a changing information environment.~~
 - D. F.—Ability to obtain and maintain a valid Minnesota Class D driver's license or privilege.

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20081202	Class No: 1113
WC: 8810	Pay: **1105 1125	EEOF: Other	CC: 20081215	Resolution: 08-0761R

- E. 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.
- F. Ability to work communicate and interact effectively with members of the public.
- D.G. Ability to communicate effectively both orally and in collaborative groups writing.
- E.H. G. Ability to effectively use computers recognize, analyze, and standard applications software problem-solve a variety of situations.
- H. Ability to attend work on a regular basis.

Physical Requirements

- A. Ability to transport oneself to and around various work sites.
- I. B. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to transport establish goals and objectives.
- L. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to manage a budget and work within the constraints of that budget.
- O. Ability to enforce safety rules and regulations.
- P. Ability to maintain confidential information.
- Q. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- R. Ability to exercise sound judgment in making critical decisions.
- S. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- T. Exhibits leadership qualities of dependability and accountability.
- U. 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 loads items such as presentation materials weighing up to 25 pounds papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

- Essential functions of the position
- Job requirements necessary the first day of employment

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: HD	Union: Supervisory	EEOC: Officials/Admin	CSB: _____	Class No: 1113
WC: 8810	Pay: _____	EEOF: Other	CC: _____	Resolution: _____
FLSA Exemption Type: Executive				

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20081202	Class No: 1113
WC: 8840	Pay: **1105 1125	EEOF: Other	CC: 20081215	Resolution: 08-0761R

**Human Resources**

Room 340
411 West First Street
Duluth, Minnesota 55802

218-730-5210
hrinformation
@duluthmn.gov

DATE: January 9, 2024
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

To 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. Determine sign locations and adjust installation based on marked utilities to maintain required clearances.
3. Maintain and document installed street sign devices including installation and maintenance records utilizing GIS mapping applications and other programs.
4. Perform, track, and maintain physical sign material inventory, determining and assessing materials needed.
5. Operate required equipment, including boom truck, air compressors, drill press, grinder, and various hand, hydraulic, and power tools.
6. Assist with maintaining streets in the winter season, including plowing, blowing, hauling snow from roadways, loading trucks, sanding and salting slippery roadways and traffic control as needed.
7. Operate street painting vehicle, equipment and walk-behind street painting machines.
8. Perform the painting and removal of traffic lanes, crosswalks, curbs, and signposts.
9. Perform routine operator level maintenance on street painting vehicles, equipment and walk-behind street painting machines, and other associated equipment.
10. Coordinate, organize, implement, maintain, place, and remove temporary traffic control devices for special events and emergency situations to include assisting Police, Fire, other City of Duluth Departments and community organizations.
11. Prepare traffic control cost estimates and billings for special events and emergency needs.
12. Communicate and collaborate with various City Departments including Engineering, Police, Fire, and Parking Services, pertaining to new sign installs, maintenance, and various sign and traffic control related issues that arise.
13. Maintain records of work performed both in written and digital formats, as required.
14. Lead work crews as assigned.
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. 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.
 - C. Possess and maintain a required State of Minnesota MPCA Smart Salting Certification(s) within six (6) months of being hired.

3. Knowledge Requirements
 - A. Knowledge of the repair, installation, and maintenance of traffic signs, pavement markings, and road closures.
 - B. Knowledge of sign reflectivity including Diamond Grade Cubed (DG3), Visual Impact (VIP), High Intensity Prismatic (HIP), High Intensity (Hi-I), and Engineer Grade sign sheeting.
 - C. Knowledge of Gopher State One Call procedures, process, and requirements.
 - D. Knowledge of the tools, equipment, materials, and methods used in the repair and maintenance of traffic control devices.
 - E. Knowledge of mechanics, masonry, wiring, welding, and burning as they apply to traffic maintenance work.
 - F. Knowledge of Temporary Traffic Control Manual and Minnesota Manual on Uniform Traffic Control Devices including applicable laws, regulations, and policies pertaining to traffic control devices.
 - G. Knowledge of defensive driving procedures and Minnesota motor vehicle operation regulations.
 - H. Knowledge of problem-solving and conflict-resolution techniques.
 - I. Knowledge of applicable safety requirements.
 - J. Knowledge of longline, crosswalk, and legend painting procedures.
 - K. Knowledge of proper concrete forming, pouring as related to sign installations.
 - L. 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 (City-provided email, associated security trainings, employee portals, etc.), 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 job required software applications.
 - 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.

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).

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

Traffic Maintenance Worker

SUMMARY/PURPOSE: _____

To 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, 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.
- * D. Perform the installation and repair of 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. * E. Determine sign locations and adjust installation based on marked utilities to maintain required clearances.

3. Maintain and document installed street sign devices including installation and maintenance records utilizing GIS mapping applications and other programs.

4. Perform, track, and maintain physical sign material inventory, determining and assessing materials needed.

2.5. 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.

6. * E. Assist with maintaining streets in the winter season, including plowing, blowing, hauling snow from roadways, loading trucks, sanding and salting slippery roadways and traffic control as needed.

Operate hand, hydraulic, and power tools.

3. Perform street and crosswalk painting.

* A. Operate truck equipped with street painting supplies and vehicle, equipment.

3.7. * B. Operate and walk-behind street painting machines of all sizes.

* C. Operate and maintain the large lane-striping machine.

4.8. * D. Perform the painting and removal of traffic lanes, crosswalks, curbs, and signposts.

5.9. * E. Perform routine operator level maintenance on street painting machines, vehicles, and other equipment used in carrying out job tasks and walk-behind street painting machines, and other associated equipment.

4. ~~Perform related work.~~

6-10. * A. ~~Set up~~ Coordinate, organize, implement, maintain, place, and remove temporary traffic control devices for special events and for emergency situations as required to include assisting Police, Fire, other City of Duluth Departments and community organizations.

11. * B. Prepare traffic control cost estimates and billings for special events and emergency needs.

12. Communicate and collaborate with various City Departments including Engineering, Police, Fire, and Parking Services, pertaining to new sign installs, maintenance, and various sign and traffic control related issues that arise.

7-13. ~~Maintain computer records related to~~ of work performed both in written and digital formats, as required.

* C. ~~Perform snow plowing and snow removal operations associated with streets, alleys, sidewalks, parking lots, and ice rinks.~~

14. Lead work crews as assigned.

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. 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; 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 driver's license or privilege by the date of appointment and thereafter.~~

B. ~~B. Possession of Possess and maintain forklift certification.~~

C. Possess and maintain a required State of Minnesota MPCA Smart Salting Certification(s) within six (6) months of being hired.

3. Knowledge Requirements:

A. A. Knowledge of the repair, installation, and maintenance of traffic signs, pavement markings, and road closures.

B. Knowledge of sign reflectivity including Diamond Grade Cubed (DG3), Visual Impact (VIP), High Intensity Prismatic (HIP), High Intensity (Hi-I), and Engineer Grade sign sheeting.

C. Knowledge of Gopher State One Call procedures, process, and requirements.

~~A.D. Knowledge of the tools, equipment, materials, and methods used in the repair and maintenance of traffic control devices and parking meters.~~

~~B.E. B. Knowledge of mechanics, masonry, wiring, welding, and burning as they apply to traffic maintenance work.~~

~~+ C. Basic Knowledge of personal computer operation.~~

C.F. D. Knowledge of Temporary Traffic Control Manual and Minnesota Manual on Uniform Traffic Control Devices including 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.G. F. Knowledge of defensive driving procedures and Minnesota motor vehicle operation regulations.

H. Knowledge of problem-solving and conflict-resolution techniques.

I. Knowledge of applicable safety requirements.

J. Knowledge of longline, crosswalk, and legend painting procedures.

K. Knowledge of proper concrete forming, pouring as related to sign installations.

L. 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 (City-provided email, associated security trainings, employee portals, etc.), 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 job required software to make signs applications.

C. D. Ability to recognize 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.

Work Environment

~~+ The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety hazards and to take appropriate other 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 (e.g., working relationships with supervisors, coworkers, and the general public.~~

~~+ H. Ability to follow oral and written instructions.~~

~~I. Ability to work outside year-round and in all at great heights under extreme outdoor weather conditions.)~~

~~+ J. Ability to work at heights.~~

~~+ K. Ability to frequently walk, push, pull, reach, and stoop, and to occasionally kneel or crouch to perform work tasks.~~

~~+ L. Ability to frequently lift and carry boards, signs, signposts, and other supplies and equipment weighing up to 50 pounds.~~

* ~~Essential functions of the position~~

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

HR: <u>JALD</u>	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