



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Meeting Agenda Civil Service Board.

Tuesday, February 7, 2023

4:30 PM

Council Chambers

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. January 10, 2023

Attachments: [2A Draft Minutes 01-10-2023.pdf](#)

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Utility Maintenance Worker (revised)

Attachments: [4A1 Utility Maintenance Worker \(revised\)](#)

4A(2) Seasonal Groundskeeper (revised)

Attachments: [4A2 Seasonal Groundskeeper \(revised\)](#)

4A(3) Manager, Parks & Recreation (revised)

Attachments: [4A3 Manager, Parks & Recreation \(revised\)](#)

4A(4) Property Services Supervisor (revised)

Attachments: [4A4 Property Services Supervisor \(revised\)](#)

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

March 7, 2023 (4:30 p.m. in Council Chambers)

8. ADJOURNMENT



City of Duluth

Minutes - Draft

Civil Service Board.

Tuesday, January 10, 2023

4:30 PM

Conference Room 330

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

Members Absent: None

HR Staff Present: Heather DuVal, Matt Silverness (CSB Secretary)

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

December 6, 2022

This Civil Service Board item was approved.

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Gas Operations Coordinator (new)

This Civil Service Board item was approved.

4A(2) Street Maintenance Coordinator (new)

This Civil Service Board item was approved.

4A(3) Land Use Technician (revised including title change to Development Process Specialist)

This Civil Service Board item was approved.

4A(4) Plans Examiner (revised)

This Civil Service Board item was approved.

4A(5) Senior Plans Examiner (new)

This Civil Service Board item was approved.

4A(6) Permitting Services Leadworker (revised)

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

DATE: February 7, 2023
TO: Civil Service Board
FROM: Laura Dahl
Human Resources Generalist
SUBJECT: Revised Job Classification of Utility Maintenance Worker

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF UTILITY 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 Utility Maintenance Worker was last revised in 2014. The purpose of this position is to assist in the maintenance, repair, and installation of City owned utilities. The major/primary changes to the job description are allowing applicants to be hired without a Class B CDL and obtain the commercial drivers license through our internal training program.

The job classification was discussed with the Basic Union, 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 Utility Maintenance Worker.

Utility Maintenance Worker

SUMMARY/PURPOSE

To assist in the maintenance, repair, and installation of City-owned utilities.

DISTINGUISHING FEATURES OF THE CLASS

This is the entry-level class within the Utility Operations Division. Employees at this level assist other Utility Operations personnel while learning the operations and procedures.

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 supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Assist with excavation work including digging, shoring, and backfilling trenches.
2. Operate jackhammers and other equipment used to repair underground utilities.
3. Prepare concrete and other mixtures used in the repair of utilities.
4. Assist in the operation of portable or temporary pumping equipment.
5. Assist with receipt and storage of materials used to maintain and repair utilities.
6. Operate equipment, such as a tandem dump truck, requiring a Class "B" commercial driver's license.
7. Assist in stocking service vehicles as needed.
8. Assist in pipefitting work including cutting, threading, and tapping, fitting, cementing, and calking pipes.
9. Assist in the installation, maintenance, and repair of valves, stop boxes, drips, taps, water pumping stations, hydrants, air valves, force mains, manholes, catch basins, and other utility structures.
10. Dispose of demolition debris such as broken concrete, blacktop, and pipe materials, and deliver to appropriate dumpsites.
11. Assist in the operation, inspection, and testing of hydrants, air valves, water pumping stations, and other utility structures.
12. Operate a variety of motorized vehicles, power tools, and hand tools.
13. Assist in the maintenance and inspection of stormwater sedimentation basins and grizzlies.
14. Perform light maintenance, cleaning, and daily service checklist on vehicles.
15. Perform routine cleaning and maintenance of indoor garage areas, including sweeping, hosing floors, washing walls, and other cleaning as needed.
16. Set up and maintain traffic control equipment.
17. Assist in plowing and hauling snow from around utility facilities.
18. Assist in the operation of equipment used in sewer line maintenance.
19. Assist in maintenance of water pumping stations.
20. Assist in operation of the steamer during ice removal in culverts and water facilities.
21. Provide information to customers related to utility operations in a professional manner.
22. 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.
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 below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. A minimum of one (1) year of verifiable experience in utility construction or maintenance or a position with equivalent duties.

2. License Requirements

- A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
- B. Ability to obtain a Minnesota Class B commercial driver's license with tanker endorsement within twelve (12) months of hire date.

3. Knowledge Requirements

- A. Knowledge of defensive driving techniques and vehicle operation regulations.
- B. Knowledge of OSHA and Commercial Driving License regulations.
- C. Basic knowledge of general safety practices and procedures.
- D. Knowledge of basic construction work methods and procedures related to the maintenance and repair of utilities.
- E. Basic knowledge of the use, operation, and maintenance of pumps and compressors.
- F. Knowledge of safe trenching methods.
- G. Knowledge of gas- and diesel-powered equipment used in the repair and maintenance of utilities.
- H. Knowledge of problem-solving and conflict-resolution techniques.
- I. Knowledge of applicable safety requirements.
- J. Knowledge of, or the ability to learn, City policies and procedures.

4. Skill Requirements

- A. Skill in setting up appropriate traffic controls.
- B. Skill in using hand and power tools in utility construction.
- C. Skill in operating and maintaining vehicles used in a utility setting.
- 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 safely operate and maintain motorized equipment according to City policies and procedures and to obey all traffic and vehicle operation laws.
- B. Ability to use good judgment and work under direction of others.
- C. Ability to identify and operate a variety of hand and power tools.
- D. Ability to communicate and follow oral and written instructions.
- 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 understand and follow instructions.
- I. Ability to problem-solve a variety of situations.
- J. Ability to set priorities and complete assignments on time.
- K. 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: LD	Union: Basic	EEOC: Service/Maint	CSB:	Class No: 4310
WC: 6319	Pay:	EEOF: Utilities/Transportation	CC:	Resolution:

UTILITY MAINTENANCE WORKER
Utility Maintenance Worker

SUMMARY/PURPOSE

To assist in the maintenance, repair, and installation of City-owned utilities.

DISTINGUISHING FEATURES OF THE CLASS

This is the entry-level class within the Utility Operations Division. Employees at this level assist other Utility Operations personnel while learning the operations and procedures.

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 supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Assist with excavation work including digging, shoring, and backfilling trenches.
2. Operate jackhammers and other equipment used to repair underground utilities.
3. Prepare concrete and other mixtures used in the repair of utilities.
4. Assist in the operation of portable or temporary pumping equipment.
5. Assist with receipt and storage of materials used to maintain and repair utilities.
6. Operate equipment, such as a tandem dump truck, requiring a Class "B" commercial driver's license.
7. Assist in stocking service vehicles as needed.
8. Assist in pipefitting work including cutting, threading, and tapping, fitting, cementing, and calking pipes.
9. Assist in the installation, maintenance, and repair of valves, stop boxes, drips, taps, water pumping stations, hydrants, air valves, force mains, manholes, catch basins, and other utility structures.
10. Dispose of demolition debris such as broken concrete, blacktop, and pipe materials, and deliver to appropriate dumpsites.
11. Assist in the operation, inspection, and testing of hydrants, air valves, water pumping stations, and other utility structures.
12. Operate a variety of motorized vehicles, power tools, and hand tools.
13. Assist in the maintenance and inspection of stormwater sedimentation basins and grizzlies.
14. Perform light maintenance, cleaning, and daily service checklist on vehicles.
15. Perform routine cleaning and maintenance of indoor garage areas, including sweeping, hosing floors, washing walls, and other cleaning as needed.
16. Set up and maintain traffic control equipment.
17. Assist in plowing and hauling snow from around utility facilities.
18. Assist in the operation of equipment used in sewer line maintenance.
19. Assist in maintenance of water pumping stations.
20. Assist in operation of the steamer during ice removal in culverts and water facilities.
21. Provide information to customers related to utility operations in a professional manner.
22. 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.
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 below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. ~~One~~ A minimum of one (1) year of verifiable experience in utility construction or maintenance or a position with equivalent duties.

2. License Requirements
 - A. Possess and maintain a valid Minnesota Class "B" ~~Commercial Driver's License or equivalent D driver's license or privilege.~~
 - B. Ability to obtain a Minnesota Class B commercial driver's license with tanker endorsement within twelve (12) months of hire date.

3. Knowledge Requirements
 - A. Knowledge of defensive driving techniques and vehicle operation regulations.
 - B. Knowledge of OSHA, and Commercial Driving License regulations.
 - C. Basic knowledge of general safety practices and procedures.
 - D. Knowledge of basic construction work methods and procedures related to the maintenance and repair of utilities.
 - E. Basic knowledge of the use, operation, and maintenance of pumps and compressors.
 - F. Knowledge of safe trenching methods.
 - G. Knowledge of gas- and diesel-powered equipment used in the repair and maintenance of utilities.
 - H. Knowledge of problem-solving and conflict-resolution techniques.
 - I. Knowledge of applicable safety requirements.
 - J. Knowledge of, or the ability to learn, City policies and procedures.

4. Skill Requirements
 - A. Skill in setting up appropriate traffic controls.
 - B. Skill in using hand and power tools in utility construction.
 - C. Skill in operating and maintaining vehicles used in a utility setting.
 - 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 safely operate and maintain motorized equipment according to City policies and procedures and to obey all traffic and vehicle operation laws.
 - B. Ability to use good judgment and work under direction of others.
 - C. Ability to identify and operate a variety of hand and power tools.
 - D. Ability to communicate and follow oral and written instructions.
 - E. Ability to establish, create and maintain effective a positive working relationships environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with others.

6. ~~Physical Ability Requirements~~
 - A. ~~Ability to team members, fostering safe work outside in inclement weather.~~
 - B. E. Ability to practices, and developing trusting work in dusty, dirty, wet, and muddy conditions relationships.
 - F. Ability to communicate and interact effectively with members of the public.
 - G. Ability to communicate effectively both orally and in writing.

- ~~C.H. Ability to climb ladders, work in excavations, and in confined spaces~~ **understand and follow instructions.**
- ~~D.I. Ability to occasionally remove and replace manhole and catch basin covers with assistance~~ **problem-solve a variety of situations.**
- ~~E.J. Ability to lift and carry supplies and equipment up to 50 pounds, and occasionally carry up to 90 pounds~~ **set priorities and complete assignments on time.**
- F. Ability to work expanded shifts and/or be called in for emergency work with little or no advance notice.
- G. Ability to stand, kneel, stoop, and crouch for extended periods.
- ~~H.K. Ability to attend work on a regular basis~~ **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: TSLD	Union: Basic	EEOC: Service/Maint	CSB: 40/07/2014	Class No: 4310
WC: 6319	Pay: 23	EEOF: Utilities/Transportation	CC: 40/13/2014	Resolution: 44-535R

DATE: January 30, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Seasonal Groundskeeper

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF SEASONAL GROUNDSKEEPER.

Background Information/Summary of Job

The Seasonal Groundskeeper was last revised in February of 2016. The purpose of this position is to perform routine manual labor involved in grounds, parks, trails and building maintenance. The major/primary changes to the job description were to update language under essential duties to better reflect evolution of duties and better articulate maintenance and equipment operation tasks.

The job classification was discussed with the Basic Union 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 Seasonal Groundskeeper.

Seasonal Groundskeeper

SUMMARY/PURPOSE

To perform routine manual labor involved in grounds, parks, trails, and building maintenance. *Seasonal positions run April 1 – November 1 each year; seasonal appointments shall not exceed 1,040 hours or 185 consecutive days each calendar year, whichever occurs first.*

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 supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist in the maintenance of garden and landscape designs employing appropriate methods, materials, and tools.
2. Perform planting and maintenance of annuals, perennials, turf, and shrubs according to instructions and planned design of landscaped areas.
3. Perform mowing and maintenance of lawns, including string trimming, raking, and watering.
4. Operate and assist in the repair of irrigation and drainage systems.
5. Assist in stump grinding, planting, and watering of trees.
6. Assist in the maintenance of a variety of natural surfaces, boardwalks, and paved trails including mowing, construction, general repair, erosion control, and culvert repair.
7. Perform general maintenance to signage, fences, picnic tables, grills, benches, garbage cans, playgrounds, and other park amenities.
8. Perform minor and preventative maintenance and repairs to tools, equipment, and vehicles.
9. Operate a wide variety of gardening, forestry, and landscaping equipment to include hand tools, power tools, sprayers, mowers, wood chipper, stump grinders, hedge trimmers, pick-up truck, one-ton dump truck, skid steer, and multi-use vehicles with attachments
10. Clean and sanitize restrooms and park facilities.
11. Maintain parks by collecting and disposing of garbage, debris, litter, and abandoned waste.
12. Prepare athletic fields for recreational use, including the installation and removal of temporary fencing and chalking and lining fields.
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. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
2. Knowledge Requirements
 - A. Basic knowledge of methods, tools, equipment, and materials used in carpentry, landscaping, gardening, forestry, trails, athletic fields, and recreational amenity maintenance and repair.
 - B. Knowledge of motor vehicle and traffic laws.

- 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.

3. Skill Requirements

- A. 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.
- B. Skill in managing one's own time.
- C. Skill in completing assignments accurately and with attention to detail.

4. Ability Requirements

- A. Ability to recognize safety hazards and apply proper safety precautions.
- B. Ability to drive in a safe and courteous manner.
- C. Ability to assist volunteers and temporary staff in maintenance operations.
- 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 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: Basic	EEOC: Service/Maintenance	CSB:	Class No: 5408
WC: 9102	Pay:	EEOF: Natural Resources	CC:	Resolution:

SEASONAL GROUNDSKEEPER
Seasonal Groundskeeper

SUMMARY/PURPOSE

To perform routine manual labor involved in grounds, parks, trails, and building maintenance. Seasonal positions run April 1 – November 1 each year; seasonal appointments shall not exceed 1,040 hours or 185 consecutive days each calendar year, whichever occurs first.

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 supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Assist in the maintenance of garden and landscape designs employing appropriate methods, materials, and tools.
2. Perform manual labor planting and maintenance of annuals, perennials, turf, and shrubs according to instructions and planned design of landscaped areas.
3. Perform mowing and maintenance of lawns, including mowing, string trimming, raking, and shoveling on grounds, parks, and watering.
4. Operate and assist in the repair of irrigation and drainage systems.
5. Assist in stump grinding, planting, and watering of trees.
- 4-6. Assist in the maintenance of a variety of natural surfaces, boardwalks, and paved trails including mowing, construction, general repair, erosion control, and culvert repair.
2. Assist with new landscape construction by grading and preparing soil base, laying sod, and seeding.
3. Assist with repair, maintenance and replacement of pipe in irrigation systems.
7. Perform Perform general maintenance to signage, fences, picnic tables, grills, benches, garbage cans, playgrounds, and other park amenities.
- 4-8. Perform minor and preventative maintenance and repairs to tools, equipment, including fueling, oiling, and checking parts and vehicles.
5. Assist with landscape and playground construction projects, including trenching, walkways, and retaining walls.
6. Operate a variety of hand and power equipment used in grounds maintenance.
7. Assist with maintenance of flowerbeds, trees, shrubs, turf, and other plant material.
8. Sweep and mop floors and stairs.
9. Operate a wide variety of gardening, forestry, and landscaping equipment to include hand tools, power tools, sprayers, mowers, wood chipper, stump grinders, hedge trimmers, pick-up truck, one-ton dump truck, skid steer, and multi-use vehicles with attachments
- 9-10. Clean and disinfect bathroomssanitize restrooms and park facilities.
- 10-11. CollectMaintain parks by collecting and disposedisposing of garbage, debris, litter, and abandoned waste.
11. Perform athletic field preparation and maintenance.
12. Prepare athletic fields for recreational use, including the installation and removal of temporary fencing and chalking and lining fields.
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 below are representative of the knowledge, skills, and/or abilities required.

1. License Requirements

- A. Possession of Possess and maintain a valid Minnesota Class D driver's license or privilege.

2. Knowledge Requirements

- A. Basic knowledge of methods, tools, equipment, and materials used in grounds, parks, carpentry, landscaping, gardening, forestry, trails, athletic fields, and trails recreational amenity maintenance and repair.
- B. Knowledge of motor vehicle and traffic laws.
- C. Knowledge of problem-solving and conflict-resolution techniques.
- D. Knowledge of applicable safety requirements.
- B-E. Knowledge of, or the ability to safely use hand and power tools and equipment, learn, City policies and procedures.

3. Skill Requirements

- A. Skill in performing work using various hand tools, power tools, the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and motorized modern office equipment.
- B. Skill in safely operating vehicles, managing one's own time.
- B-C. Skill in completing assignments accurately and light motorized equipment with attention to detail.

4. Ability Requirements

- A. Ability to ~~follow oral~~ recognize safety hazards and written instructions, apply proper safety precautions.
- B. Ability to ~~learn and become skilled~~ drive in a safe maintenance methods and procedures and courteous manner.
- C. Ability to establish assist volunteers and temporary staff in maintenance operations.
- C-D. Ability to create and maintain effective a positive working relationships environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with supervisors, co-workers, and the general public team members, fostering safe work practices, and developing trusting work relationships.

5. ~~Physical~~ Ability Requirements

- A. Ability to work a variety of shifts, including evenings, weekends, communicate and holidays.
- B-E. Ability to attend work on a regular basis, interact effectively with members of the public.
- C-F. Ability to work outdoors in a variety of weather conditions, communicate effectively both orally and in writing.
- D-G. Ability to work in dusty, wet and/or muddy conditions, understand and follow instructions.
- E-H. Ability to sit, stand, and walk for extended periods, 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.
- F. ~~Physical~~ Ability to perform moderately difficult manual labor including frequent bending, stooping, squatting, pushing and pulling, and occasional crouching and kneeling to perform required work.
- G. Ability to frequently lift and carry equipment, tools and supplies weighing up to 25 pounds, such as trimmers and water jugs, and to occasionally lift and carry items such as fertilizer sacks weighing up to 50 pounds.

HR: MS	Union: Basic	EEOC: Service/Maint	CSB: 20140204	Class No: 5408
WC: 9102	Pay: 14a	EEOC: Natural Resources	CC: 20140210	Resolution: 14-0084R

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.

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HR: MC HD	Union: Basic	EEOC: Service/Maintenance	CSB: 02/02/2016	Class No: 5408
WC: 9102	Pay: 45	EEOF: Natural Resources	CC: 02/08/2016	Resolution: 16-0086R

HR: MS	Union: Basic	EEOC: Service/Maint	CSB: 20140204	Class No: 5408
WC: 9102	Pay: 14a	EEOF: Natural Resources	CC: 20140210	Resolution: 14-0084R

DATE: January 30, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Manager, Parks & Recreation

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF MANAGER, PARKS & RECREATION.

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 Parks & Recreation Manager was last revised in February of 2010. The purpose of this position is to direct and manage park and recreation programs, planning, and operations within the City of Duluth. The major/primary changes to the job description were to update language to reflect the evolution of duties over time.

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 Manager, Parks & Recreation.

Manager, Parks & Recreation

SUMMARY/PURPOSE

To direct and manage parks and recreation programs, planning, and operations within the City of Duluth.

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, and evaluate parks and recreation programs, planning, operations, and services.
2. Develop, administer, and monitor the division budget, including recommending fees for services, operations, and programs.
3. Evaluate and recommend resource allocations across programs, projects, and operations, as related to shifting needs and interests of the community and to prevailing economic and political conditions.
4. Research funding opportunities, develop proposals, and administer grant-funded projects.
5. Review, develop, recommend, and implement division policies and procedures.
6. Direct citizen participation processes for parks and recreation projects and services, and respond to inquiries, requests, and complaints as necessary.
7. Prepare various reports, records, and correspondence to meet city and state requirements, community needs, and applicable laws.
8. Monitor worksites to ensure compliance with established methods, guidelines, standards, and procedures.
9. Strategically utilize various media sources to communicate parks and recreation programs, services, projects, issues, and needs.
10. Maintain awareness of pertinent legislation, regulations, and professional developments that may affect operations and compliance, and disseminate information to appropriate personnel.
11. Represent the division and City to outside groups and organizations.
12. Liaison to the Parks and Recreation Commission, third-party businesses, and non-profit organizations operating in parks, and other City Boards/Commissions as needed.
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 recreation, parks management, leisure studies, business administration, or a related professional field, and four (4) years of increasingly responsible experience directing parks or recreation programs; OR a minimum of eight (8) years of related education and/or full-time, professional 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. No specific licenses required.

3. Knowledge Requirements
 - A. Knowledge of the principles and practices of parks and recreation program and project design and administration.
 - B. Knowledge of the principles and practices of budget development and administration, including grants administration.
 - 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. Skill in planning, developing, operating and evaluating recreational programs, facilities, and projects.
 - B. Skill in making public presentations and extensive public media relations.
 - 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 estimate costs, prepare budget projection, and interpret budgetary and other financial reports.
 - B. Ability to maintain a positive and flexible approach to changing needs within the community and the organization.

- C. Ability to establish and maintain cooperative partnerships, business relationships, and effective working relationships.
- 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 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 everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, community centers, 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. Also includes outdoor developed and natural spaces with variable weather conditions.

HR: HD	Union: Supervisory	EEOC: Officials/Admin	CSB:	Class No: 1114
WC: 9102	Pay:	EEOF: Natural Resources	CC:	Resolution:
FLSA Exemption Type: Executive				

MANAGER, PARKS & RECREATION**Manager, Parks & Recreation**

SUMMARY/PURPOSE: ~~Direct~~

To direct and manage park~~parks~~ and recreation programs, planning, and operations within the City of Duluth.

FUNCTIONAL AREAS:**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, and evaluate parks and recreation programs, planning, operations, and services.

~~A. Establish short- and long-range goals and objectives within budgetary constraints.~~

~~B. Review, develop, recommend and implement division policies and procedures.~~

2. C. Develop, administer, and monitor the division budget, including recommending fees for services, operations, and programs.

3. D. Perform ongoing evaluation of resources allocation~~Evaluate and recommend resource allocations~~ across programs, projects, and operations, as related to shifting needs and interests of the community and to prevailing economic and political conditions,~~to ensure maximum efficiency and citizen participation.~~

4. E. Research funding opportunities, develop proposals, and administer grant-funded projects.

5. F. Develop rules~~Review, develop, recommend, and regulations~~implement division policies and recommend fees~~procedures.~~

6. Direct citizen participation processes for parks and recreation projects and services/programs, and respond to inquiries, requests, and complaints as necessary.

~~G. Ensure that all organization activities and operations are in compliance with local, state and federal regulations and laws and in conformance with industry standards and practices.~~

~~H. Establish procedures to monitor effectiveness and cost efficiency of programs.~~

7. I. Prepare various reports, records, and correspondence to meet City~~city~~ and state requirements, community needs, and applicable laws.

~~J. Develop and propose recreation program enhancements.~~

~~K. Coordinate division activities with other departments and outside agencies and organizations.~~

2. Supervise division staff.

~~A. Prioritize, assign and direct work and projects.~~

~~B. Coordinate work schedules and approve or reject leave requests.~~

~~C. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.~~

~~D. Establish work standards, provide coaching and feedback, and conduct employee performance evaluations.~~

- ~~E. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.~~
 - 8. ~~F. Monitor work sites/worksites to ensure compliance with established methods, guidelines, standards, and procedures.~~
 - ~~G. Effectively recommend adjustments or other actions in employee grievances.~~
 - ~~H. Delegate authority and responsibilities to others as needed.~~
 - ~~I. Disseminate instructions and information to employees through oral and written communications.~~
3. ~~Perform related duties.~~
- ~~A. Evaluate and effectively respond to requests and complaints from the public, city staff and other entities.~~
 - 9. ~~B. Provide for effective utilization of the~~Strategically utilize various media sources to communicate parks and recreation programs, services, projects, issues, and needs to the community.
 - 10. ~~C. Maintain awareness of pertinent legislation, regulations, and professional developments that may affect operations and compliance, and disseminate information to appropriate personnel.~~
 - 11. ~~D. Represent the division and City to outside groups and organizations.~~
 - ~~E. Attend and make presentations at meetings.~~
 - ~~F. Perform related tasks as required.~~
 - 12. ~~liaison to the Parks and Recreation Commission, third-party businesses, and non-profit organizations operating in parks, and other City Boards/Commissions as needed.~~
 - 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. ~~A. Bachelor's degree~~ Bachelor's Degree in recreation, parks management, leisure studies, business administration, or a related professional field; ~~plus, and~~ four (4) years of increasingly responsible experience directing parks or recreation programs, including at least two; ~~OR a minimum of eight (8) years of related education and/or full-time professional experience.~~
- B. Two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20091020	Class No: 1114
WC: 9102	Pay: **1105-1130	EEOF: Natural Resources	CC: 20100222	Resolution: 10-0094R

~~B. Equivalent combination of education and experience accepted as equivalent by Human Resources.~~

2. License Requirements

A. No specific licenses required.

3. Knowledge Requirements

A. ~~A.~~ Knowledge of the principles and practices of parks and recreation program and project design and administration.

~~B. Knowledge of accepted supervisory and personnel management practices and the ability to apply them effectively.~~

~~C. Knowledge of the principles and practices of budget development and administration.~~

~~B.~~ ~~D.~~ Knowledge of organizational and management practices used in the analysis, evaluation and, including grants administration of programs and policies.

C. E. Knowledge of research problem-solving and conflict-resolution techniques, methods,

D. Knowledge of applicable safety requirements.

E. Knowledge of, or the ability to learn, City policies and procedures.

F. F. Knowledge of pertinent local federal, state, and federal local laws, rules and 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. Skill in planning, developing, operating and evaluating recreational programs.~~

~~A.~~ ~~B.~~ Skill in communicating effectively, both orally, facilities, and in writing projects.

~~B.~~ ~~C.~~ Skill in making public presentations and in extensive public media relations.

C. 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.

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 effectively managing multiple projects 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 analyze and effectively solve problems.~~

~~A.~~ ~~B.~~ Ability to estimate costs, prepare budget projections projection, and interpret budgetary and other financial reports.

~~C. Ability to plan, organize, assign, coordinate and manage activities of staff.~~

~~B.~~ ~~D.~~ Ability to maintain a positive and flexible approach to changing needs within the community and the organization.

~~E. Ability to effectively use computers and standard applications software.~~

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20091020	Class No: 1114
WC: 9102	Pay: **1105-1130	EEOF: Natural Resources	CC: 20100222	Resolution: 10-0094R

C. ~~F.~~ Ability to develop establish and maintain cooperative partnerships, business relationships, and effective working relationships with city employees, professional organizations, other outside groups and the general public.

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: 20091020	Class No: 1114
WC: 9102	Pay: **1105-1130	EEOF: Natural Resources	CC: 20100222	Resolution: 10-0094R

~~G. Ability to exercise good judgment and accept personal responsibility.~~

Physical Requirements

- ~~D.~~ A. 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 sit for extended periods communicate effectively both orally and in writing.
- ~~B.~~ Ability to transport oneself to, from, and around sites of projects and meetings.
- ~~C.~~ Ability to occasionally lift and carry items weighing up to 20 pounds for use in presentations.
- ~~G.~~ D. Ability to frequently speak recognize, analyze, and hear to exchange 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.~~ E. 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 on a regular basis as scheduled and/or required.

~~ρ~~ Essential functions of the position

~~⊗~~ Job requirements necessary the first day of employment

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 everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, community centers, 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. Also includes outdoor developed and natural spaces with variable weather conditions.

HR: HD	Union: Supervisory	EEOC: Officials/Admin	CSB: _____	Class No: 1114
WC: 9102	Pay: _____	EEOF: Natural Resources	CC: _____	Resolution: _____
FLSA Exemption Type: Executive				

DATE: February 1, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Property Services Supervisor

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF PROPERTY SERVICES SUPERVISOR.

Background Information/Summary of Job

The Property Services Supervisor was last revised in July of 2014. The purpose of this position is to direct and lead property services to support the goals of the organization in the acquisition, disposition, development, leasing, negotiation and use of City-owned real estate and facilities. The major/primary changes to the job description were to update language to reflect the evolution of duties over time and better articulate the high level/complex duties related to management of real estate transactions.

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 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 Property Services Supervisor.

Property Services Supervisor

SUMMARY/PURPOSE

To direct and lead property services to support the goals of the organization in the acquisition, disposition, development, leasing, negotiation, and use of City-owned real estate and facilities.

DISTINGUISHING FEATURES OF THE CLASS

The principal function of this position is to serve as the City's primary expert and functional leader on all organizational issues relating to the City's real estate holdings, acquisitions and dispositions. The work is performed under the direct supervision of the Property & Facilities Manager, but extensive leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business, community organizations, and the public. The incumbent must have a comprehensive knowledge of real estate practice, a deep understanding of City policy/goals, an awareness of political realities, strong analytical and strategic thinking skills, the ability to maintain complex community business relationships, and excellent negotiation skills.

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. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Direct, supervise, manage, and coordinate all of the City's property, real estate services, and projects to meet City goals and priorities.
2. Work collaboratively with the public, contractors, licensed professionals, department staff, cross-department staff, and government officials, recognizing group dynamics, using diplomacy, and acknowledging different interests. Presents real estate matters to City administration, council members, City attorneys, and other real estate management staff.
3. Develop, lead, and supervise real estate staff and work products to support complex programs and development projects from conception through final execution.
4. Represent the City as the primary negotiator; direct and lead the negotiation processes on real estate transactions, including but not limited to acquisitions, dispositions, developments, and leasing; and supervise, manage, and coordinate all transactions as they relate to said efforts.
5. Develop, manage, and administer citywide property-related policies, procedures, and services; and act as liaison between City departments/divisions and agencies to identify and resolve issues affecting interagency coordination, municipal operations, and real estate assets.
6. Coordinate complex documents such as easements, purchase agreements, licenses, appraisal reports, environmental reports, surveys, title commitments, title review, and other special agreements across City departments to ensure professional standards of real estate services.
7. Serve as a member of the team dedicated to serve those experiencing homelessness by implementing policies for encampments on City-owned real estate, and serve as a member of the team that visits encampments of citizens who are experiencing homelessness to educate them on City policies pertaining to camping on City property.
8. Direct, manage, and coordinate the City's interests in the downtown skywalk system by serving as the Skywalk System Administrator.
9. Serve as the property manager for the City-leased property to include budget development, budget implementation, coordination of maintenance and repairs, resolving tenant questions/disputes, and asset management.

10. Provide direct real estate services in support of City business development initiatives and projects.
11. Develop and administer systems to collect, retain, and manage all City real estate records; and serve as the City's primary source for real estate information and expertise.
12. In collaboration with Finance staff, develop and implement Property Services' annual budget.
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 business administration, real estate, law, 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 real estate experience to include commercial/governmental real estate transactions and development as a primary responsibility.
 - 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.
3. Knowledge Requirements
 - A. Advanced knowledge of the principles and practices of real estate acquisition and disposition, appraisal methods and techniques, and housing and real estate financing.
 - B. Advanced knowledge of federal, state, and local laws, rules, and regulations relating to the acquisition and disposition of real property.
 - C. Advanced knowledge of legal descriptions, plats, and surveys.
 - D. Advanced knowledge of commercial/public leasing practices.
 - E. Knowledge of City and Department programs, policies, and procedures
 - F. Knowledge of Geographic Information Systems (GIS).
 - G. Knowledge of relevant market data and appraisal values.
 - H. Advanced knowledge of problem-solving and conflict-resolution techniques.
 - I. Knowledge of applicable safety requirements.
 - J. Knowledge of, or the ability to learn, City policies and procedures.
 - K. Knowledge of effective leadership and personnel practices.

- L. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- M. Knowledge of budgetary and management principles, practices, and procedures.
- N. 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 communicating logically and accurately in oral and written forms.
- B. Skill in negotiation.
- C. Skill in public presentation and communication.
- 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 and the time of others.
- F. Skill in completing assignments accurately and with attention to detail.
- G. Skill in mediation and dispute resolution.
- H. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- I. Skill in motivating, developing, and leading people.

5. Ability Requirements

- A. Ability to interpret complex laws, legal concepts, case law, ordinances, and administrative policies, and explain them to others.
- B. Ability to draft and prepare complex agreements and contracts.
- C. Ability to work independently with minimal supervision.
- D. Ability to respond to inquiries regarding contract obligations, renewals, or revisions in a timely manner and with complete accuracy.
- E. Ability to work effectively with other government agencies and private developers in various aspects of real estate acquisitions and sales.
- 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.
- P. Ability to enforce safety rules and regulations.
- 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 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: 1371
WC: 9015	Pay:	EEOF: Admin/Finance	CC:	Resolution:
FLSA Exemption Type: Executive				

PROPERTY SERVICES SUPERVISOR
Property Services Supervisor

SUMMARY/PURPOSE

To direct and lead property services to support the goals of the organization in the acquisition, disposition, development, and leasing, negotiation, and use of City--owned real estate and facilities.

DISTINGUISHING FEATURES OF THE CLASS

The principal function of this position is to serve as the City's primary expert and functional leader on all organizational issues relating to the City's real estate holdings, acquisitions and dispositions. The work is performed under the direct supervision of the Property & Facilities Manager, but extensive leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business, community organizations, and the public. The incumbent must have a comprehensive knowledge of real estate practice, a deep understanding of City policy/goals, an awareness of political realities, strong analytical and strategic thinking skills, the ability to maintain complex community business relationships, and excellent negotiation skills.

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. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Manage ~~Direct, supervise, manage, and coordinate all of the City's property acquisitions, sales, lease agreements, use agreements and all other contractual arrangements related to City-owned properties and facilities.~~
- 2.1. Direct and manage citywide real estate projects and serve as a resource and facilitator for all property and real estate services for all divisions, and departments across the projects to meet City organization goals and priorities.
3. ~~Provide direct real estate services in support of City Business Development initiatives and projects.~~
4. ~~Represent the City in negotiations with owners, developers, attorneys, agents, and citizens in selling, leasing or purchasing City real estate within City policies to ensure reasonable consideration and value for assets.~~
5. ~~Oversee the management of the review process for community generated facility, parks, and other property project proposals.~~
2. Act ~~Work~~ collaboratively with the public, contractors, licensed professionals, department staff, cross-department staff, and government officials, recognizing group dynamics, using diplomacy, and acknowledging different interests. Presents real estate matters to City administration, council members, City attorneys, and other real estate management staff.
3. Develop, lead, and supervise real estate staff and work products to support complex programs and development projects from conception through final execution.
4. Represent the City as the primary negotiator; direct and lead the negotiation processes on real estate transactions, including but not limited to acquisitions, dispositions, developments, and leasing; and supervise, manage, and coordinate all transactions as they relate to said efforts.

- ~~6.5. Develop, manage, and administer citywide property-related policies, procedures, and services; and act as liaison between City departments/divisions and agencies to identify and resolve issues affecting interagency coordination, municipal operations, and real estate assets.~~
- ~~7. Develop and implement improvements to City contract, real estate and property management processes to ensure adoption of effective policies, procedures and ordinances.~~
- ~~8. Research and interpret engineering plans, development plans, appraisals, Coordinate complex documents such as easements, purchase agreements, licenses, appraisal reports, environmental reports, surveys, legal description title commitments, title review, and other real estate data and draft contracts and agreements.~~
- ~~9.6. Analyze, evaluate, approve and monitor contract terms of various real estate transactions and special agreements ensuring that all legal documents are accurate and comprehensive across City departments to ensure professional standards of real estate services.~~
- ~~10. Prepare written reports and materials for presentations to keep elected officials, managers and the public fully informed.~~
- ~~7. Develop, support, and as necessary, Serve as a member of the team dedicated to serve those experiencing homelessness by implementing policies for encampments on City-owned real estate, and serve as a member of the team that visits encampments of citizens who are experiencing homelessness to educate them on City policies pertaining to camping on City property.~~
- ~~8. Direct, manage, and coordinate the Division purchasing functions City's interests in the downtown skywalk system by serving as the Skywalk System Administrator.~~
- ~~11.9. Serve as the property manager for all property the City-leased property to include budget development, budget implementation, coordination of maintenance and repairs, resolving tenant questions/disputes, and facility's needs asset management.~~
- ~~12. Function as an integral member of the Division's management team.~~
- ~~13. Assist in the management of contract administration as needed.~~
- ~~10. Manage Provide direct real estate services in support of City business development initiatives and perform other projects.~~
- ~~11. Develop and administer systems to collect, retain, and manage all City real estate records; and serve as the City's primary source for real estate information and expertise.~~
- ~~12. In collaboration with Finance staff, develop and implement Property Services' annual budget.~~
- 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 as, 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.**
- ~~14.20. 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 below are representative of the knowledge, skills, and abilities required.

- 1. Education & Experience Requirements

- ~~A. Graduation from an accredited technical or college university with a Bachelor's Degree in Business Administration, Real Estate, Law, Public Administration, or business administration, real estate, law, public administration, or a related professional field, plus five (5) and four (4) years of related professional experience in real estate law; or~~
- ~~B-A. Seven (7); OR a minimum of eight (8) years of related education and/or full-time, verifiable experience with a multi-disciplinary background in law, housing, professional real estate, project management, or public administration, experience to include commercial/governmental real estate transactions and development as a primary responsibility.~~
- 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.

2.3. Knowledge Requirements

- ~~A. Considerable Advanced knowledge of the principles of government administration, departmental policies and practices, procurement procedures, of real estate acquisition and budgeting.~~
- ~~B. Knowledge of contract preparation and management principles and practices.~~
- ~~C. Knowledge of budget management principles and practices.~~
- ~~D-A. Knowledge of data analysis disposition, appraisal methods and techniques, and housing and real estate financing.~~
- ~~E. Knowledge of purchasing processes and procedures.~~
- B. Advanced knowledge of federal, state, and local laws, rules, and regulations relating to the acquisition and disposition of real property.
- C. Advanced knowledge of legal descriptions, plats, and surveys.
- D. Advanced knowledge of commercial/public leasing practices.
- E. Knowledge of contract negotiation City and Department programs, policies, and procedures
- F. Knowledge of Geographic Information Systems (GIS).
- G. Knowledge of relevant market data and appraisal values.
- F-H. Advanced knowledge of problem-solving and conflict-resolution techniques.
- I. Knowledge of applicable safety requirements.
- J. Knowledge of, or the ability to learn, City policies and procedures.
- K. Knowledge of effective leadership and personnel practices.
- L. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- M. Knowledge of budgetary and management principles, practices, and procedures.
- G-N. Knowledge of the structure and content of the English grammar, language, including the meaning and spelling and punctuation of words, rules of composition, and grammar.

3.4. Skill Requirements

- A. Skill in communicating logically and accurately in oral and written forms.
- B. Skill in negotiation.
- C. Skill in public presentation and communication.
- B. Skill in the operation of a personal office equipment including, but not limited to, general computer and systems, job-related required software applications.
- C-D. Skill in gathering, evaluating, the internet, and transmitting technical legal information and other data modern office equipment.
- E. Skill in negotiating managing one's own time and presenting the time of others.
- F. Skill in completing assignments accurately and with attention to detail.
- G. Skill in mediation and dispute resolution.

- H. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- D-I. Skill in motivating, developing, and leading people.

4.5. Ability Requirements

- A. Ability to draft complex contracts.
- B. Ability to respond to inquiries regarding contract obligations, renewals or revisions in a timely manner and with complete accuracy.
- C. Ability to define and analyze problems and to project consequences of recommendations.
- D-A. Ability to interpret complex laws, legal concepts, case law, ordinances, and administrative policies, and to explain them to others.
- B. Ability to draft and prepare complex agreements and contracts.
- E-C. Ability to work independently with minimal supervision.
- D. Ability to respond to inquiries regarding contract obligations, renewals, or revisions in a timely manner and with complete accuracy.
- E. Ability to work effectively with other government agencies and private developers in various aspects of real estate acquisitions and sales.
- F. Ability to create and maintain a professional demeanor in 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.
- F-K. Ability to handle difficult and stressful situations with professional composure.
- L. Ability to establish and maintain effective working relationships with other City goals and objectives.
- G-M. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees, vendors, the public, and others.
- H-N. Ability to compile reports from a wide variety of sources interpret and apply laws, contracts, regulations, policies, and procedures.
- O. Ability to perform a wide variety of duties with accuracy and speed under manage a budget and work within the pressure of time sensitive deadlines constraints of that budget.
- P. Ability to enforce safety rules and regulations.
- I-Q. Ability to maintain confidential information.
- J-R. Ability to demonstrate integrity, ingenuity dependability, responsibility, and inventiveness consistency in the job performance of assigned tasks.
- S. Ability to develop long range plans exercise sound judgment in making critical decisions.
- T. Ability to analyze, organize, and create prioritize work while meeting multiple deadlines.
- K-U. Exhibits leadership qualities of dependability and implement innovative programs to achieve goals accountability.
- V. Ability to attend work as scheduled and/or required.

5. Physical Ability Requirements Demands

- A. Ability to frequently sit, type, talk, and hear.
- B. Ability to sit for extended periods.
- C. Fine dexterity to operate computers and other office equipment.
- D. Visual acuity to read material and inspect documents for accuracy.
- E. Ability to hear and speak clearly to exchange information.
- F. Ability to occasionally bend, stoop and reach for supplies, files, etc.
- G. Ability to occasionally lift and carry office items weighing up to 20 pounds.
- H. Ability to attend work on a regular basis.

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: <u>MSHD</u>	Union: Supervisory	EEOC: Officials/Admin	CSB: 0701	2014	Class No: 1371
WC: 9015	Pay: 1070 **1055-	EEOF: Admin/Finance	CC: 0721	2014	Resolution: 14-0387R
FLSA Exemption Type: <u>Executive</u>					