



# City of Duluth

411 West First Street  
Duluth, Minnesota 55802

## Meeting Agenda

### Civil Service Board.

Tuesday, June 6, 2023

4:30 PM

**1. ROLL CALL**

**2. APPROVAL OF MINUTES FROM PREVIOUS MEETING**

2A. May 16, 2023

Attachments: [2A Draft Minutes 05-16-2023](#)

**3. UNFINISHED BUSINESS**

**4. NEW BUSINESS**

**4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS**

4A(1) Deputy Fire Chief (revised)

Attachments: [4A\(1\) Deputy Fire Chief \(revised\)](#)

4A(2) Building Inspections Supervisor (new)

Attachments: [4A\(2\) Building Inspections Supervisor \(new\)](#)

4A(3) Human Resources Assistant (revised)

Attachments: [4A\(3\) Human Resources Assistant \(revised\)](#)

**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**

*Tuesday, July 11, 2023 at 4:30 p.m. (Conference Room 330)*

**8. ADJOURNMENT**



# City of Duluth

## Minutes - Draft

### Civil Service Board.

Tuesday, May 16, 2023

4:30 PM

Conference Room 330

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

Members Absent: None

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

**1. ROLL CALL**

**2. APPROVAL OF MINUTES FROM PREVIOUS MEETING**

**2A.** March 14, 2023

**This Civil Service Board item was approved.**

**3. UNFINISHED BUSINESS**

**4. NEW BUSINESS**

**4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS**

**4A(1)** Fire Systems Inspector (new)

**This Civil Service Board item was approved.**

**4A(2)** Land Use Technician (revised including title change to Construction Services Permit Coordinator)

**This Civil Service Board item was approved.**

**4A(3)** Permitting Services Leadworker (revised including title change to Permitting Services Administrator)

**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)** ISD 709 - School Bus Driver (revised)

This Civil Service Board item was approved.

**5. APPEALS**

**6. INFORMATIONAL**

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

This item was received.

**6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS**

This 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: June 2, 2023  
TO: Civil Service Board  
FROM: Heather DuVal  
Human Resources Supervisor  
SUBJECT: Revised Job Classification of Deputy Fire Chief

**RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF DEPUTY FIRE CHIEF.****Background Information/Summary of Job**

The Deputy Fire Chief position has historically had a very brief set of job requirements documented by City Charter, but not in a formal job description. Due to this and as a result of an audit, the job classification was revised to include much more detail than was previously documented highlighting the essential duties as reflected today. The purpose of this position is to serve as the operational manager of the Fire Department, provide long-range planning, set future direction, and assume responsibility for providing department-wide leadership and direction. The major/primary changes to the job description include adding more detailed language regarding tasks, duties, and knowledge, skills, and abilities to better reflect modern day requirements and expectations as this position has evolved over the years.

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

**Recommendation**

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

## **Deputy Fire Chief**

### SUMMARY/PURPOSE

To serve as the operational manager of the Fire Department, provide long-range planning, set future direction, and assume responsibility for providing department-wide leadership and direction. Reports directly to the Fire Chief.

### SUPERVISION RECEIVED

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

### SUPERVISION GIVEN

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

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Prioritize, assign work, and coordinate schedules of personnel to ensure completion of work.
2. Develop and maintain recruiting and hiring practices that create a diverse workforce.
3. Implement and monitor performance management programs to ensure the delivery of effective and efficient public safety services.
4. Coordinate, facilitate, and participate on a variety of boards, commissions, professional groups, and committees; prepare and present reports, correspondence, and training; including, but not limited to emergency management, Homeland Security, anti-terrorism, disaster recovery, blight mitigation team, Building Appeal Board, unhoused internal action team, sustainability action team, equity action team, and more.
5. Manage command staff decision-making and ensure that decisions align with the mission and values of the organization.
6. Ensure organizational actions are in compliance with department policies and procedures, federal and state constitutional mandates, federal, state, and local laws and regulations, and collective bargaining agreements.
7. Assume the duties of the Fire Chief when designated.
8. Assume the duties within an incident command team when designated.
9. Provide supervision and management of state and city teams responding outside the city limits as directed by established ordinance, directive, or agreement and as requested.
10. Develop and implement innovative and best practice approaches in Fire Department functions and services; study fire reports, pertinent legislation, developments, regulations, and current literature in public safety to determine trends, and recommend changes in organizational and operating policies and procedures.
11. Oversee and participate in the development and administration of the Fire Department annual budget; participate in the forecast of expenses related to staffing, equipment, vehicles, supplies, and capital improvements; monitor and approve purchases; implement adjustments.
12. Manage employee performance, and provide training, coaching, and mentoring for employees.
13. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
14. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
15. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
16. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
17. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.

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

### JOB REQUIREMENTS

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

1. Education & Experience Requirements
  - A. At the time of appointment, must be a classified employee in the Duluth Fire Department.
  - B. Bachelor's degree in Fire, Leadership, or a Management field, and ten (10) years of experience with the Duluth Fire Department; Master's degree in Fire, Leadership, or a Management field may be substituted for two (2) years of experience.
2. License Requirements
  - A. Possess and maintain certification at the level of Emergency Medical Technician or higher with the National Registry of Emergency Medical Technicians.
  - B. Possess and maintain Firefighter II certification from the Minnesota Fire Service Certification Board or equivalent certification accredited through IFSAC or NFPA Pro Board required at the time of interview scheduling.
  - C. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
  - A. Thorough knowledge of modern fire-fighting methods, apparatus, equipment, and fire hazards.
  - B. Thorough knowledge of fire laws, codes, and ordinances.
  - C. Knowledge of accepted public administration, personnel, supervisory, fiscal, and emergency management principles and practices.
  - D. Knowledge of program analysis, planning, implementation, and evaluation principles and practices.
  - E. Knowledge of problem-solving and conflict-resolution techniques.
  - F. Knowledge of applicable safety requirements.
  - G. Knowledge of, or the ability to learn, City policies and procedures.
  - H. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
  - I. Knowledge of effective leadership and personnel practices.
  - J. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
  - K. Knowledge of budgetary, and management principles, practices, and procedures.
  - L. 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 effectively interacting with the public, department employees, and others from various organizations and diverse backgrounds.
  - B. Skill in guiding the activities and work of others.
  - C. Skill in identifying and minimizing risks to reduce liability associated with departmental functions and activities.
  - D. Skill in planning activities and assisting elected officials, the Fire Chief, department directors, staff, and customers in analyzing and resolving complex problems.
  - E. Skill in effectively listening, speaking, and writing to a diverse group of individuals, including elected officials, department directors, representatives of other jurisdictions, private organizations, the media, subordinate employees, and the general public.

- F. Skill in understanding bargaining unit contracts, administering the provisions of such contracts, participating in negotiations with applicable bargaining units, and handling grievances in accordance with applicable contractual procedures.
  - G. 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.
  - H. Skill in managing one's own time and the time of others.
  - I. Skill in completing assignments accurately and with attention to detail.
  - J. Skill in mediation and dispute resolution.
  - K. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
  - L. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to evaluate and analyze operations and procedures.
  - B. Ability to interpret and analyze data and statistics.
  - C. Ability to develop, organize, and present ideas and recommendations clearly and concisely in written and oral forms.
  - D. Ability to establish and maintain effective working relationships with the general public, staff members and city administrators.
  - E. Ability to assign, supervise, and evaluate the training and work of subordinates.
  - F. Ability to perform sedentary work (defined as lifting ten pounds and occasionally lifting and/or carrying such articles as dockets and ledgers).
  - G. Ability to respond to emergency scenes wearing appropriate personal protective equipment in order to fill a command role in support of incident command.
  - H. 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.
  - I. Ability to communicate and interact effectively with members of the public.
  - J. Ability to communicate effectively both orally and in writing.
  - K. Ability to recognize, analyze, and problem-solve a variety of situations.
  - L. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
  - M. Ability to handle difficult and stressful situations with professional composure.
  - N. Ability to establish goals and objectives.
  - O. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
  - P. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
  - Q. Ability to manage a budget and work within the constraints of that budget.
  - R. Ability to enforce safety rules and regulations.
  - S. Ability to maintain confidential information.
  - T. Ability to demonstrate dependability, responsibility, and consistency in job performance.
  - U. Ability to exercise sound judgment in making critical decisions.
  - V. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
  - W. Exhibits leadership qualities of dependability and accountability.
  - X. Ability to attend work as scheduled and/or required.

#### Physical Demands

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

#### Work Environment

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



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

HR: HD	Union: Supervisory	EEOC: Officials/Admin	CSB:	Class No: 1206
WC: 7706	Pay:	EEOF: Fire Protection	CC:	Resolution:
FLSA Exemption Type: Executive				

**CHAPTER 2.  
ADMINISTRATION.**

**Article II. Departments.**

§ 2-2.3. Qualifications of the deputy fire chief.

**Sec. 2-2.3. Qualifications of the deputy fire chief.**

The deputy fire chief shall possess the following minimum employment qualifications:

- (a) Education and experience requirements:
    - (1) At the time of appointment must be a uniformed employee in the Duluth fire department;
    - (2) A bachelor's degree in a fire, leadership or management field
    - (3) Ten years of experience with the Duluth Fire Department. A fire, leadership or management related bachelor's degree may be a substitute for one-year experience; a master's degree may be substituted for two years of experience.
  - (b) Knowledge and skill requirements:
    - (1) Extensive knowledge of modern fire fighting methods, apparatus, equipment and fire hazards;
    - (2) Extensive knowledge of fire laws, codes and ordinances;
    - (3) Knowledge of accepted public administration, personnel, supervisory, fiscal and emergency management principles and practices;
    - (4) Knowledge of program analysis, planning, implementation and evaluation principles and practices;
  - (c) Ability requirements:
    - (1) Ability to evaluate and analyze operations and procedures;
    - (2) Ability to interpret and analyze data and statistics;
    - (3) Ability to develop, organize and present ideas and recommendations clearly and concisely in written and oral forms;
    - (4) Ability to establish and maintain effective working relationships with the general public, staff members and city administrators;
    - (5) Ability to assign, supervise and evaluate the training and work of subordinates;
    - (6) Ability to perform sedentary work (defined as lifting ten pounds and occasionally lifting and/or carrying such articles as docket and ledgers).
    - (7) Ability to respond to emergency scenes wearing appropriate personal protective equipment in order to fill a command role in support of incident command.
- (Ord. No. 8773, 3-3-1986, §1; Ord. No. 10795, 2-28-2022 §1)



**Human Resources**

Room 340  
411 West First Street  
Duluth, Minnesota 55802

 218-730-5210  
 hrinformation@duluthmn.gov

DATE: June 2, 2023  
TO: Civil Service Board  
FROM: Heather DuVal  
Human Resources Supervisor  
SUBJECT: New Job Classification of Building Inspections Supervisor

**RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF BUILDING INSPECTIONS SUPERVISOR.**

**Background Information/Summary of Job**

The new job classification of Building Inspections Supervisor is being created to oversee the applications of building codes and ordinances and provide overall supervision for the building inspectors and inspection functions of the Construction Services and Inspections division, including through the review of plans and permits, enforcement of building codes, providing recommendations and interpretations, and serve as the Building Official for the City.

The proposed job description has been shared with the Supervisory Union, and they are in support.

**Recommendation**

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classification and description for Building Inspections Supervisor.

## **Building Inspections Supervisor**

### SUMMARY/PURPOSE

To coordinate and oversee the application of building codes and ordinances and provide overall supervision for the building inspectors and inspection functions of the Construction Services and Inspections (CSI) Division, including through the review of plans and permits, enforcement of building codes, providing recommendations and interpretations, and serving as the Building Official for the City.

### 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 who exercise broad discretion. The supervisor provides broad guidance including mission and vision but does not provide task or duty level.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage employee performance, and provide training, coaching, and mentoring for employees.
2. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
3. 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.
4. Interpret and enforce provisions of the building code, zoning requirements, and other laws and regulations related to the construction and modification of buildings and structures, including plumbing, electrical, and HVAC systems, ensuring that all work is performed in a safe manner using approved methods.
5. Determine conformance problems, interpret complex regulations, issue notices regarding correction of defective work, collect and organize evidence, advise on methods of correction and perform reinspection, including citations or stop work orders when required, as well as certification of occupancy and final inspection, and review the same for team members and provide feedback as needed.
6. Plan and provide for ongoing training of CSI employees in emerging methods, trends, technologies, and proper and safe work methods and procedures and provide evaluation of construction work for compliance.
7. When designated, assume all the duties and responsibilities of the state-designated Building Official for the City of Duluth as those duties and responsibilities are defined by the state of Minnesota and any other relevant statutes.
8. Consult with the State Building Codes and Standards Division and other agencies as necessary for the enforcement of applicable ordinances and regulations relating to building, housing, and zoning.
9. Attend training sessions and review technical and professional literature to upgrade knowledge necessary for effective job performance and to keep abreast of new developments and requirements.
10. Serve as technical expert, conduct presentations, and provide information to other City divisions, contractors, engineers, architects, and the public regarding codes, ordinances, and proper methods governing construction work.
11. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
12. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
13. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.

**14. Other duties may be assigned.**

**JOB REQUIREMENTS**

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

**1. Education & Experience Requirements**

- A. Associate's degree in construction management, building inspection, architecture, drafting, or construction technology, or a related field, and a minimum of five (5) years of related professional work experience; OR a Bachelor's degree in construction management, building inspection, architecture, drafting, or a related field, and a minimum of three (3) years of related professional work experience.
- B. Three (3) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
- C. Five (5) years of experience in building codes application and inspection preferred.

**2. License Requirements**

- A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
- B. Possess and maintain certification as a Minnesota Building Official.
- C. Possess and maintain International Code Council (ICC) Certification as a Plans Examiner or Commercial and/or Residential Inspector.

**3. Knowledge Requirements**

- A. Extensive knowledge of Minnesota Building Codes and other related state or federal codes, ordinances, laws, regulations, and manuals governing building construction, installation, and repair.
- B. Extensive knowledge of safe and proper methods of building construction, installation, and repair.
- C. Extensive knowledge of architectural design principles and building construction methods.
- D. Extensive knowledge of construction materials and their appropriate uses.
- E. Knowledge of safe and proper inspection methods and procedures.
- F. Knowledge of legal procedures involved in the enforcement of building codes and ordinances.
- G. Knowledge of precautionary, safety, and fire prevention methods involved in construction work.
- H. Knowledge of code requirements and inspection methods in related construction trade areas.
- I. Knowledge of problem-solving and conflict-resolution techniques.
- J. Knowledge of applicable safety requirements.
- K. Knowledge of, or the ability to learn, City policies and procedures.
- L. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- M. Knowledge of effective leadership and personnel practices.
- N. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- O. Knowledge of budgetary and management principles, practices, and procedures.
- P. 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 inspecting structures and construction materials for adherence to regulations, requirements, ordinances, and procedures.
- B. Skill in reading and interpreting legal descriptions, building plans, specifications, technical codes, and ordinances.

- C. Skill in estimating construction costs, including materials, labor, and completion schedules.
- 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 maintain accurate and complete records, both paper and computer.
- B. 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.
- C. Ability to communicate and interact effectively with contractors, staff, supervisors, peers, and members of the public.
- D. Ability to communicate effectively both orally and in writing related to city documents, inspections, and permits.
- E. Ability to recognize, analyze, and problem-solve a variety of situations.
- F. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- G. Ability to handle difficult and stressful situations with professional composure.
- H. Ability to establish goals and objectives.
- I. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- J. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- K. Ability to manage a budget and work within the constraints of that budget.
- L. Ability to enforce safety rules and regulations and to apply them to various hazardous situations.
- M. Ability to maintain confidential information.
- N. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- O. Ability to exercise sound judgment in making critical decisions.
- P. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- Q. Exhibits leadership qualities of dependability and accountability.
- R. 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 hard hats, safety glasses, masks, gowns, coats, boots, goggles, gloves, or shields.

HR: HD	Union: Supervisory	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:
FLSA Exemption Type: Administrative				

**Human Resources**

Room 340  
411 West First Street  
Duluth, Minnesota 55802

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DATE: June 2, 2023  
TO: Civil Service Board  
FROM: Heather DuVal  
Human Resources Supervisor  
SUBJECT: Revised Job Classification of Human Resources Assistant

**RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF HUMAN RESOURCES ASSISTANT.**

**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 Human Resources Assistant was last revised in 2010. The purpose of this position is to perform a wide variety of responsible human resources support duties including assistance to employees, management, and the general public by providing information and handling issues/complaints, as well as providing support to Human Resources staff.

The job classification was discussed with the Confidential 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 Human Resources Assistant.



## **Human Resources Assistant**

### SUMMARY/PURPOSE

To perform a wide variety of responsible human resources support duties including assistance to employees, management, and the general public by providing information and handling issues/complaints, as well as providing support to Human Resources staff.

### SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

### SUPERVISION GIVEN

Does not supervise.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Respond to questions and inquiries regarding human resource practices, policies, and procedures, contract provisions, benefits, and other related information.
2. Post jobs on external websites.
3. Assist applicants with online applications.
4. Administer typing tests, serve as exam monitor, and participate in scoring civil service exams.
5. Respond to employment verifications and data requests as submitted by employees, other hiring entities, and law offices.
6. Create photo badges for all City employees upon hire or as requested.
7. Assist with scheduling of pre-employment testing.
8. Assist with temporary hiring process.
9. Create and maintain City organizational charts.
10. Assist with research on HR issues as needed.
11. Set up and maintain confidential employee personnel files and records, both paper and electronic.
12. Facilitate record retention schedule for all official files.
13. Assist employees with the completion of various payroll and enrollment forms.
14. Process Job Action Forms for all hiring and employment changes.
15. Assist with NEOGOV Onboarding tasks.
16. Prepare employee handbooks.
17. Coordinate new hire first day orientation.
18. Maintain supply inventories and order supplies.
19. Process bill payments, routing to Finance for payment; process monthly statement for City purchasing card.
20. Provide support for meetings, including preparing agendas, setting up, and taking minutes.
21. Order retirement awards and distribute prior to employee separation.
22. Submit required compliance data to state on biweekly basis.
23. 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.
24. 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 full-time, verifiable professional experience in a human resources office setting.

- 2. License Requirements
  - A. No specific licenses required.
  
- 3. Knowledge Requirements
  - A. General knowledge of human resources principles, practices, and procedures.
  - B. Knowledge of modern office practices, procedures, and equipment.
  - C. Knowledge of proper telephone etiquette.
  - D. Knowledge of recordkeeping and filing principles and procedures, including personnel recordkeeping practices.
  - E. Knowledge of proper spelling, grammar, and punctuation, including basic letter and email writing format.
  - F. Knowledge of problem-solving and conflict-resolution techniques.
  - G. Knowledge of applicable safety requirements.
  - H. Knowledge of, or the ability to learn, City policies and procedures.
  
- 4. Skill Requirements
  - A. Skill in maintaining records and filing systems.
  - B. Skill in customer 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.
  - E. Skill in completing assignments accurately and with attention to detail.
  
- 5. Ability Requirements
  - A. Ability to understand, interpret, and apply and explain laws, regulations, policies, and procedures related to human resources.
  - B. Ability to work under steady pressure with frequent interruptions and public contact.
  - C. Ability to read, understand and review documents for accuracy and relevant information.
  - D. Ability to use specialized human resources software.
  - E. Ability to maintain confidentiality.
  - 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 understand and follow instructions.
  - J. Ability to problem-solve a variety of situations.
  - K. Ability to set priorities and complete assignments on time.
  - L. 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.

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**HUMAN RESOURCES ASSISTANT****Human Resources Assistant****SUMMARY/PURPOSE:** ~~Perform~~

To perform a wide variety of responsible human resources paraprofessional and office support duties.

Positions in this class provide including assistance to employees, management, and the general public by providing information and handling issues/complaints, as well as providing support to Human Resources staff. ~~Employees at this level work independently on day to day assignments, receiving instruction or assistance as new or unusual situations arise.~~

**FUNCTIONAL AREAS:**

1. ~~Perform paraprofessional human resources duties.~~

**A. SUPERVISION RECEIVED**

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

**SUPERVISION GIVEN**

Does not supervise.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- \*1. Respond to questions and inquiries regarding human resource practices, policies, and procedures, ~~civil service rules and processes~~, contract provisions, benefits, and other related information.
- \*2. ~~B. Place job ads in newspapers and/or on Post jobs on external websites.~~
- \*3. ~~C. Prepare application packets and assist Assist applicants in their completion with online applications.~~
- \* ~~D. Perform preliminary screening of employment application packets for completeness and adherence to requirements.~~
- \*4. ~~E. Administer typing tests to clerical applicants, serve as exam monitor, and participate in scoring written civil service exams.~~
- \* ~~F. Respond to routine salary survey employment verifications and data requests and employment verification requests.~~
- \*5. ~~G. Conduct driver's license checks, review background check results to determine suitability for employment, consulting with supervisor as necessary submitted by employees, other hiring entities, and law offices.~~
- 6. ~~H. Schedule drug tests and Create photo badges for all City employees upon hire or as requested.~~
- \*7. Assist with scheduling of pre-employment physical testing.
- \*8. ~~I. Coordinate the Assist with temporary hire hiring process.~~
- \* ~~J. Develop or revise human resource forms and assist with the development of related procedures as directed.~~
- \*9. ~~K. Create and maintain City organizational charts.~~
- \*10. ~~L. Conduct limited Assist with research on human resource HR issues as directed needed.~~

2. ~~Perform office support duties.~~

- \*11. A. \_\_\_\_\_ Set up and maintain confidential employee personnel files and records, both paper and electronic.
- 12. B. \_\_\_\_\_ Facilitate record retention schedule for all official files.
- \*13. Assist employees with the completion of various payroll and enrollment forms.
- \*14. C. \_\_\_\_\_ Maintain ~~Process~~ Job Action Form database and ~~monitor~~ Forms for all hiring status/progress and employment changes.
- \* ~~D. Certify and maintain eligible lists.~~
- \* ~~E. Compile data from records and prepare reports as directed.~~
- \* ~~F. Type and proofread a variety of documents including letters, memos, charts, forms and other correspondence.~~
- 15. G. \_\_\_\_\_ Assist with NEOGOV Onboarding tasks.
- 16. Prepare employee handbooks.
- 17. Coordinate new hire first day orientation.
- \*18. Maintain supply inventories and order supplies.
- \*19. H. \_\_\_\_\_ Process bill payments and ~~prepare purchase orders,~~ routing to Finance for payment; process monthly statement for City purchasing card.
- \* ~~I. Maintain calendars, schedule meetings and appointments, and arrange travel.~~
- \*20. J. Provide support for meetings, including preparing agendas, setting up, and taking minutes.
- \* ~~K. Operate office equipment including personal computer, fax, copier, calculator, and telephone.~~
- 21. Order retirement awards and distribute prior to employee separation.
- 22. Submit required compliance data to state on biweekly basis.
- 23. 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.
- 24. 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—A minimum of two (2) years of ~~clerical~~ related education and/or full-time, verifiable professional experience in a human resources office setting; or,
- ❖ ~~B. A combination of education and experience determined by management to be equivalent.~~

2. License Requirements

- A. No specific licenses required.

3. Knowledge Requirements

- ❖ A. A.—General knowledge of human resources principles, practices, and procedures.
- ❖ B. B.—Knowledge of modern office practices, procedures, and equipment.
- ❖ C. C.—Knowledge of ~~the methods and techniques~~ of proper telephone etiquette.
- ❖ ~~D. Knowledge of basic letter writing format.~~
- ❖ D. E.—Knowledge of recordkeeping and filing principles and procedures, including personnel recordkeeping practices.
- ❖ E. F.—Knowledge of proper spelling, grammar, and punctuation, including basic letter and email writing format.
- F. G.—Knowledge of problem-solving and conflict-resolution techniques.
- G. Knowledge of applicable safety requirements.
- ❖ H. Knowledge of personnel recordkeeping practices, or the ability to learn, City policies and procedures.

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4. Skill Requirements

- ❖ ~~A. Computer skills, including word processing, database, spreadsheet, presentation, HRIS and email applications.~~
- ❖ ~~A. B. Skill in maintaining records and filing systems.~~
- ❖ ~~C. Customer relation skills.~~
  - B. Skill in customer 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.
  - E. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- ❖ ~~A. A. Ability to understand, interpret, and apply and explain laws, regulations, policies, and procedures related to human resources.~~
- ❖ ~~B. B. Ability to work under steady pressure with frequent interruptions and a high degree of public contact.~~
- ❖ ~~C. C. Ability to read, understand and review documents for accuracy and relevant information.~~
- ~~D. D. Ability to establish~~ Ability to use specialized human resources software.
- ~~E. Ability to maintain confidentiality.~~
- F. Ability to create and maintain effective 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 with supervisors, coworkers, other city employees and .
- ❖ ~~G. Ability to communicate and interact effectively with members of the general public.~~
- H. ~~E. Ability to communicate effectively both orally and in writing.~~
- ❖ ~~I. Ability to understand and follow instructions.~~
- ❖ ~~J. F. Ability to communicate clearly and concisely, both verbally and in writing~~ problem-solve a variety of situations.
- ❖ ~~A. G. Ability to use specialized human resources software.~~
- ❖ ~~K. H. Ability to plan, organize and schedule own work to meet~~ Ability to set priorities and complete assignments on time.
- L. ~~I. Ability to attend work as scheduled and/or required.~~
- ❖ ~~A. Ability to maintain confidentiality.~~

Physical Requirements/Demands

- ❖ ~~A. Ability to sit for extended periods.~~
- ❖ ~~B. Ability to transport oneself to, from, and around the sites of meetings and tests.~~
- ❖ ~~C. Ability to occasionally transport, usually by lifting and carrying, material/equipment weighing up to 25 pounds per load for meetings/tests.~~
- ❖ ~~D. Fine dexterity to operate computer, calculator and other office equipment.~~
- ❖ ~~E. Visual acuity to inspect documents for accuracy.~~
- ❖ ~~F. Ability to hear and speak sufficiently to exchange information in person and by telephone.~~
- ❖ ~~G. Ability to occasionally bend, stoop and reach for supplies, files, etc.~~
- ❖ ~~H. Ability to attend work on a regular basis.~~

\*— Essential functions of the position

Job requirements necessary the first day of employmentThe 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

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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.

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