



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Meeting Agenda

Civil Service Board.

Tuesday, November 28, 2023

4:30 PM

Council Chambers

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. October 3, 2023

Attachments: [2A Minutes \(Draft\) 10-03-2023](#)

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Senior Applications Administrator (new)

Attachments: [4A1 Senior Applications Administrator \(new\)](#)

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

Attachments: [4A2 Utility Operations Leadworker \(Utility Operations Superintendent\) revised](#)

4A(3) Human Resources Technician (revised)

Attachments: [4A3 Human Resources Technician \(revised\)](#)

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

Attachments: [4A4 Employee Benefits Representative \(Senior Benefits Specialist\) revised](#)

4A(5) Human Resources Generalist (revised)

Attachments: [4A5 Human Resources Generalist \(revised\)](#)

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

Attachments: [4A6 Senior Human Resources Generalist \(new\)](#)

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

January 2, 2024 - 4:30 p.m. (Council Chambers)

8. ADJOURNMENT



City of Duluth
Unofficial Actions
Civil Service Board.

Tuesday, October 3, 2023

4:30 PM

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

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

- 1. ROLL CALL**
- 2. APPROVAL OF MINUTES FROM PREVIOUS MEETING**

2A. September 5, 2023

This Civil Service Board item was approved.

- 3. UNFINISHED BUSINESS**
- 4. NEW BUSINESS**
- 4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS**

4A(1) Human Resources Leave Specialist (new)

This Civil Service Board item was approved.

4A(2) Instrument Technician (revised)

This Civil Service Board item was approved.

4A(3) Water Plant Operator C (revised including job title change to Water Plant Operator)

This Civil Service Board item was approved.

4A(4) Water Plant Operator A (revised including job title change to Senior Water Plant Operator)

This Civil Service Board item was approved.

4A(5) ISD 709 - Second Shift Floater Custodian (new)

This Civil Service Board item was approved.

5. APPEALS

6. INFORMATIONAL

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

6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS

This Civil Service Board item was reviewed.

6C. ISD 709 - NOTICE OF TERMINATION

This Civil Service Board item was received.

7. NEXT REGULAR MEETING SCHEDULED

8. ADJOURNMENT



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

 218-730-5210
 hrinformation@duluthmn.gov

DATE: November 7, 2024
TO: Civil Service Board
FROM: Laura Dahl
Human Resources Generalist
SUBJECT: New Job Classification of Senior Applications Administrator

RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF SENIOR APPLICATIONS ADMINISTRATOR.

Background Information/Summary of Job

The new job classification of Senior Applications Administrator is being created as a result of a job audit. The employees in this role will be responsible for leading the evaluation, selection, project management, design, installation, configuration, implementation, training and support of enterprise and critical level technology application solutions to achieve high level business objectives throughout the City of Duluth’s organization.

The proposed job description has been shared with the Basic Union, and they are supportive.

Recommendation

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

Senior Applications Administrator

SUMMARY/PURPOSE

To lead in the evaluation, selection, project management, design, installation, configuration, implementation, training, and support of enterprise and critical level technology application solutions to achieve high level business objectives throughout the City of Duluth's organization.

The Senior Applications Administrator will provide lead IT project management, application services, support of enterprise and critical level technology solutions to the various City departments, partner agencies, and the public. The Senior IT Applications Administrator will mentor and assist the Applications Administrator as deemed necessary.

DISTINGUISHING FEATURES OF THE CLASS

Employees at a Senior Applications Administrator level are distinguished from the Applications Administrator by the level of responsibility assumed and the complexity of duties assigned. Positions at this level exercise more independent discretion and judgment in matters related to work procedures and methods and may be required to provide support to higher level situations. Employees will be responsible for enterprise and critical level applications across the City.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Lead IT and business units in the research, needs assessment, and information gathering to establish technology application requirements and goals.
2. Prepare for future implementations to include RFP creation, scheduling, scoring, reference checks, selection, configuration in conjunction with business teams, user security, implementation, training, and support.
3. Act as IT project lead for development, implementation, and testing of both internal and external integrations and interfaces.
4. Coordinate and facilitate communications and information between development, business units, management, and vendors to insure all audiences have the same level of understanding of the end product or goal.
5. Lead planning, design, and development sessions in prototyping new and existing applications while establishing a scope and parameters for the purpose of enhancing business processes, operations, and information process flow.
6. Serve as the IT project leader of Q&A by working with business units in the creation of test plans, schedules, and notifications to insure all modules/sections of an application are tested by the appropriate staff and oversee the resolution and implementation.
7. Create and deploy feedback mechanisms for end users, analyze results, make recommendations for support process improvement, and implement changes.
8. Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.
9. Assist application owners in performing cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
10. Lead business units in documenting current business workflows, including system specifications, diagrams, and charts to provide information and direction to development staff and/or third-party vendors and adaption of those for future applications.

11. Develop training schedules, documentation, and methodologies to best fit with the business unit's needs. Assist business units and/or third-party resources in providing orientation and training to end users for all modified and new applications.
12. Prioritize, schedule, and work with appropriate teams to administer all instances where enhancements and defect resolution are required.
13. Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
14. Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
15. Schedule, coordinate, and lead internal and external development projects from concept to completion to include application development, application modifications, integrations/interfaces, and database migrations.
16. Responsible for managing application roles and permissions and working with business units to maintain permissions.
17. Identify and acquire knowledge of software applications used and supported by the organization.
18. Record, track, and document application specific information, including but not limited to application system information, key contact information, testing information, application upgrade information, issues, tutorial and knowledge base information, and frequently asked question resources within the adopted IT change management processes and procedures to ensure knowledge transfer and timely access to enterprise and critical level application to assist in problem resolution.
19. Monitor application performance for enterprise and critical level applications and facilitate the installation of updates, service packs, patches, hot fixes, etc. to best resolve application issues and ensure optimal preventive maintenance, in conjunction with appropriate IT and business unit staff, as well as third-party vendors.
20. 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.
21. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
22. Provide training on new or modified procedures and policies to all affected parties.
23. Coordinate and perform application review process, application implementation, configuration, maintenance, and technology project management functions and programs for the City.
24. In collaboration with the supervisor, organize, and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
25. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
26. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
27. 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, skill, and/or ability required.

1. Education & Experience Requirements
 - A. Associate's degree in a computer information systems related program from an accredited technical school or college/university, and five (5) years of full-time, verifiable experience in application development, system design, integration, and implementation; OR seven (7) years of full-time, verifiable experience in application development, system design, integration, and implementation; OR minimum of seven (7) years of related education and/or full-time, verifiable professional experience to include application development, system design, integration, and implementation as a primary responsibility.

- B. Project management certification preferred.
 - C. Experience with GIS preferred.
2. License Requirements
- A. No specific licenses required.
3. Knowledge Requirements
- A. In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Financial, HR/Payroll, Utility Billing, Permitting, Licensing, Enterprise Asset Management, Public Safety, and Land Management systems.
 - B. Excellent working knowledge with troubleshooting principles, methodologies, and issue resolution techniques.
 - C. Excellent working knowledge in overseeing the design, development, and implementation of software application solutions.
 - D. Broad knowledge of programming languages and SQL Server Management Studio.
 - E. Working knowledge of trends in technology relating to software applications.
 - F. Experience in technical management of technology software and hardware platforms.
 - G. Working technical knowledge of current systems, software, protocols, and standards.
 - H. Knowledge of applicable data privacy practices, laws, and PCI compliancy requirements.
 - I. Knowledge and understanding of the organization's goals and objectives.
 - J. Knowledge of problem-solving and conflict-resolution techniques.
 - K. Knowledge of applicable safety requirements.
 - L. Knowledge of, or the ability to learn, City policies and procedures.
 - M. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - N. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
- A. Proven leadership and management skills.
 - B. Highest levels of personal and professional integrity.
 - C. Highly self-motivated and directed.
 - D. Team-oriented and skilled in working within a collaborative environment.
 - E. Strong organizational skills.
 - F. Excellent attention to detail.
 - G. Excellent project management skills.
 - H. Highly skilled in research, preparing evaluations, and recommendations for application systems and products.
 - I. Skill in the use of change management processes.
 - J. Skill in business process and reengineering, demonstrating an understanding of the relationship between processes and policies.
 - K. Superior analytical and problem-solving skills.
 - L. Skill in documenting and maintaining configuration and process information.
 - M. Skill in reading, writing, and interpreting technical documentation and procedure manuals.
 - N. Skill in efficient time management and prioritization.
 - O. Excellent written, oral, and presentational skills.
 - P. Excellent listening and interpersonal skills.
 - Q. 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.
 - R. Skill in managing one's own time and the time of others.
 - S. Skill in completing assignments accurately and with attention to detail.
 - T. Skill in mediation and dispute resolution.
 - U. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements

- A. Ability to develop and interpret technical documentation for training and end user procedures.
- B. Ability to absorb new ideas and concepts quickly.
- C. Excellent analytical and problem-solving abilities.
- D. Ability to be self-motivated and a strong team leader while effectively prioritizing and executing tasks in a high-pressure environment.
- E. Ability to conduct research into applications development and delivery concepts.
- F. Ability to present ideas in business-friendly and IT-friendly language.
- G. Very strong customer service orientation and ability.
- H. Ability to establish and maintain effective working relationships with all levels of City staff, outside agencies and the general public.
- I. 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.
- J. Ability to communicate and interact effectively with members of the public.
- K. Ability to communicate effectively both orally and in writing.
- L. Ability to recognize, analyze, and solve a variety of problems.
- M. Ability to organize and prioritize work while meeting multiple deadlines.
- N. Ability to handle difficult and stressful situations with professional composure.
- O. Ability to work successfully as a member of a team and independently with minimal supervision.
- P. Ability to train and lead others.
- Q. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- 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 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: LD	Union: Basic	EEOC: Professionals	CSB:	Class No:
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:



Human Resources

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Duluth, Minnesota 55802

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DATE: November 21, 2023
TO: Civil Service Board
FROM: Aimee Ott
Human Resources Generalist
SUBJECT: Revised Job Classification of Utility Operations Leadworker

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF UTILITY OPERATIONS LEADWORKER, INCLUDING A TITLE CHANGE TO UTILITY OPERATIONS SUPERINTENDENT.

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 Operations Leadworker job description was last revised and approved by City Council in 2008. In December 2022, a different revised version of this job description came before the Civil Service Board; however, additional updates were necessary, and it did not move forward to Council at that time.

The general purpose of this position is to coordinate and lead an assigned crew in the Utility Operations Division, performing the installation, maintenance, and repair of the City's water distribution system, natural gas distribution system, sanitary sewer collection system, and stormwater collection system. The work involves a combination of leading a crew, laboring, and operating power equipment to complete utility projects.

This version of the job description proposes a title change to Utility Operations Superintendent, which is a title commonly used in the industry. The major changes to the job description are in the Education & Experience Requirement section, which were updated to accurately describe the experience and licensure required upon hire:

- Two years of experience in a lead position and/or leading workcrews (in addition to completion of a three-year City-sponsored Utility Operations apprenticeship)
- Class A driver's license with combination vehicle and tanker endorsements (updated from Class D)

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

Recommendation

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

Utility Operations Superintendent

SUMMARY/PURPOSE

To coordinate and lead an assigned crew in performing the installation, maintenance, and repair of the City's water distribution system, natural gas distribution system (including transmission mains up to 900 PSI), sanitary sewer collection system, and stormwater collection system. The work involves a combination of leading a crew, laboring, and operating power equipment to complete utility projects; duties may be performed under adverse weather conditions.

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Oversee the installation, repair, modification, and maintenance of the City's water distribution system, natural gas distribution system, sanitary sewer collection system, and stormwater collection system.
2. Ensure a safe work environment; train personnel in their areas of work including correct and safe operating procedures, methods, and techniques used.
3. Direct assigned personnel in the execution of construction and repair projects, providing clear, sufficient, and timely information about plans, expectations, tasks, and activities.
4. Establish work standards for assigned personnel; mentor and guide assigned employees in areas where improvement is needed.
5. Guide, check, monitor, inspect, and report on the work of a crew engaged in the installation, repair, modification, or maintenance of pipe sections, hydrants, valves, regulators, pressure reducers, meters, and taps; sewers, culverts, catch basins, and manholes; or excavation work, such as shoring, construction materials, compaction, and restoration.
6. Monitor worksites to ensure compliance with established methods, guidelines, and procedures; inspect for appropriate barricades, warning devices, and proper placement of equipment.
7. Interpret maps for the purpose of directing maintenance personnel to locate work projects; interpret gas distribution maps for purposes of directing shutdown area when gas main has been damaged.
8. Respond to emergency situations as incident commander, make initial assessment and determine degree of danger, damage, urgency, or inconvenience involved; prioritize and process information pertaining to emergency maintenance needs by directing personnel and equipment to worksite locations; control and direct activities at worksites requiring emergency repairs to restore services; document all activities to meet the Minnesota Office of Pipeline Safety (MNOPS) and Pipeline and Hazardous Materials Safety Administration (PHMSA) requirements.
9. Communicate effectively with Police, Fire, and other work crews of hazards at worksite locations.
10. Use the Enterprise Asset Management (EAM) system to maintain detailed records of utility projects, including work performed, progress, and materials used.
11. Supervise and lead the restoration of worksite street surfaces by directing personnel to refill trenches, mixing, pouring, and smoothing asphalt, gravel, and other materials to repair roadways.
12. Plan and coordinate construction maintenance projects with department personnel, other City departments, outside contractors, and customers as needed; review construction plans and specifications for compliance with existing standards; conduct meetings with assigned personnel to discuss work projects.
13. Supervise crew members in the maintenance of tools, and inspect equipment to ensure safe operable condition.

14. Understand, monitor, and make operational decisions based on weather models and forecasts.
15. Be proficient with basic computer functions, cloud-based applications, and data collection and analysis applications.
16. Arrange equipment and materials necessary to complete assigned tasks and furnish to worksites by trailer or pick-up truck, ensuring combined weight does not exceed 26,000 pounds gross vehicle weight.
17. Develop traffic control plans for worksites, and instruct and train assigned personnel in proper installation of the plan.
18. Direct work crews to close a job site that is in violation of health/safety regulations.
19. Operate excavators, hydro-excavators, backhoes, and dump trucks if needed.
20. 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.
21. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
22. Provide training on new or modified procedures and policies to all affected parties.
23. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and coordinate schedules to ensure timely completion of work.
24. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of assigned personnel.
25. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
26. 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. Completion of the City of Duluth Water & Gas Maintenance training program, or Utility Operator Apprenticeship program, and two (2) years of experience in a lead position and/or leading workcrews of similar complexity and level of responsibility.
2. License Requirements
 - A. Possess and maintain a Minnesota Class "A" commercial driver's license including a Combination Vehicle Endorsement and tanker endorsement.
 - B. Ability to obtain and maintain an SC Wastewater Operator license within one (1) year of hire date.
 - C. Ability to obtain and maintain a Minnesota Class "D" Water Operator license within one (1) year of hire date.
 - D. Must stay up-to-date on continuing education and Operator Qualifications (OQs).
3. Knowledge Requirements
 - A. Extensive knowledge of the materials, equipment, procedures and practices used in the installation, repair, and maintenance of a water and gas distribution/high pressure transmission main system, and sanitary and stormwater collection systems.
 - B. Critical knowledge of safe and proper trenching and shoring procedures, and trench box operations.
 - C. Extensive knowledge of applicable federal, state, and local laws and regulations pertaining to the installation, repair, and maintenance of a water and gas distribution system, sanitary sewer, and stormwater collection systems.
 - D. Knowledge of confined space entry procedures.

- E. Knowledge of gas-and-diesel-powered equipment used in the installation, maintenance, and repair of a water and gas distribution/high pressure transmission main system, sanitary sewer, and stormwater collection systems.
 - F. Knowledge of applicable safety procedures and requirements.
 - G. Knowledge of traffic control and vehicle operation regulations.
 - H. Knowledge of OSHA, DOT, CDL, Environmental Protection Agency (EPA), and MNOPS, Minnesota Pollution Control Agency (MPCA), and Minnesota Department of Health (MDH) regulations.
 - I. Knowledge of location and topography within the City of Duluth.
 - J. Knowledge of methods and procedures of flow monitoring and sampling of water, wastewater, and stormwater.
 - K. Knowledge of WIN-911 and the Supervisory Control and Data Acquisition (SCADA) system operation.
 - L. Knowledge of sanitary sewer force main operation and maintenance.
 - M. Knowledge of soil sampling techniques.
 - N. Knowledge of problem-solving and conflict-resolution techniques.
 - O. Knowledge of applicable safety requirements.
 - P. Knowledge of, or the ability to learn, City policies and procedures.
 - Q. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - R. Knowledge of effective leadership and personnel practices.
 - S. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
4. Skill Requirements
- A. Skill in setting up and removing appropriate traffic controls.
 - B. Skill in performing construction repairs to a water and gas distribution system, sanitary sewer, and stormwater collection systems.
 - C. Skill in supervising and leading assigned personnel.
 - D. Skill in operating excavators, backhoes, and dump trucks.
 - E. Skill in pinpointing water main breaks using tools such as a correlator and ground microphone.
 - F. Skill in pinpointing natural gas leaks using CGI, four-gas meter, or other tools.
 - 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.
5. Ability Requirements
- A. Ability to perform mathematical calculations to set grade levels, make conversions from metric to English, determine pipe diameter, and determine cost of supplies.
 - B. Ability to be scheduled for standby duty.
 - C. 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.
 - D. Ability to communicate and interact effectively with members of the public.
 - E. Ability to communicate effectively both orally and in writing.
 - F. Ability to recognize, analyze, and solve a variety of problems.
 - G. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - H. Ability to handle difficult and stressful situations with professional composure.

- I. Ability to work successfully as a member of a team and independently with minimal supervision.
- J. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- K. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- L. Ability to enforce safety rules and regulations.
- 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 attend work as scheduled and/or required.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, and crouching or crawling in restricted areas. Requirements also include entry into confined spaces and lifting heavy objects at unusual angles.

Work Environment

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

HR: AO	Union: Basic	EEOC: Skilled Craft Workers	CSB:	Class No: 1749
WC: 6319	Pay:	EEOF: Utilities/Transportation	CC:	Resolution:

Utility Operations LEADWORKERSuperintendent

SUMMARY/PURPOSE: ——— Supervise subordinates

To coordinate and lead an assigned crew in performing the installation, maintenance, and repair of the City's water and gas distribution system and the natural gas distribution system (including transmission mains up to 900 PSI), sanitary and storm water sewer collection systems, and stormwater collection system. The work involves a combination of leading a crew, laboring, and operating power equipment to complete utility projects; duties may be performed under adverse weather conditions.

FUNCTIONAL AREAS:

1. ——— Organize and direct the activities of assigned personnel.

* ——— A. ——— Determine priorities, assign work to personnel, and coordinate schedules to ensure timely completion of work.

* ——— B. ——— Assist in the hire, transfer, suspension, or discharge of assigned personnel.

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Oversee the installation, repair, modification, and maintenance of the City's water distribution system, natural gas distribution system, sanitary sewer collection system, and stormwater collection system.

2. Ensure a safe work environment; train personnel in their areas of work including correct and safe operating procedures, methods, and techniques used.

3. Direct assigned personnel in the execution of construction and repair projects, providing clear, sufficient, and timely information about plans, expectations, tasks, and activities.

4.4. Establish work standards for assigned personnel; mentor and evaluate work of guide assigned employees in areas where improvement is needed.

5. * D. ——— Guide, check, monitor, inspect, and report on the work of a crew engaged in the installation, repair, modification, or maintenance of pipe sections, hydrants, valves, regulators, pressure reducers, meters, and taps; sewers, culverts, catch basins, and manholes; or excavation work, such as shoring, construction materials, compaction, and restoration.

2-6. Monitor work sites/worksites to ensure compliance with established methods, guidelines, and procedures; inspect for appropriate barricades, warning devices, and proper placement of equipment.

* ——— E. ——— Train personnel in correct and safe operating procedures.

* ——— F. ——— Direct assigned personnel in the execution of construction/repair projects.

7. * G. ——— Disseminate information to employees through bulletins/Interpret maps for the purpose of directing maintenance personnel to locate work projects; interpret gas distribution maps for purposes of directing shutdown area when gas main has been damaged.

8. Respond to emergency situations as incident commander, make initial assessment and determine degree of danger, damage, urgency, or inconvenience involved; prioritize and process information pertaining to emergency maintenance needs by directing personnel and equipment to worksite locations; control and direct activities at worksites requiring emergency repairs to restore services; document all activities to meet the Minnesota Office of Pipeline Safety (MNOPS) and Pipeline and Hazardous Materials Safety Administration (PHMSA) requirements.

Communicate effectively with Police, Fire, and other communications.

- ~~* H. Perform related duties and assignments as directed.~~
- ~~2. Supervise the installation, repairs, modifications and maintenance of the water & gas distribution system and the sanitary and storm water collection systems.~~
- ~~* A. Review construction plans and specifications for compliance with existing standards.~~
- ~~* B. Plan construction and maintenance projects.~~
- ~~3.9. * C. Conduct meetings with work crews to discuss construction projects of hazards at worksite locations.~~
- ~~* D. Provide materials and equipment necessary to perform work projects.~~
- ~~* E. Develop traffic control plans for work sites and instruct subordinates in proper installation of the plan.~~
- ~~4.10. * F. Monitor work progress and Use the Enterprise Asset Management (EAM) system to maintain detailed records of utility projects, including work performed, progress, and materials used.~~
- ~~* G. Supervise and inspect excavation work; such as, shoring, construction materials, compaction, and restoration.~~
- ~~* H. Inspect work sites for appropriate barricades, warning devices, and proper placement of equipment.~~
- ~~* I. Inspect the installation of pipe sections, hydrants, valves, regulators, pressure reducers, meters, and taps.~~
- ~~* J. Inspect the installation of sewers, culverts, catch basins, and manholes.~~
- ~~5.11. * K. Supervise and lead the restoration of work site worksite street surfaces by directing personnel to refill trenches, mixing, pouring, and smoothing asphalt, gravel, and other materials to repair roadways.~~
- ~~* L. Interpret maps for the purpose of directing maintenance personnel to locate work projects.~~
- ~~12. * M. Plan and coordinate construction maintenance projects with department personnel, other City departments, outside contractors, and customers as needed; review construction plans and specifications for compliance with existing standards; conduct meetings with assigned personnel to discuss work projects.~~
- ~~6.13. Supervise personnel crew members in the maintenance of tools, and inspect equipment in a to ensure safe operable condition.~~
- ~~* N. Ensure a safe work environment.~~
- ~~14. * O. Understand, monitor, and make operational decisions based on weather models and forecasts.~~
- ~~15. Be proficient with basic computer functions, cloud-based applications, and data collection and analysis applications.~~
- ~~16. Arrange equipment and materials necessary to complete assigned tasks and furnish to worksites by trailer or pick-up truck, ensuring combined weight does not exceed 26,000 pounds gross vehicle weight.~~
- ~~17. Develop traffic control plans for worksites, and instruct and train assigned personnel in proper installation of the plan.~~
- ~~7.18. Direct work crews to close a job site that is in violation of health/safety regulations.~~
- ~~* P. Furnish materials and equipment to work sites by hauling these materials on a trailer or pick-up truck with a combined weight not to exceed a 26,000 pounds gross vehicle weight.~~
- ~~8.19. * Q. Operate, when necessary, excavators, hydro-excavators, backhoes, and dump trucks if needed.~~
- ~~3. Respond to emergency situations.~~
- ~~* A. Prioritize and process information pertaining to emergency maintenance needs by directing personnel and equipment to work site locations.~~
- ~~* B. Make initial assessment of an emergency situation and determine degree of danger, damage, urgency, or inconvenience involved.~~

* ~~C. Control and direct work activities at work sites requiring emergency repairs to restore services.~~

* ~~D. Notify police, fire, and other work crews of hazards at work site locations.~~

20. ~~E. Perform related~~ 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.

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

22. Provide training on new or modified procedures and policies to all affected parties.

23. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and coordinate schedules to ensure timely completion of work.

24. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of assigned personnel.

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

9.26. Other duties and assignments as directed may be assigned.

~~F. Interpret gas distribution maps for purposes of directing shut down area when gas main has been damaged.~~

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. Completion of the City of Duluth Water & Gas Maintenance training program, or Utility Operator Apprenticeship program, or five (5) and two (2) years of experience as in a City lead position and/or leading workcrews of Duluth Collection System Maintenance Worker, Lift Station Operator, or Pipeline Welders similar complexity and level of responsibility.~~

2. License Requirements

~~+ A. Possession of a valid Minnesota driver's license or privilege by the date of appointment Possess and thereafter.~~

A. ~~— B. Ability to obtain maintain a Minnesota Class "A" commercial driver's license including a Combination Vehicle Endorsement within six months of hire date and tanker endorsement.~~

B. ~~— C. Ability to obtain and maintain an SC Wastewater Operator license within one (1) year of hire date.~~

C. ~~— D. Ability to obtain and maintain a Minnesota Class "D" Water Operators Operator license within one (1) year of hire date.~~

D. Must stay up-to-date on continuing education and Operator Qualifications (OQs).

3. Knowledge Requirements

~~+ A. Knowledge of location and topography within the City of Duluth.~~

~~+ B. Knowledge of gas and diesel powered equipment used in the installation, maintenance, and repair of a water & gas distribution system, sanitary and storm water collection systems.~~

A. ~~+ C. Extensive knowledge of the materials, equipment, procedures and practices used in the installation, repair, and maintenance of a water & gas distribution; high pressure transmission main system, and sanitary and storm water stormwater collection systems.~~

- ~~+ D. Critical knowledge of traffic control safe and vehicle operation regulations.~~
- ~~+ E. Knowledge of OSHA, CDL, EPA, and MNOPS regulations.~~
- ~~+ F. Knowledge of methods and procedures of flow monitoring and sampling of water, wastewater, and storm water.~~
- B. ~~+ G. Knowledge of proper trenching, and shoring procedures, and trench box operations.~~
- ~~+ H. Knowledge of soil sampling techniques.~~
- ~~+ I. Knowledge of confined space entry procedures.~~
- ~~+ J. Knowledge of effective supervisory practices.~~
- ~~+ K. Knowledge of applicable safety procedures.~~
- C. ~~+ L. Extensive knowledge of applicable federal, state, and local laws and regulations pertaining to the installation, repair, and maintenance of a water & gas distribution system, sanitary sewer, and storm water/stormwater collection systems.~~
- D. Knowledge of confined space entry procedures.
- E. Knowledge of gas-and-diesel-powered equipment used in the installation, maintenance, and repair of a water and gas distribution/high pressure transmission main system, sanitary sewer, and stormwater collection systems.
- F. Knowledge of applicable safety procedures and requirements.
- G. Knowledge of traffic control and vehicle operation regulations.
- H. Knowledge of OSHA, DOT, CDL, Environmental Protection Agency (EPA), and MNOPS, Minnesota Pollution Control Agency (MPCA), and Minnesota Department of Health (MDH) regulations.
- I. Knowledge of location and topography within the City of Duluth.
- J. Knowledge of methods and procedures of flow monitoring and sampling of water, wastewater, and stormwater.
- K. Knowledge of WIN-911 and the Supervisory Control and Data Acquisition (SCADA) system operation.
- L. Knowledge of sanitary sewer force main operation and maintenance.
- M. Knowledge of soil sampling techniques.
- N. Knowledge of problem-solving and conflict-resolution techniques.
- O. Knowledge of applicable safety requirements.
- P. Knowledge of, or the ability to learn, City policies and procedures.
- Q. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- R. Knowledge of effective leadership and personnel practices.
- S. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.

4. Skill Requirements

- A. ~~+ A. Skill in setting up and removing appropriate traffic controls.~~
- B. ~~+ B. Skill in performing construction repairs to a water & gas distribution system, sanitary sewer, and storm water/stormwater collection systems.~~
- C. ~~+ C. Skill in supervising and leading assigned personnel.~~
- D. ~~+ D. Skill in operating excavators, backhoes, and dump trucks.~~
- E. ~~+ E. Skill in pinpointing water main breaks using tools such as a correlator and ground microphone.~~
- F. ~~Skill in pinpointing natural gas leaks using CGI, four-gas meter, or other tools.~~
- 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.~~
- E-K. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- ~~+ A. Ability to read maps, specifications, and construction plans used in utility construction work.~~
- ~~+ B. Ability to use good judgment and work independently under limited supervision.~~
- ~~+ C. Ability to plan and lay out a work project.~~
- ~~+ D. Ability to develop work crew and equipment schedules.~~
- ~~+ E. Ability to interpret safety rules and apply them to hazardous situations.~~
- ~~+ F. Ability to communicate effectively both orally and in writing.~~
- ~~+ G. Ability to prepare clear, concise reports.~~
- ~~+ H. Ability to establish and maintain effective working relationships with supervisors, co-workers, and the public.~~
- ~~+ I. Ability to work outside during inclement weather.~~
- ~~+ J. Ability to work in confined spaces.~~
- ~~+ K. Ability to lift and carry supplies and equipment such as 50-pound bags of cement products and a 90-pound jackhammer.~~
- ~~— L. Ability to successfully complete "Competent Person" and HAZMAT First Responder training.~~
- ~~— M. Ability to successfully pass Gas Inspectors competency test.~~
- ~~— N. Ability to meet certification requirements in compliance with state and federal rules and regulations.~~
- ~~— O. Ability to successfully complete a Gas Operator Certification program.~~
- ~~+ P. Ability to stand, kneel, stoop, and crouch for extended periods.~~
 - ~~A. + Q. Ability to perform mathematical calculations to set grade levels, make conversions from metric to English, determine pipe diameter, and determine cost of supplies.~~
- ~~+ R. Ability to attend work on a regular basis.~~
 - ~~B. — S. Ability to be scheduled for standby duty.~~

* ~~Essential functions of the job~~

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

- C. 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.
- D. Ability to communicate and interact effectively with members of the public.
- E. Ability to communicate effectively both orally and in writing.
- F. Ability to recognize, analyze, and solve a variety of problems.
- G. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- H. Ability to handle difficult and stressful situations with professional composure.
- I. Ability to work successfully as a member of a team and independently with minimal supervision.
- J. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- K. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- L. Ability to enforce safety rules and regulations.
- 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 attend work as scheduled and/or required.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, and crouching or crawling in restricted areas. Requirements also include entry into confined spaces and lifting heavy objects at unusual angles.

Work Environment

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

HR: KGAQ	Union: Basic	EEOC: Skilled Craft Workers	CSB: 03/13/2008	Class No: 1749
WC: 7520631 9	Pay: 32	EEOF: Utilities/Transportation	CC: 04/14/2008	Resolution: 08-0230R

**Human Resources**

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DATE: September 27, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Human Resources Technician

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

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 Technician was last revised in 2010. The purpose of this position is to perform a variety of technical and administrative activities in support of the human resources office operations. The primary changes to the job description were to update duties to reflect current work performed today.

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 Technician.

Human Resources Technician

SUMMARY/PURPOSE

To perform a variety of technical and administrative activities in support of the human resources office operations.

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. Provide support to Generalist Team, HRIS, and Benefits as needed.
2. Identify best practices for maintenance and usage, and recommend streamlined processes within HRIS; develop user instructions and provide technical assistance as required.
3. Create and maintain communication templates, forms, portals, and checklists within HRIS.
4. Participate in applicant tracking, position control, benefit plan, and other HRIS records maintenance activities.
5. Assist with compilation of data required by management to develop contract proposals.
6. Coordinate and conduct benefit orientations.
7. Process disability and other leaves, including gathering required data, communicating with involved parties and tracking utilization; refer difficult cases as needed.
8. Assist with the coordination of open enrollment material distribution and conduct open enrollment meetings.
9. Process benefit plan enrollments, changes, and separations; process death claims.
10. Coordinate recruitment and selection processes and administer civil service process.
11. Provide administrative support to the Civil Service Board and other committees as required.
12. Prepare resolutions for City Council meetings.
13. Maintain job description records within HRIS and common drive.
14. Create/revise forms and documents, and assist with the development of related procedures.
15. Prepare correspondence, reports, graphs, charts, tables, and spreadsheets; develop and maintain a variety of databases, queries, tracking systems, files, and records.
16. Communicate with vendors as needed.
17. Respond to routine inquiries and resolve routine issues/complaints from employees, retirees, applicants, and others; refer more difficult issues to appropriate staff if required.
18. Research laws and regulations related to human resource policies and procedures as directed.
19. Conduct front desk job duties as necessary.
20. Create and edit HR webpage content, and maintain City organization chart.
21. Assist with leave management programs as necessary.
22. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
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. Associate's Degree in a related professional field, and three (3) years of related professional experience; OR a minimum of five (5) years of related education and/or full-time, verifiable professional Human Resources experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Knowledge of human resources principles, concepts, policies, and procedures
 - B. Knowledge of applicable civil service rules, bargaining unit contracts, and basic knowledge of federal, state, and local laws and regulations that govern human resources work.
 - C. Knowledge of basic research and data analysis methods and techniques.
 - D. Knowledge of problem-solving and conflict-resolution techniques.
 - E. Knowledge of applicable safety requirements.
 - F. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
 - A. Skill in providing exemplary customer service with a focus on compliance.
 - B. Skill in writing clear and concise correspondence and reports.
 - C. Skill in auditing and processing a wide variety of personnel and benefits transactions.
 - D. Skill in designing and maintaining accurate and effective filing systems.
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, Microsoft Office and other required software applications, HRIS, the internet, and modern office equipment.
 - F. Skill in managing one's own time.
 - G. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
 - A. Ability to use initiative and independent judgment within established policies and procedural guidelines.
 - B. Ability to perform research, analyze, and summarize data in both narrative and numerical form.
 - C. Ability to set priorities and complete assignments on time while under pressures of time constraints and conflicting demands.
 - D. Ability to maintain confidentiality.
 - E. Ability to read, interpret, and apply a variety of complex materials and instructions, including laws and regulations related to human resource and benefit administration.
 - 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 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: Confidential	EEOC: Paraprofessionals	CSB:	Class No: 1821
WC: 8810	Pay: 9	EEOF: Admin/Finance	CC:	Resolution:

HUMAN RESOURCES TECHNICIAN**Human Resources Technician****SUMMARY/PURPOSE:** _____

To perform a variety of paraprofessional, technical and administrative activities in support of the human resources office operations.

— Positions in this class perform advanced paraprofessional work to assist professional staff. Serve as liaison between Human Resources and line departments, employees and applicants in navigating various human resources processes. Work requires independent judgment and decision-making, with assistance from professional staff as necessary.

FUNCTIONAL AREAS:

1. ~~Assist with benefits administration.~~

- * ~~A. Coordinate and conduct benefit orientations; process plan enrollments, changes and terminations.~~
- * ~~B. Process disability and other leaves, including gathering required data, communicating with involve parties and tracking utilization; refer difficult cases to the Employee Benefits Representative.~~
- * ~~C. Assist with the coordination of open enrollment material distribution and conduct open enrollment meetings.~~
- * ~~D. Conduct audits of bills and records for accuracy, and research and reconcile errors.~~
- * ~~E. Process death claims.~~
- * ~~F. Communicate with vendors as directed.~~

2. ~~Assist with classification, compensation and recruitment activities.~~

- * ~~A. Interview employees/management to gather information for job descriptions and/or comparable worth evaluations; participate on the comparable worth evaluation team.~~
- * ~~B. Maintain EEO and pay equity records and assist with preparation of compliance reports.~~
- * ~~C. Administer civil service process, including preparing agendas, communicating with members, providing administrative support for meetings, and processing actions.~~
- * ~~D. Write council resolutions, classified ads and job announcements.~~
- * ~~E. Participate in recruitment activities such as job fairs, career days, and exam monitoring.~~

Participate in 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. Provide support to Generalist Team, HRIS, and Benefits as needed.
 3. Identify best practices for maintenance and upgrades to the human resources information system (HRIS).
- * ~~A. Collect information from Human Resources staff and other sources and perform technical~~

~~analysis of usage, and recommend streamlined processes within HRIS applications to identify needs and make recommendations related to design and setup.~~

~~* B. Participate in project planning and in system updates/training sessions conducted by the vendor.~~

~~* C. Test and implement modifications/enhancements, and troubleshoot and resolve errors/deficiencies.~~

~~1.2. D. Serve as technical resource to staff on HRIS design and operation, including development of; develop user instructions and providing provide technical assistance with issues/problems as required.~~

~~3. E. Create and maintain communication templates, forms, portals, and checklists within HRIS.~~

~~2.4. Participate in applicant tracking, position control, benefit plan, and other HRIS records maintenance activities.~~

~~* F. Develop database queries and provide reports as requested.~~

~~4. Participate in labor relations activities.~~

~~3.5. A. Compile Assist with compilation of data required by management to assist with the development of develop contract proposals.~~

~~* B. Participate in the review of drafted language to analyze effect on operations.~~

~~6. C. Coordinate and conduct benefit orientations.~~

~~7. Process disability and other leaves, including gathering required data, communicating with involved parties and tracking utilization; refer difficult cases as needed.~~

~~8. Assist with the coordination of open enrollment material distribution and conduct open enrollment meetings.~~

~~9. Process benefit plan enrollments, changes, and separations; process death claims.~~

~~10. Coordinate recruitment and selection processes and administer civil service process.~~

~~4.11. Provide administrative support during management strategy meetings and bargaining sessions to the Civil Service Board and other committees as required.~~

~~5. Perform related tasks.~~

~~12. A. Establish and maintain a variety of human resource files, Prepare resolutions for City Council meetings.~~

~~13. Maintain job description records within HRIS and common drive.~~

~~5.14. Create/revise forms and databases documents, and assist with the development of related procedures.~~

~~* B. Prepare a variety of materials, including correspondence, reports, graphs, charts, tables, and spreadsheets.~~

~~6.15. C. ; develop and maintain various a variety of databases, queries, tracking systems, files, and records.~~

~~16. D. Communicate with vendors as needed.~~

~~7.17. Respond to routine inquiries and resolve routine issues/complaints from employees, retirees, applicants, and others; refer more difficult issues to appropriate staff if required.~~

~~8.18. E. Research laws and regulations related to human resource policies and procedures as directed.~~

~~19. F. Provide backup to Conduct front office staff desk job duties as necessary.~~

~~9.20. Create and administrative help at various meetings edit HR webpage content, and maintain City organization chart.~~

~~10.21. G. Recommend revisions to human resource documents Assist with leave management programs as necessary.~~

~~H. Perform related tasks as assigned.~~

22. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
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. Graduation from an accredited institution with an Associate's Degree in Administrative Office Specialist or closely a related professional field, plus and three (3) years of progressively responsible clerical and paraprofessional~~ related professional experience in a Human Resource office; or
- ❖ ~~B. ; OR a minimum of five (5) years of experience as defined above; or~~
 - A. ~~C. A combination of related education and/or full-time, verifiable professional Human Resources experience determined by management to be equivalent.~~

2. License Requirements

- A. No specific licenses required.

2.3. Knowledge Requirements

- ❖ ~~A. Basic knowledge of human resources and employee benefits principles, concepts and practices.~~
 - A. ~~B. Knowledge of human resources principles, concepts, policies, and procedures;~~
 - A-B. Knowledge of applicable civil service rules, bargaining unit contracts, and basic knowledge of federal, state, and local laws and regulations governing that govern human resources work.
 - B-C. ~~C. Knowledge of basic research and data analysis methods and techniques.~~
 - C-D. Knowledge of modern office practices and technology, problem-solving and conflict-resolution techniques.
 - D-E. Knowledge of business letter writing and report preparation, applicable safety requirements.
 - E-F. Knowledge of, or the principles and practices of computerized records maintenance, ability to learn, City policies and procedures.

3.4. Skill Requirements

- ❖ ~~A. Skill in communicating clearly and concisely, both verbally and in writing.~~
- ❖ ~~B. Strong computer skills, including HRIS, word processing, database, spreadsheet, presentation and email applications, as assigned.~~
 - A. ~~C. Skill in providing exemplary customer service with a focus on compliance.~~
 - B. D. Skill in writing clear and concise correspondence and reports.
 - B-C. Skill in auditing and processing a wide variety of personnel and benefits transactions.
 - C-D. ~~E. Skill in designing and maintaining accurate and effective filing systems.~~
- ❖ ~~F. Skill in operating a variety of office equipment.~~

- E. Skill in the operation of office equipment including, but not limited to, general computer systems, Microsoft Office and other required software applications, HRIS, the internet, and modern office equipment.
- F. Skill in managing one's own time.
- G. Skill in completing assignments accurately and with attention to detail.

4.5. Ability Requirements

- A. A.—Ability to use initiative and independent judgment within established policies and procedural guidelines.
- B. B.—Ability to perform research, analyze, and summarize data in both narrative and numerical form.
- C. C.—Ability to workset priorities and complete assignments on time while under pressures of time constraints and conflicting demands.
- ❖—D. ~~Ability to establish and maintain effective working relationships with supervisors, coworkers, other employees and the general public.~~
- D. E.—Ability to maintain confidentiality.
- E. F.—Ability to read, interpret, and apply a variety of complex materials and instructions, including laws and regulations, related to human resource and benefit administration.

Physical Requirements

- F. 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.
- F.G. ~~Ability to sit for extended periods~~ communicate and interact effectively with members of the public.
- G.H. B.—Ability to transport oneself to, from, communicate effectively both orally and around the sites of projects, meetings and presentations in writing.
- ❖—C. ~~Ability to occasionally transport, usually by lifting and carrying, material/equipment weighing up to 25 pounds per load for presentations.~~
- ❖—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.~~
- I. H.—Ability to understand and follow instructions.
- J. Ability to problem-solve a variety of situations.
- H.K. Ability to attend work on a regular basis as scheduled and/or required.

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

Physical Demands

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

Work Environment

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

HR: <u>JAH</u> D	Union: Confidential	EEOC: Paraprofessionals	CSB: 20101005	Class No: 1821
WC: 8810	Pay: 9	EEOF: Admin/Finance	CC: 20101206	Resolution: 40-0608R

**Human Resources**

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DATE: November 17, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Employee Benefits Representative

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF EMPLOYEE BENEFITS REPRESENTATIVE, INCLUDING A TITLE CHANGE TO SENIOR BENEFITS SPECIALIST.

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 Employee Benefits Representative was last revised in 2010. The purpose of this position have evolved to provide leadership and oversight with the overall administration and coordination of the City's benefit programs, including all eligible active and retired members of the Joint Powers Enterprise (JPE). This position conducts research, planning and development of programs and initiatives, and employee education. The position provides responsive customer services, handling difficult issues/complaints, and administers assigned programs/processes. Work requires a high level of independent judgment and decision making. The primary changes to the job description were to update duties to reflect current work performed today.

The proposed revisions to the job classification were discussed with the Confidential union and incumbent, 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 Employee Benefits Representative, including a title change to Senior Benefits Specialist.

Senior Benefits Specialist

SUMMARY/PURPOSE

To provide leadership and oversight with the overall administration and coordination of the City's benefit programs, including all eligible active and retired members of the Joint Powers Enterprise (JPE). This position conducts research, planning and development of programs and initiatives, and supervisor and employee education. The position provides responsive customer service, handling difficult issues/complaints, and administers assigned programs/processes. Work requires a high level of independent judgment and decision-making.

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 occupation.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or project that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Resolve difficult benefit plan issues/problems by serving as liaison between program participants and benefit providers, advocating for the participant as appropriate.
2. Conduct meetings with terminating, retiring, or benefit-ineligible employees and/or their dependents to inform them of their COBRA rights; and resolve COBRA issues by working with vendors, sub-groups and employees.
3. Process benefit enrollments and changes within applicable systems in coordination with employees and vendors.
4. Prepare, review, and maintain benefits materials, records, statistics, and reports to ensure effective quality control and verify compliance with collective bargaining agreements.
5. Develop and coordinate the open enrollment process and any special enrollment processes.
6. Monitor and report on the performance of benefit providers, ensure that vendors adhere to contractual obligations, and resolve issues with vendors.
7. Coordinate and administer leave programs, including military leave of absence, long-term disability, and other related leave programs.
8. Assist with updating plan documents and summary plan descriptions.
9. Maintain awareness of benefit plan trends and changes to laws and regulations related to benefits.
10. Demonstrate an expert understanding of the principles and practices of benefits administration, the laws governing data privacy, and City policies and procedures related to benefit administration; apply this understanding to maintain effective systems for benefits administration.
11. Provide input related to the design and setup of benefit-related HRIS upgrades or conversions.
12. Conduct new employee benefit orientations as needed.
13. Revise and coordinate updates to the Employee Benefits Handbook and assist with drafting or revising benefit-related policies and procedures to ensure compliance with legal requirements.
14. Research and analyze information for proposals related to benefits and participate in management proposal decisions.
15. Participate in the preparation of requests for proposals and the review and analysis of vendor proposals.
16. Research, recommend, develop, and implement process improvements and enhancements to increase efficiencies and effectiveness of benefit administration.
17. Perform routine plan audits to maintain accuracy of benefit plan enrollment records.
18. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.

19. 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.
20. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
21. Provide training on new or modified procedures and policies to all affected parties.
22. Coordinate and perform benefit related job functions and programs for the City.
23. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
24. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
25. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
26. 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, human resources management or a related field and four (4) years of full-time, related professional experience in benefits administration; OR Certified Employee Benefits Specialist (CEBS), plus six (6) years of professional level experience in employee benefits administration; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional benefit administration experience.
 - B. Benefits administration experience must be current within the last seven (7) years.
2. License Requirements
 - A. No specific licenses required.
 - B. Certified Employee Benefits Specialist (CEBS) preferred.
3. Knowledge Requirements
 - A. Advanced knowledge of employee benefits principles, concepts, and practices.
 - B. Advanced knowledge of governmental regulations and laws related to benefit plans.
 - C. Knowledge of Social Security, Medicare, and other retirement plan structures.
 - D. Knowledge of statistics and their practical application.
 - E. Knowledge of research and data analysis methods and techniques.
 - F. Knowledge of customer service standards, principles, and techniques.
 - G. Knowledge of problem-solving and conflict-resolution techniques.
 - H. Knowledge of applicable safety requirements.
 - I. Knowledge of, or the ability to learn, City policies and procedures.
 - J. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - K. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
 - A. Skill in providing exemplary customer service and satisfaction with continuous focus on compliance.
 - B. 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.
 - C. Skill in managing one's own time and the time of others.
 - D. Skill in completing assignments accurately and with attention to detail.

- E. Skill in mediation and dispute resolution.
- F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- A. Ability to read and understand complex materials, often involving legal and technical matters with which the individual may have little background or knowledge.
- B. Ability to review processes and to compare information in order to identify discrepancies and deviating circumstances.
- C. Ability to perform research, prepare reports, and maintain records.
- D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- G. Ability to recognize, analyze, and solve a variety of problems.
- H. Ability to organize and prioritize work while meeting multiple deadlines.
- I. Ability to handle difficult and stressful situations with professional composure.
- J. Ability to work successfully as a member of a team and independently with minimal supervision.
- K. Ability to train and lead others.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to enforce safety rules and regulations.
- N. Ability to maintain confidential information.
- O. Ability to demonstrate dependability, responsibility, and consistency in their job performance.
- P. 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: Confidential	EEOC: Professionals	CSB:	Class No: 3233
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:
<i>Title change from Employee Benefits Representative (XX-XXXX; xx/xx/xxxx)</i>				

EMPLOYEE BENEFITS REPRESENTATIVE**Senior Benefits Specialist**

SUMMARY/PURPOSE: ~~Participate in~~

To provide leadership and oversight with the overall administration and coordination of the City's City's benefit programs.

~~This position assists the Employee Benefits Administrator (EBA) with, including all eligible active and retired members of the Joint Powers Enterprise (JPE). This position conducts research, planning and development of programs and initiatives, and supervisor and employee education. The position provides responsive customer service, handling difficult issues/complaints, and administers assigned programs/processes. Work requires a high level of independent judgment and decision-making, with assistance only on unusual or new situations.~~

FUNCTIONAL AREAS:

~~1. Assist with planning, organizing and coordinating benefit programs.~~

- ~~* A. Participate in the preparation of requests for proposals and the review and analysis of vendor proposals.~~
- ~~* B. Monitor and report on the performance of benefit providers, ensure that vendors adhere to contractual obligations, and resolve issues with vendors.~~
- ~~* C. Coordinate and administer leave programs, including leave of absence, FMLA, sick leave and return to work, and long term disability, conferring with EBA as needed.~~
- ~~* D. Participate in the administration of all hospital medical insurance related programs.~~

E. 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 occupation.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or project that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- ~~1. Resolve difficult benefit plan issues/problems by serving as liaison between program participants and benefit providers, advocating for the participant as appropriate.~~
 - ~~* F. Assist with updating plan documents and summary plan descriptions.~~
 - ~~* G. Assist with research and development of process improvements and new, enhanced or revised benefit programs.~~
 - ~~* H. Maintain awareness of benefit plan trends and changes to laws and regulations related to benefits.~~
 - ~~* I. Provide input into the design and setup of benefit related HRIS upgrades or conversions.~~
- ~~2. Perform other duties related to benefit programs and participant education.~~
 - ~~* A. Coordinate and conduct new employee orientations.~~
- ~~2. B. Conduct meetings with terminating, retiring, or benefit-ineligible employees and/or their dependents to inform them of their COBRA rights; and resolve COBRA issues by working with vendors, sub-groups and employees.~~

3. C. Process benefit enrollments and changes within applicable systems in coordination with employees and vendors.
4. Prepare, review, and maintain benefits materials, records, statistics, and reports to ensure effective quality control and verify compliance with collective bargaining agreements.
- 3.5. Develop and coordinate the open enrollment process and any special enrollment processes.
6. D. Recommend revisions. Monitor and report on the performance of benefit providers, ensure that vendors adhere to contractual obligations, and resolve issues with vendors.
7. Coordinate and administer leave programs, including military leave of absence, long-term disability, and other related leave programs. [HD1]
8. Assist with updating plan documents and summary plan descriptions.
9. Maintain awareness of benefit plan trends and changes to laws and regulations related to benefits.
10. Demonstrate an expert understanding of the principles and practices of benefits administration, the laws governing data privacy, and City policies and procedures related to benefit administration; apply this understanding to maintain effective systems for benefits administration.
11. Provide input related to the design and setup of benefit-related HRIS upgrades or conversions.
12. Conduct new employee benefit orientations as needed.
- 4.13. Revise and coordinate updates to the Employee Benefits Handbook and assist with drafting or revising benefit-related policies and procedures to ensure compliance with legal requirements.
- * ~~E. Participate in Research and/or develop and administer benefit surveys.~~
- * ~~F. Develop, facilitate and provide information to employees regarding benefit plans.~~
- * ~~G. Review and disseminate PERA, deferred compensation and other information as necessary.~~
- * ~~H. Assist with developing and presenting training programs.~~
3. ~~Participate in research and analysis required for contract negotiations.~~
- * ~~A. Develop and maintain statistical and other data on current and proposed benefit plans as directed.~~
- 5.14. B. Research, analyze information for proposals related to benefits and participate in management proposal decisions.
15. C. Analyze. Participate in the preparation of requests for proposals and the review and analysis of vendor proposals.
16. Research, recommend, develop, and implement process improvements and enhancements to increase efficiencies and effectiveness of benefit administration.
17. Perform routine plan audits to maintain accuracy of benefit plan enrollment records.
- 6.18. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
- * ~~D. Prepare first drafts of proposed language as directed.~~
19. 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.
20. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
21. Provide training on new or modified procedures and policies to all affected parties.
22. Coordinate and perform benefit related job functions and programs for the City.
23. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
24. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.

25. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
26. 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 Bachelor's Degree in business administration, human resources management or a related field from an accredited college or university, plus three (3) and four (4) years of full-time, related professional experience in benefits administration; OR Certified Employee Benefits Specialist (CEBS), plus six (6) years of professional level experience in employee benefits administration; OR
- ❖ B. Certified Employee Benefits Specialist (CEBS), plus five (5) years of paraprofessional level experience in employee benefits administration; or
 - A. C. A combination of a minimum of eight (8) years of related education and/or full-time, verifiable professional benefit administration experience determined by management to be equivalent.
 - B. Benefits administration experience must be current within the last seven (7) years.

2. License Requirements

- A. No specific licenses required.
- A.B. Certified Employee Benefits Specialist (CEBS) preferred.

3. Knowledge Requirements

- A. A. Considerable Advanced knowledge of employee benefits principles, concepts, and practices.
- B. B. Considerable Advanced knowledge of governmental regulations and laws related to benefit plans.
- C. C. Knowledge of Social Security, Medicare, and other retirement plan structures.
- D. D. Knowledge of statistics and their practical application.
- E. E. Knowledge of research and data analysis methods and techniques.
- F. F. Knowledge of customer service standards, principles, and techniques.
- G. Knowledge of problem-solving and conflict-resolution techniques.
- H. Knowledge of applicable safety requirements.
- I. Knowledge of, or the ability to learn, City policies and procedures.
- J. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- K. Knowledge of effective leadership and personnel practices.

4. Skill Requirements

- ❖ A. Skill in communicating logically and accurately in verbal and written form.
- ❖ B. Strong computer skills, including HRIS, word processing, database, spreadsheet, presentation and email applications.
- ❖ C. Skill in applying sound business judgment in decision-making.
 - A. D. Skill in providing exemplary customer service and satisfaction with continuous focus on compliance.

- B. 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.
- C. Skill in managing one's own time and the time of others.
- D. Skill in completing assignments accurately and with attention to detail.
- E. Skill in mediation and dispute resolution.
- F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- ❖ A. Ability to communicate one-to-one and before groups to obtain or provide information.
- ❖ B. Ability to work independently and to complete assignments from minimal information or instruction.
- ❖ C. Ability to work under pressures of time constraints and conflicting demands.
- A. D. Ability to read and understand complex materials, often involving legal and technical matters with which the individual may have little background or knowledge.
- ❖ E. Ability to interpret specific rules, laws, policies and benefit contracts and documents and to apply them in a variety of situations.
- B. F. Ability to review processes and to compare information in order to identify discrepancies and deviating circumstances.
- C. G. Ability to perform research, prepare reports, and maintain records.
- D. H. Ability to establish 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.
- D.E. Ability to communicate and interact effectively with co-workers, supervisors, other employees, retirees and members of the general public.
- ❖ I. Ability to maintain confidentiality.

Physical Requirements

- E.F. A. Ability to sit for extended periods communicate effectively both orally and in writing.
- F.G. B. Ability to transport oneself to, from recognize, analyze, and around the sites solve a variety of projects, meetings and presentations problems.
- ❖ C. Ability to occasionally transport, usually by lifting and carrying, material/equipment weighing up to 25 pounds per load for presentations.
- ❖ 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.
- H. G. Ability to organize and prioritize work while meeting multiple deadlines.
- I. Ability to handle difficult and stressful situations with professional composure.
- G-J. Ability to occasionally bend, stoop work successfully as a member of a team and reach for supplies, files, etc independently with minimal supervision.
- K. H. Ability to train and lead others.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to enforce safety rules and regulations.
- N. Ability to maintain confidential information.
- O. Ability to demonstrate dependability, responsibility, and consistency in their job performance.
- H.P. Ability to attend work on a regular basis as scheduled and/or required.

* Essential functions of the position

❖ Job requirements necessary the first day of employment

Physical Demands

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

Work Environment

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

HR:—JA HD	Union: Confidential	EEOC: Professionals	CSB: ——20101005	Class No: 3233
WC: 8810	Pay: —40	EEOF: Admin/Finance	CC: ——20101206	Resolution: 40- 0606R

**Human Resources**

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Duluth, Minnesota 55802

 218-730-5210
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DATE: November 17, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Manager
SUBJECT: Revised Job Classification of Human Resources Generalist

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

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 HR Generalist was last revised in 2009. The purpose of this position is to provide professional human resources services to the staff and employees of the City of Duluth. The primary changes to the job description were to update duties to reflect current work performed today.

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 Generalist.

Human Resources Generalist

SUMMARY/PURPOSE

To provide professional human resources services to the staff and employees of the City of Duluth.

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 have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Develop job descriptions and perform job point factor evaluations to support recommended compensation for classifications.
2. Perform job audits to determine proper classification of positions.
3. Manage recruitments from start to finish including development of exams, postings, reviewing application materials, setting up exams, creating interview questions, scheduling interviews, and making job offers.
4. Provide guidance to managers and supervisors on disciplinary issues to ensure compliance with rules, policies, and procedures.
5. Conduct fact-finding investigations related to accusations of policy violation and other complaints.
6. Provide interpretations of policies, procedures, contracts, and Civil Service Code.
7. Assist management with preparing written disciplinary notices.
8. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
9. Assist with the development of organizational development strategies including quality improvement, performance enhancement, performance needs analysis, and making training recommendations.
10. Provide coaching and direction to management in performance appraisal and handling performance problems.
11. Assist with the development and presentation of training programs for management and other employees.
12. Assist with leave management programs as needed.
13. Act on behalf of management in making public presentations, providing input to policy making bodies, or on other related matters as required.
14. Testify at hearings on matters related to specific assignments or areas of technical expertise.
15. Represent employer on intergovernmental committees and task forces as assigned.
16. Assist with applicant tracking, position control, benefits plan administration, and identify HRIS best practices, through maintenance activities as necessary.
17. Configure organization settings, definitions, parameters, and user security profiles within HRIS.
18. Assist with preparation of compliance reports, and compile data required by management for the development of contract proposals.
19. 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.
20. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
21. Provide training on new or modified procedures and policies to all affected parties.
22. Coordinate and perform human resources functions and programs for the City.

23. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
24. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
25. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
26. 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 Human Resources, Business Administration, Psychology or a related professional field, and two (2) years of full-time, related professional experience; OR a minimum of six (6) years of related education and/or full-time, verifiable professional human resources experience.
 - B. Public sector Human Resources experience preferred.
2. License Requirements
 - A. Certification by the Human Resource Certification Institute (HRCI) as PHR, GPHR, or SPHR or Society of Human Resources Management (SHRM-CP or SHRM-SCP) preferred.
3. Knowledge Requirements
 - A. Considerable knowledge of job analysis and job classification techniques and procedures.
 - B. Knowledge of test development.
 - C. Knowledge of the principles, practices, and application of labor relations and collective bargaining, and of labor law and regulations.
 - D. Knowledge of workers' compensation law, sick leave and disability management techniques, and their effective use and application.
 - E. Knowledge of performance management and the effective use of metrics in that application.
 - F. Knowledge of the Equal Employment Opportunity Commission (EEOC) Uniform Guidelines on Employee Selection Procedures.
 - G. Knowledge of federal and state laws and regulations related to human resource management.
 - H. Knowledge of City of Duluth Civil Service Code and labor agreements.
 - I. Knowledge of the principles and practices of public administration and personnel management.
 - J. Knowledge of problem-solving and conflict-resolution techniques.
 - K. Knowledge of applicable safety requirements.
 - L. Knowledge of, or the ability to learn, City policies and procedures.
 - M. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - N. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
 - A. Skill in interpersonal communication.
 - B. 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.
 - C. Skill in managing one's own time and the time of others.
 - D. Skill in completing assignments accurately and with attention to detail.
 - E. Skill in mediation and dispute resolution.
 - F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- A. Ability to communicate on a one-to-one basis and before groups to obtain or provide information.
- B. Ability to work independently and complete assignments from minimal information or under general instructions.
- C. Ability to work under pressure of time and conflicting demands.
- D. Ability to read and comprehend complex materials, often involving legal and technical matters in which the individual has little background or knowledge.
- E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- F. Ability to communicate and interact effectively with members of the public.
- G. Ability to communicate effectively both orally and in writing.
- H. Ability to recognize, analyze, and solve a variety of problems.
- I. Ability to organize and prioritize work while meeting multiple deadlines.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to work successfully as a member of a team and independently with minimal supervision.
- L. Ability to train and lead others.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- 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 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: Confidential	EEOC: Professionals	CSB:	Class No: 3222
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:

Human Resources Generalist

SUMMARY/PURPOSE:—

To provide professional human resources services to the staff and employees of the City of Duluth.

FUNCTIONAL AREAS

1. ~~Perform classification and compensation activities.~~

* ~~A. Perform job analysis to~~ 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 have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Develop job descriptions and ~~job specifications.~~

* ~~B. Perform job audits to determine proper classification of positions.~~

* ~~C. Determine compensation markets and conduct and respond to compensation surveys.~~

1. * ~~D. perform job point factor evaluations to support recommended compensation for classifications.~~

2. ~~Coordinate recruitment and selection processes.~~

* ~~A. Develop examination announcements and advertise opportunities.~~

* ~~B. Review applications and related documents, and make decisions to accept or reject applicants.~~

* ~~C. Design employment exams, such as written tests, oral exams, education and experience ratings, practical skill sets, by reviewing, selecting or developing test materials to measure the job-related knowledge, skills, and abilities required for the classifications; and reviewing materials as necessary with subject matter experts.~~

* ~~D. Schedule and administer employment examinations, and create employment lists based on results.~~

* ~~E. Assist hiring departments with the development of interview questions and processes.~~

3. ~~Participate in employee and labor relations activities.~~

2. * ~~A. Perform job audits to determine proper classification of positions.~~

3. Manage recruitments from start to finish including development of exams, postings, reviewing application materials, setting up exams, creating interview questions, scheduling interviews, and making job offers.

2.4. ~~Provide guidance to managers and supervisors on disciplinary and grievance issues to ensure compliance with rules, policies, and procedures.~~

3.5. * ~~B. Conduct fact-finding investigations related to grievances accusations of policy violation and other complaints.~~

4.6. * ~~C. Provide interpretations of policies, procedures, contracts, and Civil Service Code.~~

5.7. * ~~D. Assist management with preparing written disciplinary notices and grievance responses.~~

~~6.8. * E. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.~~

~~* F. Participate in negotiation sessions as required.~~

~~_____ G. Assist with negotiation of wage rates for new or amended classifications.~~

~~7.9. 4. Assist with the development of organizational development strategies including quality improvement, performance enhancement, performance needs analysis, and making training recommendations.~~

~~* _____ A. Create and/or administer surveys to determine training needs.~~

~~* _____ B. Perform organizational studies of departments or divisions to determine areas for productivity improvement.~~

~~8.10. * C. Provide coaching and direction to management in performance appraisal and handling performance problems.~~

~~9.11. * D. Assist with the development and presentation of training programs for management and other employees.~~

~~* _____ E. Provide support to training programs such as J.A.T.C. and tuition reimbursement.~~

~~5. _____ Perform other related duties as assigned.~~

~~* _____ A. Administer disability Assist with leave management programs, including FMLA and non-FMLA medical, short- and long-term disability, and scheduling fitness for duty evaluations as necessary.~~

~~* _____ B. Manage other leave programs as assigned.~~

~~* _____ C. Coordinate the workers' compensation program.~~

~~10.12. * _____ D. Direct activities of new employees on specific assignments or within an area of expertise, review their technical work, and recommend corrections or revisions as needed.~~

~~11.13. * _____ E. Act on behalf of management in making public presentations, providing input to policy making bodies, or on other related matters as required.~~

~~12.14. * _____ F. Testify at hearings on matters related to specific assignments or areas of technical expertise.~~

~~13.15. _____ G. Represent employer on intergovernmental committees and task forces as assigned.~~

~~_____ H. Perform other related tasks as assigned.~~

16. Assist with applicant tracking, position control, benefits plan administration, and identify HRIS best practices, through maintenance activities as necessary.

17. Configure organization settings, definitions, parameters, and user security profiles within HRIS.

18. Assist with preparation of compliance reports, and compile data required by management for the development of contract proposals.

19. 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.

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

21. Provide training on new or modified procedures and policies to all affected parties.

22. Coordinate and perform human resources functions and programs for the City.

23. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.

24. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.

- 25. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
- 26. 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. Possession of a Bachelor's Degree in Human Resources, Business Administration, Psychology, or a related professional field determined by Human Resources to be equivalent; plus, and two (2) years of verifiable full-time, related professional experience which demonstrates possession; OR a minimum of six (6) years of the knowledge, skills, and abilities listed below; or~~
- A. ~~+~~ B. A combination of verifiable related education and/or full-time, verifiable professional human resources experience determined by Human Resources to be equivalent.

Certification

- B. ~~+~~ A. Public sector Human Resources experience preferred.

2. License Requirements

- A. Certification by the Human Resource Certification Institute (HRCI) as PHR, GPHR, or SPHR or Society of Human Resources Management (SHRM-CP or SHRM-SCP) preferred.

2.3. Knowledge Requirements

- A. ~~+~~ ~~A. Considerable knowledge of job analysis and job classification techniques and procedures.~~
- B. ~~+~~ ~~B. Considerable Knowledge of test development and validation procedures.~~
- ~~+~~ ~~C. Knowledge of descriptive and inferential statistics including parametric and non-parametric techniques, research methods, hypothesis testing, and standards of significance and their effective use and application.~~
- C. ~~+~~ D. Knowledge of the principles, practices, and application of labor relations and collective bargaining, and of labor law and regulations.
- D. ~~+~~ E. Knowledge of workers' compensation law, sick leave and disability management techniques, and their effective use and application.

- E. ~~+ F.~~ Knowledge of performance management and the effective use of metrics in that application.
- F. ~~+ G.~~ Knowledge of the Equal Employment Opportunity Commission (EEOC) Uniform Guidelines on Employee Selection Procedures.
- G. ~~+ H.~~ Knowledge of federal and state laws and regulations related to human resource management.
- H. ~~+ I.~~ Knowledge of City of Duluth Civil Service Code and labor agreements.
- I. ~~+ J.~~ Knowledge of the principles and practices of public administration and personnel management.
- J. Knowledge of problem-solving and conflict-resolution techniques.
- K. Knowledge of applicable safety requirements.
- L. Knowledge of, or the ability to learn, City policies and procedures.
- M. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- N. Knowledge of effective leadership and personnel practices.

3.4. Skill Requirements

- A. ~~+ A.~~ Skill in interpersonal communication.
- B. ~~+ B.~~ Skill in using a personal Skill in the operation of office equipment including, but not limited to, general computer and associated systems, job required software applications including word processing, spreadsheet, database, the internet, and modern office equipment.
- B-C. Skill in managing one's own time and HRIS the time of others.
- D. Skill in completing assignments accurately and with attention to detail.
- E. Skill in mediation and dispute resolution.
- F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

4.5. Ability Requirements

- ~~+ A.~~ Ability to communicate logically, persuasively, and accurately, both orally and in writing.
- A. ~~+ B.~~ Ability to communicate on a one-to-one basis and before groups to obtain or provide information.
- B. ~~+ C.~~ Ability to work independently and complete assignments from minimal information or under general instructions.
- C. ~~+ D.~~ Ability to work under pressure of time and conflicting demands.
- ~~+ E.~~ Ability to develop and maintain effective working relationships with co-workers, supervisors, other city employees, and citizens.
- D. ~~+ F.~~ Ability to read and comprehend complex materials, often involving legal and technical matters in which the individual has little background or knowledge.
- E. ~~+ G.~~ Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- F. Ability to communicate and interact effectively with members of the public.
- G. Ability to communicate effectively both orally and in writing.
- H. Ability to recognize, analyze, and solve a variety of problems.
- I. Ability to organize and prioritize work while meeting multiple deadlines.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to work successfully as a member of a team and independently with minimal supervision.
- L. Ability to train and lead others.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- 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.
- E-Q. Ability to attend work on a regular basis. as scheduled and/or required.

Physical Requirements Demands

- ~~+ A. Ability to transport, usually by lifting and carrying, materials weighing up to 25 pounds for test administration and presentations.~~
- ~~+ B. Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.~~
- ~~+ C. Ability to sit for extended periods.~~
- ~~+ D. Fine dexterity to use computer keyboard for extended periods.~~

- ~~* Essential functions of the position~~
- ~~+ Job requirements necessary on the first day of employment~~

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>JAHD</u>	Union: Confidential	EEOC: Professionals	CSB: <u>06/02/2009</u>	Class No: 3222
WC: 8810	Pay: 40	EEOF: Admin/Finance	CC: <u>08/10/2009</u>	Resolution: 09-0510R



Human Resources

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411 West First Street
Duluth, Minnesota 55802

218-730-5210
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DATE: November 17, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: New Job Classification of Senior Human Resources Generalist

RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF SENIOR HUMAN RESOURCES GENERALIST.

Background Information/Summary of Job

The new job classification of Senior Human Resources Generalist is being created to reflect the advanced knowledge and experience level of an experienced HR Generalist and to provide an advancement opportunity within Human Resources. This senior level HR role is similar to other senior level positions within the City of Duluth that provide strength and leadership to any team. This position will provide a broad range of high level professional human resources services to the staff and employees of the City of Duluth.

The proposed job description has been shared with the Confidential 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 Senior Human Resources Generalist.

Senior Human Resources Generalist

SUMMARY/PURPOSE

To provide high-level professional human resources services to the staff and employees of the City of Duluth.

DISTINGUISHING FEATURES OF THE CLASS

The work of a Senior Human Resources Generalist differs from Human Resources Generalist in the degree of complexity of assignments, experience, depth of knowledge and ability to work with a high degree of independence. Employees at this level are fully aware of the operating procedures and policies of the work. They conduct comprehensive and complex projects requiring greater technical and analytical skill and considerable independent judgment. The Senior HR Generalist will provide direction and training to other HR Generalists and HR Technicians in division.

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 have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Develop job descriptions and perform job point factor evaluations to support recommended compensation for classifications.
2. Ensure compensation and classification administration guidelines are consistently applied and identify areas for clarification, improvement, or modification.
3. Perform job audits to determine proper classification of positions.
4. Manage recruitments from start to finish including development of exams, postings, reviewing application materials, setting up exams, creating interview questions, scheduling interviews, and making job offers.
5. Provide guidance to managers and supervisors on disciplinary and grievance issues to ensure compliance with rules, policies, and procedures.
6. Oversee and conduct fact-finding investigations related to grievances, accusations of policy violation, and other complaints.
7. Provide interpretations of policies, procedures, contracts, and Civil Service Code.
8. Assist management with preparing written disciplinary notices and grievance responses.
9. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
10. Assist with the development of organizational development strategies including quality improvement, performance enhancement, performance needs analysis, and making training recommendations.
11. Create and/or administer surveys to determine training needs.
12. Perform organizational studies of departments or divisions to determine areas for improvement.
13. Provide coaching and direction to management in performance appraisal and handling performance problems.
14. Assist with the development and presentation of training programs for management and other employees.
15. Administer leave management programs, including FMLA and non-FMLA medical, short- and long-term disability, interactive process meetings, and scheduling fitness for duty evaluations as needed.

16. Oversee activities of new employees on specific assignments or within an area of expertise, review their technical work, train and recommend corrections or revisions as needed.
17. Act on behalf of management in making public presentations, providing input to policy making bodies, or on other related matters as required.
18. Testify at hearings on matters related to specific assignments or areas of technical expertise.
19. Represent employer on intergovernmental committees and task forces as assigned.
20. Lead complex projects that support human resources initiatives in assigned departments and/or across the organization.
21. Provide consultation to employees at all levels to address complex employment issues.
22. Assist with applicant tracking, position control, benefits plan administration, and other HRIS records maintenance activities as necessary.
23. Assist with preparation of compliance reports, and compile data required by management for the development of contract proposals.
24. 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.
25. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
26. Provide training on new or modified procedures and policies to all affected parties.
27. Coordinate and perform human resources functions and programs for the City.
28. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
29. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
30. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
31. 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 Human Resources, Business Administration, Psychology or a related professional field, and five (5) years of full-time, experience in a Human Resources Generalist role; OR a minimum of nine (9) years of related education and/or full-time, verifiable professional human resources experience.
 - B. Public Sector Human Resource experience preferred.
2. License Requirements
 - A. Certification by the Human Resource Certification Institute (HRCI) as PHR, GPHR, or SPHR or Society of Human Resource Management (SHRM-CP or SHRM-SCP) preferred.
3. Knowledge Requirements
 - A. Advanced knowledge of job analysis and job classification techniques and procedures.
 - B. Considerable knowledge of test development.
 - C. Advanced knowledge of the principles, practices, and application of labor relations and collective bargaining, and of labor law and regulations.
 - D. Knowledge of workers' compensation law, sick leave and disability management techniques, and their effective use and application
 - E. Advanced knowledge of performance management and the effective use of metrics in that application.

- F. Knowledge of the Equal Employment Opportunity Commission (EEOC) Uniform Guidelines on Employee Selection Procedures.
 - G. Knowledge of federal and state laws and regulations related to human resource management.
 - H. Knowledge of Public Employees Labor Relations Act (PELRA).
 - I. Advanced knowledge of City of Duluth Civil Service Code and labor agreements.
 - J. Knowledge of the principles and practices of public administration and personnel management.
 - K. Knowledge of problem-solving and conflict-resolution techniques.
 - L. Knowledge of applicable safety requirements.
 - M. Knowledge of, or the ability to learn, City policies and procedures.
 - N. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - O. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
- A. Skill in interpersonal communication.
 - B. 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.
 - C. Skill in managing one's own time and the time of others.
 - D. Skill in completing assignments accurately and with attention to detail.
 - E. Skill in mediation and dispute resolution.
 - F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
- A. Ability to communicate on a one-to-one basis and before groups to obtain or provide information.
 - B. Ability to work independently and complete assignments from minimal information or under general instructions.
 - C. Ability to work under pressure of time and conflicting demands.
 - D. Ability to work efficiently and effectively while working on multiple projects at one time.
 - E. Ability to read and comprehend complex materials, often involving legal and technical matters in which the individual has little background or knowledge.
 - 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 solve a variety of problems.
 - J. Ability to organize and prioritize work while meeting multiple deadlines.
 - K. Ability to handle difficult and stressful situations with professional composure.
 - L. Ability to work successfully as a member of a team and independently with minimal supervision.
 - M. Ability to train and lead others.
 - N. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - O. Ability to enforce safety rules and regulations.
 - P. Ability to maintain confidential information.
 - Q. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - R. Ability to 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: Confidential	EEOC: Professionals	CSB:	Class No:
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution: