



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Meeting Agenda Civil Service Board.

Tuesday, October 5, 2021

10:30 AM

Webex

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

July 7, 2021

Attachments: [07/07/2021 Minutes](#)

July 26, 2021 (Special Meeting)

Attachments: [07/26/2021 Minutes \(Special Meeting\)](#)

September 1, 2021 (Special Meeting)

Attachments: [09/01/2021 Minutes \(Special Meeting\)](#)

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Planner I (revised)

Attachments: [4A1 Planner I](#)

4A(2) Planner II (revised)

Attachments: [4A2 Planner II](#)

4A(3) Grant Coordinator (revised)

Attachments: [4A3 Grant Coordinator](#)

4A(4) Measurement Services Supervisor (revised including title change to Utility Services Supervisor; replacement Item)

Attachments: [4A4 Measurement Services Supervisor Replacement](#)

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 - November 2, 2021

8. ADJOURNMENT



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Minutes - Draft

Civil Service Board.

Wednesday, July 7, 2021

10:00 AM

Webex

Members Present: Joaquim Harris (Chair), Laura Perttula, John Strongitharm

HR Staff Present: Laura Dahl, Aimee Ott

1. ROLL CALL

2. APPROVAL OF MINUTES

2A. June 1, 2021 (Webex)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Communications & Infrastructure Technician (new)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

4A(2) Communications Infrastructure Specialist (new)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

4A(3) Facility Operations Supervisor (revised including title change to Facility Operations & Maintenance Supervisor)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

5. APPEALS

6. INFORMATIONAL

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

6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS

6C. UPDATE REGARDING IN-PERSON MEETINGS FOR CITY BOARDS & COMMISSIONS

This matter was discussed.

We will resume in-person meetings in August.

NEXT REGULAR MEETING SCHEDULED - August 3, 2021

ADJOURNMENT



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Minutes - Draft

Civil Service Board.

Monday, July 26, 2021

1:00 PM

Webex

Special Meeting

Members Present: Joaquim Harris (Chair), Laura Perttula, John Strongitharm

HR Staff Present: Laura Dahl, Aimee Ott

1. ROLL CALL

2. NEW BUSINESS

2A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

2A(1) Heavy Equipment Operator (revised)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

NEXT REGULAR MEETING SCHEDULED

August 3, 2021 (canceled due to lack of business)

September 7, 2021 (City Hall Council Chambers)

ADJOURNMENT



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Minutes - Draft

Civil Service Board.

Wednesday, September 1, 2021

10:00 AM

Webex

Special Meeting

Members Present: Joaquim Harris (Chair), Laura Perttula, John Strongitharm

HR Staff Present: Theresa Severance (Board Secretary), Laura Dahl, Aimee Ott, Matt Silverness

1. ROLL CALL

2. NEW BUSINESS

2A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

2A(1) Firefighter (revised)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

2A(2) Lateral Firefighter (new)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

2A(3) Industrial Painter (revised)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

2A(4) Librarian I (revised)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

2A(5) Library Supervisor (revised)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

2A(6) Measurement Services Supervisor (revised including title change to Utility Services Supervisor)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

2A(7) Plumbing Inspector (revised)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

2A(8) Financial Systems Administrator (revised)

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

2B. TEMPORARY EMPLOYMENT EXTENSION REQUEST - PARKS & RECREATION

2B. Request for Temporary Extension - Parks & Recreation

A motion was made that this Civil Service Board Item be approved. The motion carried by a unanimous vote.

3. NEXT REGULAR MEETING SCHEDULED

4. ADJOURNMENT



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802



218-730-5210



hrinformation
@duluthmn.gov

DATE: September 23, 2021
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Planner I

**RECOMMENDATION:
APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF PLANNER I.**

Background Information

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 Planner I was last revised in February 2007. Only minor changes were made to this description including updating language and duties to better reflect the current role. The old job description was highly specific to land use and has evolved to include essential objectives like project management and process facilitation.

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

Outline of Duties

The Planner I assists with various planning studies and projects in such fields as community and business development, housing, zoning and land use, preservation and environmental planning.

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 Planner I.

Planner I

SUMMARY/PURPOSE

Assist with various planning studies and projects in such fields as community and business development, housing, zoning and land use, preservation, and environmental planning.

DISTINGUISHING FEATURES OF THE CLASS

Employees at this level are distinguished from the Planner II level by the amount of guidance and instruction needed to perform duties as assigned, and are not expected to function with the same amount of program knowledge, proficiency, or skill level as the Planner II. Positions at this level exercise less independent discretion and judgment in matters related to work procedures and methods. Supervision is provided more frequently before, during, and after project completion and fits an established structure or pattern.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist with, coordinate, and conduct various planning studies and projects.
2. Participate in the design of survey questionnaires.
3. Collect, process, and interpret basic field data.
4. Prepare reports to present findings, conclusions, and recommendations.
5. Ensure compliance with applicable codes, laws, and regulations by conducting documentation review, record research, and site visits/inspections related to assigned projects.
6. Provide technical assistance on planning-related issues.
7. Assist senior staff members in technical phases of planning.
8. Assist in evaluating projects and proposals, including the review of site plans, architectural drawings, planning and permit applications, funding applications, and reports.
9. Create graphic material for the website, informational materials, and presentations.
10. Attend meetings and assist various groups, citizen committees, community groups, state agencies, private industry, and City departments with their planning and development needs as assigned.
11. Respond to routine questions from the public.
12. Participate in the research of grant opportunities and the development of grant applications by assisting with research, project definition, and budget development.
13. Review, organize, and confirm documentation meets expectations for applications and payment requests.
14. 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.
15. 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, Planning, Urban Development, Social Science, or a related professional field, and one (1) year of related professional experience; OR a minimum of five (5) years of related education and/or full-time, verifiable professional experience in a planning or community based field.
2. License Requirements
 - A. No specific licenses required.
 3. Knowledge Requirements
 - A. General knowledge of general planning principles and practices.
 - B. General knowledge of basic research principles and methods.
 - C. Working knowledge of Geographic Information System (GIS) functions.
 - D. General knowledge of the forms and uses of graphic design and presentation.
 - E. General knowledge of group dynamics.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
 4. Skill Requirements
 - A. Skill in effective communication with groups and on a one-to-one basis.
 - B. Skill in writing clear and concise correspondence and reports.
 - C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - D. Skill in managing one's own time.
 - E. Skill in completing assignments accurately and with attention to detail.
 5. Ability Requirements
 - A. Ability to collect data, analyze findings, and make recommendations.
 - B. Ability to assemble and interpret basic statistics.
 - C. Ability to make mathematical calculations such as averages and percentages.
 - D. Ability to accept responsibility, take initiative, and work independently with regular direction.
 - E. Ability to understand, interpret, and apply pertinent laws, codes, ordinances, regulations, funding regulations, and related legislation.
 - F. Ability to direct, guide, and work cooperatively with people and groups of diverse backgrounds.
 - 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.
 - H. Ability to communicate and interact effectively with members of the public.
 - I. Ability to communicate effectively both orally and in writing.
 - J. Ability to understand and follow instructions.
 - K. Ability to problem-solve a variety of situations.
 - L. Ability to set priorities and complete assignments on time.
 - M. 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: Basic	EEOC: Paraprofessionals	CSB:	Class No: 3426
WC: 8742	Pay:	EEOF: C.D.	CC:	Resolution:

Planner LANNER I

SUMMARY/PURPOSE

Assist with various planning studies and projects in such fields as community and business development, housing, zoning and land use, preservation and environmental planning.

DISTINGUISHING FEATURES OF THE CLASS

Employees at this level are distinguished from the Planner II level by the amount of guidance and instruction needed to perform duties as assigned, and are not expected to function with the same amount of program knowledge, proficiency, or skill level as the Planner II. Positions at this level exercise less independent discretion and judgment in matters related to work procedures and methods. Supervision is provided more frequently before, during, and after project completion. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in details as they arise.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist with coordinate and conduct various planning studies and projects.
2. Participate in the design of survey questionnaires.
3. Collect, process, and interpret basic field data.
4. Prepare reports to present findings, conclusions, and recommendations.
5. ~~Coordinate assigned projects.~~
- 6.5. Ensure compliance with applicable codes, laws, and regulations by conducting documentation review, record research, and site visits/inspections related to assigned projects.
- 7.6. Provide technical assistance on planning-related issues.
- 8.7. Assist senior staff members in technical phases of planning.
9. ~~Assist in evaluating projects and proposals, including the review of site plans, architectural drawings, planning and permit applications, funding applications, and reports. Assist in evaluating projects and proposals, including the review of site plans and architectural drawings.~~
- 10.8. Create artwork and graphic material for charts, graphs, maps, and promotional the website, informational materials, and pieces presentations.
11. ~~Photograph planning and community development projects.~~
- 12.9. Attend meetings and assist various groups, citizen committees, community groups, state agencies, private industry, and City departments with their planning and development needs as assigned.
10. Respond to routine questions from the public.
10. ~~Attend meetings to address groups as requested or assigned.~~
14. ~~Attend related workshops and seminars.~~
15. ~~Participate in the research of grant opportunities and the development of grant applications by assisting with research, project definition, and budget development. Assist in defining project scope, work programs, and budgets for grant applications.~~
16. ~~Conduct research for grant applications.~~
17. ~~Identify potential funding sources.~~
- 18.11. ~~Conduct follow-up contacts and prepare grant applicati~~
19. ~~Oversee the financial management of grant funds, as assigned.~~
12. Review, organize, and confirm documentation meets expectations for applications and payment requests.

- 20.13. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
- 24.14. Other duties may be assigned.

JOB REQUIREMENTS

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

1. Education & Experience Requirements
 - A. Bachelor's degree in Business Administration, Planning, Urban Development, Social Science, or a related professional field, and one (1) year of related professional experience; OR a minimum of five (5) years of related education and/or full-time, verifiable professional experience in a planning or community based field.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. General Knowledge of general planning principles and practices.
 - B. General Knowledge of basic research principles and methods.
 - C. Basic Working Knowledge of Geographic Information System (GIS) functions, and photographic principles and techniques.
 - D. General Knowledge of the forms and uses of graphic design and presentation.
 - E. General Knowledge of group dynamics.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
 - ~~A.~~ Add Job Specific Skills
 - A. Skill in effective communication with groups and on a one-to-one basis.
 - B. Skill in writing clear and concise correspondence and reports.
 - ~~B-C.~~ Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - ~~C-D.~~ Skill in managing one's own time.
 - ~~D-E.~~ Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
 - A. Ability to collect data, analyze findings, and make recommendations.
 - B. Ability to assemble and interpret basic statistics.
 - C. Ability to make mathematical calculations such as averages and percentages.
 - ~~D.~~ Ability to use a micro-computer and associated word processing and spreadsheet applications software.
 - ~~E.~~ Ability to communicate effectively, both orally and in writing.
 - ~~F-D.~~ Ability accept responsibility, take initiative, and work independently with limited-regular direction.
 - ~~G.~~ Ability to utilize creative problem-solving techniques.
 - ~~H-E.~~ Ability to understand, interpret, and apply pertinent laws, codes, ordinances, regulations, funding regulations, and related legislation.
 - ~~I-F.~~ Ability to direct, guide, and work cooperatively with people and groups of diverse backgrounds.

- J.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.
- K.H. Ability to communicate and interact effectively with members of the public.
- L.I. Ability to communicate effectively both orally and in writing.
- M.J. Ability to understand and follow instructions.
- N.K. Ability to problem-solve a variety of situations.
- O.L. Ability to set priorities and complete assignments on time.
- P.M. Ability to attend work as scheduled and/or required.

Physical Demands

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

Work Environment

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

HR:	Union:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

218-730-5210
hrinformation
@duluthmn.gov

DATE: September 27, 2021
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Planner II

**RECOMMENDATION:
APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF PLANNER II.**

Background Information

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 Planner I was last revised in January 2011. Only minor changes were made to this description including updating language and duties to better reflect the current role. The old job description was highly specific to land use and has evolved to include essential objectives like project management and process facilitation.

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

Outline of Duties

The Planner II supports the successful preparation, operation, and/or conclusion of planning and development efforts and on-going programs in such fields as community and business development, public engagement, housing, zoning and land use, preservation, and environmental planning.

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 Planner II.

Planner II

SUMMARY/PURPOSE

Support the successful preparation, operation, and/or conclusion of planning and development efforts and ongoing programs in such fields as community and business development, public engagement, housing, zoning and land use, preservation, and environmental planning.

DISTINGUISHING FEATURES OF THE CLASS

Positions in this classification are distinguished from others within the series by the level of responsibility assumed and the complexity of duties assigned. Employees at this level are required to be fully trained and proficient in all procedures related to assigned area of responsibility, to have a broad and detailed understanding of planner duties and services, to have knowledge of City policies and procedures, good problem-solving and organizational skills, and have the ability to exercise sound judgment within established guidelines.

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 project that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Conduct research and studies; assemble and correlate information regarding community needs and issues, including fair housing impediments and housing regulatory barriers.
2. Develop financial resources in support of projects and programs assigned.
3. Prepare and/or present reports, proposals, requests, contracts, and recommendations on behalf of the City and Department.
4. Coordinate and conduct public meetings, and arrange or provide staff support for public boards, commissions, and committees, including preparing agendas, arranging public meetings, notifying appropriate parties, preparing and approving hearing minutes, and reviewing and executing official actions.
5. Monitor project and/or program performance for compliance with contract provisions, regulations, and goals, and assemble and analyze data to report performance.
6. Ensure compliance with applicable codes, laws, and regulations by conducting documentation review, record research, and site visits/inspections.
7. Review zoning regulations in the Unified Development Chapter (UDC) of the City of Duluth Legislative Code and recommend changes.
8. Research building permit and property history, determine applicable land use requirements, and correspond with customers regarding history and proposed use of property.
9. Confer with other departments/agencies regarding planning and development matters.
10. Review and approve permits, applications, and plans; process applications for zoning appeals.
11. Establish and maintain positive relationships with diverse individuals and groups.
12. Develop and provide training to City staff and/or other agencies and the public on topics of current planning, emerging issues, and new regulatory programs.
13. Shape urban development policy and regulations by undertaking original research and analysis and preparing recommendations on a wide range of urban development issues, problems or concerns related to critical Citywide initiatives having significant long-term implications on City programs and resources.

14. 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.
15. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
16. Provide training on new or modified procedures and policies to all affected parties.
17. Coordinate and perform planning and development functions and programs for the City.
18. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
19. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
20. 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.
21. 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, Planning, Urban Development, Social Science, or a related professional field, and three (3) years of related professional experience. A master's degree in a related field may be substituted for two (2) years of experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Thorough knowledge of community engagement and public input processes.
 - B. General knowledge of federal and state housing and community development legislation and programs.
 - C. General knowledge of procedures used in planning and development.
 - D. General knowledge of land use and zoning principles and procedures.
 - E. General knowledge of applicable building codes and ordinances.
 - F. Working knowledge of statistics and analysis to conduct research and data analysis.
 - G. Working knowledge of legal contract principles.
 - H. Working knowledge of budgeting principles and practices.
 - I. Working knowledge of public administration principles and practices.
 - J. General knowledge of Geographic Information System (GIS) functions.
 - 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 effective communication with groups and on a one-to-one basis.
 - B. Skill in writing clear and concise correspondence and reports.
 - C. Skill in meeting facilitation.

- D. Skill in conducting public presentations.
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - F. Skill in managing ones own time and the time of others.
 - G. Skill in completing assignments accurately and with attention to detail.
 - H. Skill in mediation and dispute resolution.
 - I. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
- A. Ability to design and prepare effective written materials and presentations.
 - B. Ability to read and understand technical and legal documents, including legal descriptions, building plans, specifications, development agreements, regulations, codes, and ordinances.
 - C. Ability to conduct inspections and document findings.
 - D. Ability to manage to navigate and manage complicated projects and processes.
 - E. Ability to direct, guide, and work cooperatively with people and groups of diverse backgrounds.
 - 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: Basic	EEOC: Professionals	CSB:	Class No: 3302
WC: 8742	Pay:	EEOF: C.D.	CC:	Resolution:

PLANNER II

SUMMARY/PURPOSE

Support the successful preparation, operation, and/or conclusion of special projects planning and development efforts and on-going programs in such fields as community and business development, public engagement, housing, zoning and land use, preservation, and environmental planning.

DISTINGUISHING FEATURES OF THE CLASS

Positions in this classification are distinguished from others within the series by the level of responsibility assumed and the complexity of duties assigned. Employees at this level are required to be fully trained and proficient in all procedures related to assigned area of responsibility, to have a broad and detailed understanding of planner duties and services, to have knowledge of City policies and procedures, good problem solving and organizational skills, and have the ability to exercise sound judgment within established guidelines.

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 project that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Conduct research and studies; assemble and correlate information regarding community needs and issues, including fair housing impediments and housing regulatory barriers.
2. Develop financial resources in support of projects and programs assigned.
3. Prepare and/or present reports, proposals, requests, contracts, and recommendations on behalf of the City and Department.
4. Coordinate and conduct public meetings, and arrange or provide staff support for public boards, commissions, and committees, including preparing agendas, arranging public meetings, notifying appropriate parties, preparing and approving hearing minutes, and reviewing and executing official actions.
5. Monitor project and/or program performance for compliance with contract provisions, regulations, and goals and assemble and analyze data to report performance.
6. ~~Assemble and analyze project data to report program performance to State and Federal funding agencies, including information on meeting federal standards including information on meeting federal standards including Women/Minority Owned Businesses, Section 504, Labor Standards and compliance with National Environmental Policy Act (NEPA).~~
- 7.6. Ensure compliance with applicable codes, laws, and regulations by conducting documentation review, record research, and site visits/inspections. Interpret, communicate, and enforce codes, ordinances and state ordinances, state statutes, and federal regulations.
- 8.7. Review zoning regulations in the Unified Development Chapter of the City of Duluth Legislative Code (UDC) and recommend changes; assist with sign permit program.
9. ~~Assist in producing required drawings; revise plots and UDC.~~
10. ~~Research applicable records of building permit history to establish setbacks or existing buildings on site.~~
- 11.8. Research building permit and property history, determine applicable land use requirements, and correspond ~~the~~ with customers regarding history and proposed use of property.

- ~~12-9.~~ Confer with other departments/agencies regarding zoning and construction planning and development matters.
- ~~13-10.~~ Review and approve building permits, applications and plans; process applications for zoning appeals.
- ~~14-11.~~ Investigate and recommend resolution to zoning violations. Establish and maintain positive relationships with diverse individuals and groups.
- ~~15.~~ Plan and coordinate public events such as fairs, celebrations, seminars, and workshops.
- ~~12.~~ Develop and provide training to City staff and/or other agencies and the public on topics of current planning, emerging issues, and new regulatory programs.
- ~~13.~~ Shape urban development policy and regulations by undertaking original research and analysis and preparing recommendations on a wide range of urban development issues, problems or concerns related to critical Citywide initiatives having significant long-term implications on City programs and resources.
- ~~16.~~ Provide support to legislative initiatives to satisfy City Development and housing goals.
- ~~17.~~ Attend meetings and/or conduct public presentations on behalf of the City and Department.
- ~~18.~~ Respond to requests for information on programs and projects assigned.
- ~~19.~~ Establish and maintain positive relationships with diverse individuals and groups.
- ~~20-14.~~ 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.
- ~~21-15.~~ Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
- ~~22-16.~~ Provide training on new or modified procedures and policies to all affected parties.
- ~~23-17.~~ Coordinate and perform planning and development functions and programs for the City.
- ~~24-18.~~ In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
- ~~25-19.~~ Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
- ~~26-20.~~ 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.
- ~~27-21.~~ 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, Planning, Urban Development, Social Science, or a related professional field, and three (3) years of related professional experience. A Master's degree in a related field may be substituted for two years of experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Thorough knowledge of community engagement and public input processes
 - A-B. General Knowledge of Federal and State housing and community development legislation and programs.
 - B-C. General Knowledge of procedures used in community planning and development.
 - C-D. General Knowledge of land use and zoning principles and procedures.

- ~~D-E.~~ General Knowledge of applicable building codes and ordinances.
- ~~E.~~ Knowledge of land description methods and land surveying practices.
- ~~F.~~ Basic-Working knowledge of statistics and analysis to conduct research and data analysis.
- ~~G.~~ Basic-Working knowledge of legal contract principles.
- ~~H.~~ Basic-Working knowledge of budgeting principles and practices.
- ~~I.~~ Basic knowledge of finance and accounting principles.
- ~~J-I.~~ Basic-Working knowledge of public administration principles and practices.
- ~~K-J.~~ General Knowledge of GIS (Geographic Information System) functions.
- ~~L-K.~~ Knowledge of problem solving and conflict resolution techniques.
- ~~M-L.~~ Knowledge of applicable safety requirements.
- ~~N-M.~~ Knowledge of, or the ability to learn, City policies and procedures.
- ~~O-N.~~ Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- ~~P-O.~~ Knowledge of effective leadership and personnel practices.

4. Skill Requirements

- ~~A.~~ Skill in effective communication with groups and on a one-to-one basis.
- ~~B.~~ Skill in writing clear and concise correspondence and reports.
- ~~A-C.~~ Skill in meeting facilitation.
- ~~B-D.~~ Skill in conducting public presentations.
- ~~C.~~ Skill in negotiating development agreements.
- ~~D.~~ Skill in public and media relations.
- ~~E.~~ Skill in graphics/design work.
- ~~F-E.~~ Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- ~~G-F.~~ Skill in managing ones own time and the time of others.
- ~~H-G.~~ Skill in completing assignments accurately and with attention to detail.
- ~~I-H.~~ Skill in mediation and dispute resolution.
- ~~J-I.~~ 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 design and prepare effective graphic presentations-written materials and presentations.
- ~~B.~~ Ability to read and understand technical and legal documents, including legal descriptions, building plans, specifications, development agreements, regulations, codes and ordinances.
- ~~C.~~ Ability to conduct inspections and document findings.
- ~~D.~~ Ability to manage to navigate and manage complicated projects and processes.
- ~~E.~~ Ability to direct, guide, and work cooperatively with people and groups of diverse backgrounds.
- ~~C-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.
- ~~D-G.~~ Ability to communicate and interact effectively with members of the public.
- ~~E-H.~~ Ability to communicate effectively both orally and in writing.
- ~~F-I.~~ Ability to recognize, analyze, and solve a variety of problems.
- ~~G-J.~~ Ability to organize and prioritize work while meeting multiple deadlines.
- ~~H-K.~~ Ability to handle difficult and stressful situations with professional composure.
- ~~I-L.~~ Ability to work successfully as a member of a team and independently with minimal supervision.
- ~~J-M.~~ Ability to train and lead others.
- ~~K-N.~~ Ability to interpret and apply laws, contracts, regulations, policies, and procedures.

L.O. Ability to enforce safety rules and regulations.

M.P. Ability to maintain confidential information.

N.Q. Ability to demonstrate dependability, responsibility, and consistency in their job performance.

O.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:	Union:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:



Human Resources

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DATE: September 27, 2021
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Grant Coordinator

**RECOMMENDATION:
APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF GRANT COORDINATOR.**

Background Information

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 Grant Coordinator was last revised in August 2008. Only minor changes were made to this description including updating language and duties to better reflect the current role. The old job description was highly specific to grant management and has evolved to include essential objectives like project management and process facilitation.

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

Outline of Duties

The Grant Coordinator develops and coordinates grant-funded programs and projects.

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 Grant Coordinator.

Grant Coordinator

SUMMARY/PURPOSE

Develop and coordinate grant-funded programs and projects.

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 project that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Research and write grant applications.
2. Review, organize, and confirm documentation meets expectations for applications and payment requests.
3. Survey and continuously monitor needs relative to available funding sources.
4. Provide information, research, analysis, written reports, and recommendations to management as needed.
5. Identify agencies and community organizations relevant to the grant project, and coordinate meetings to gather support, input, and participation as appropriate.
6. Research grant-making opportunities and analyze them to identify likely funding sources for specific projects and programs.
7. Write or collectively partner in developing proposals, budgets, reports, and other ancillary materials.
8. Review, edit, and submit complete and accurate grant applications in accordance with grant requirements.
9. Obtain feedback for proposals that are not funded, and redraft for resubmission as appropriate.
10. Manage existing grants including coordination and plan program activities to ensure program efficiency, effectiveness, and grant compliance.
11. Develop internal systems for grant tracking and reporting.
12. Review project status, revenues, and expenditures to ensure proper expenditures are made for grant projects.
13. Regularly communicate and resolve issues/concerns with funding agencies.
14. 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.
15. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
16. Provide training on new or modified procedures and policies to all affected parties.
17. Coordinate and perform grant management functions and programs for the City.
18. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
19. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
20. 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.
21. 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 English, Communications, Business Administration, Social Science, or a related professional field, and one (1) year of verifiable professional experience; OR a minimum of five (5) years of related education and/or full-time, verifiable professional grant management experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Thorough knowledge of budget development and monitoring methods.
 - B. Thorough knowledge of the grant application process.
 - C. Thorough knowledge of grant writing and reporting principles and techniques.
 - D. Knowledge of accounting principles.
 - E. Working knowledge of community efforts, partnerships, and goals.
 - F. Knowledge of research principles.
 - 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 public speaking.
 - B. Skill in project coordination, prioritization of tasks related to deadlines, and organization of files.
 - C. Skill in effective communication with groups and on a one-to-one basis.
 - D. Skill in writing clear and concise correspondence and reports.
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - F. Skill in managing one's own time and the time of others.
 - G. Skill in completing assignments accurately and with attention to detail.
 - H. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
 - A. Ability to collect data, analyze findings, and make recommendations.
 - B. Ability to develop, write, and implement strategic plans.
 - C. Ability to prepare concise and effective oral and written reports and presentations.
 - D. Ability to take initiative and to utilize innovative techniques in preparing grant applications.
 - E. Ability to attend community meetings.
 - F. Ability to streamline, refine, and effectively organize grant processes.
 - 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.
 - H. Ability to communicate and interact effectively with members of the public.
 - I. Ability to communicate effectively both orally and in writing.
 - J. Ability to recognize, analyze, and solve a variety of problems.

- K. Ability to organize and prioritize work while meeting multiple deadlines.
- L. Ability to handle difficult and stressful situations with professional composure.
- M. Ability to work successfully as a member of a team and independently with minimal supervision.
- N. Ability to train and lead others.
- O. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- P. Ability to enforce safety rules and regulations.
- Q. Ability to maintain confidential information.
- R. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- S. Ability to 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: Basic	EEOC: Professionals	CSB:	Class No: 3304
WC: 8810	Pay:	EEOF: Varies	CC:	Resolution:

Grant RANT Coordinator

SUMMARY/PURPOSE

Develop and coordinate grant-funded programs and projects.

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 project that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Research and write grant applications.
2. Review, organize, and confirm documentation meets expectations for applications and payment requests.
- 2-3. Survey and continuously monitor needs relative to available funding sources.
3. Conduct meetings to identify and prioritize project needs.
4. Provide information, research, analysis, written reports and recommendations to management as needed.
5. Identify agencies and community organizations relevant to the grant project, and solicit their/coordinate meetings to gather support, input, and participation as appropriate.
6. Research grant-making organizations/opportunities and analyze them to identify likely funding sources for specific projects and programs.
7. Write or supervise/collectively partner in writing/developing proposals, budgets, reports, and other ancillary materials.
8. Review and edit draft applications for accuracy, completeness and clarity.
- 9-8. Review, edit, and submit complete and accurate grant applications in accordance with grant requirements.
- 10-9. Obtain feedback for proposals that are not funded and redraft for resubmission as appropriate.
- 11-10. Manage existing grants including coordination and plan program activities to ensure program efficiency, effectiveness, and grant compliance.
- 12-11. Develop internal/reporting systems for grant tracking and reporting.
- 13-12. Review project status, revenues, and expenditures to ensure proper expenditures are made for grant projects.
- 14-13. Regularly communicate and resolve issues/concerns with funding agencies.
15. Prepare and submit quarterly or annual reports as required by grant/agencies.
- 16-14. 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.
- 17-15. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
- 18-16. Provide training on new or modified procedures and policies to all affected parties.
- 19-17. Coordinate and perform grant management functions and programs for the City.
- 20-18. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
- 21-19. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.

- 22-20. 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.
- 23-21. 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 English, Communications, Business Administration, Social Science, or a related professional field, and one (1) year of verifiable professional experience; OR a minimum of five (5) years of related education and/or verifiable professional grant management experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. ~~K~~Thorough knowledge of budget development and monitoring methods.
 - B. ~~T~~horough knowledge of the grant application process.
 - C. ~~T~~horough knowledge of grant writing and reporting principles and techniques.
 - D. ~~K~~nowledge of accounting principles.
 - ~~C~~.E. Working knowledge of community efforts, partnerships, and goals.
 - D.F. Knowledge of research principles
 - E.G. Knowledge of problem solving and conflict resolution techniques.
 - F.H. Knowledge of applicable safety requirements.
 - G.I. Knowledge of, or the ability to learn, City policies and procedures.
 - H.J. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - I.K. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
 - A. Skill in public speaking.
 - B. Skill in project coordination, prioritization of tasks related to deadlines, and organization of files.
 - C. Skill in effective communication with groups and on a one-to-one basis.
 - D. Skill in writing clear and concise correspondence and reports.
 - A.E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - B.F. Skill in managing one's own time and the time of others.
 - C.G. Skill in completing assignments accurately and with attention to detail.
 - D.H. ~~Skill in mediation and dispute resolution.~~
 - E.I. 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 collect data, analyze findings and make recommendations.
 - B. Ability to develop, write, and implement strategic plans.
 - C. Ability to prepare concise and effective oral and written reports and presentations.
 - D. Ability to take initiative and to utilize innovative techniques in preparing grant applications.
 - E. Ability to attend community meetings.
 - E.F. Ability to streamline, refine, and effectively organize grant processes.

- F.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.
- G.H. Ability to communicate and interact effectively with members of the public.
- H.I. Ability to communicate effectively both orally and in writing.
- I.J. Ability to recognize, analyze, and solve a variety of problems.
- J.K. Ability to organize and prioritize work while meeting multiple deadlines.
- K.L. Ability to handle difficult and stressful situations with professional composure.
- L.M. Ability to work successfully as a member of a team and independently with minimal supervision.
- M.N. Ability to train and lead others.
- N.O. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- O.P. Ability to enforce safety rules and regulations.
- P.Q. Ability to maintain confidential information.
- Q.R. Ability to demonstrate dependability, responsibility, and consistency in their job performance.
- R.S. Ability to attend work as scheduled and/or required.

Physical Demands

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

Work Environment

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

HR:	Union:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:



Human Resources

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DATE: October 5, 2021
TO: Civil Service Board
FROM: Theresa Severance
Manager, Human Resources, Healthcare and Safety
SUBJECT: Revised Job Classification of Measurement Services Supervisor

**RECOMMENDATION:
APPROVAL OF THE REPLACEMENT REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF MEASUREMENT SERVICES SUPERVISOR, INCLUDING A TITLE CHANGE TO UTILITY SERVICES SUPERVISOR.**

Background Information

During the meeting on September 1, 2021, the Civil Service Board approved the revised job description for Measurement Services Supervisor, including a title change to Utility Services Supervisor. The revised job description did not go to City Council for final approval; therefore, Item 4A(4) is referred to as Measurement Services Supervisor within this memo and on the Agenda. Item 4A(4) includes minor changes to the revised job description that was approved on September 1st; said changes are indicated by highlight and blue text in the strikethrough version.

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 classification specific duties and KSAs, the Human Resources team has created standard language that is included in all classifications depending on their level of responsibility. You will see that language reflected in the revised description.

The Measurement Services Supervisor was last revised in January 2001. The changes made were primarily to better define duties and expectations and to encompass the current tasks into broader duties. The education and experience section was expanded to reflect the current requirements and to be consistent with other supervisory positions within the department. The KSAs were changed slightly to better define the needs and reduce redundancies.

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

Outline of Duties

This classification provides overall coordination, supervision, planning, and routine capital maintenance of data collection, emergency response, meters and measurement center, appliance servicing and customer service operations. The Utility Services Supervisor will supervise customer service staff and will act as a project manager to provide technical expertise and guidance on key City projects, utility maintenance and operational decisions.

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 replacement revised job description for Measurement Services Supervisor, including a title change to Utility Services Supervisor.

Utility Services Supervisor

SUMMARY/PURPOSE

To provide overall coordination, supervision, planning, and routine capital maintenance of data collection, emergency response, meters and measurement center, appliance servicing, and customer service operations. The Utility Services Supervisor will supervise customer service and 24-hour emergency dispatch staff and will act as a project manager to provide technical expertise and guidance on key City projects, utility maintenance and operational decisions.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise the utility's scheduled reading of meters using mobile collection, network collection and visual readings and the transfer of collected data into the billing system software.
2. Plan, direct, and supervise activities to ensure compliance with governmental regulations, record retention and reporting of gas leaks, gas leak detection, repairs and safety/maintenance of the gas distribution system and pipeline for state and federal regulatory agencies.
3. Investigate, identify, and repair malfunctions of meter reading hardware, software, mesh network, and causes of water and gas meter and gas regulator/relief malfunctions reported by customers or department staff and investigate and review abnormal utility consumption for customer billing inquiries, resolve complaints and questions from the public and determine whether billing adjustments are required and prepare and present oral and written reports and testify as required.
4. Prepare and monitor budgets, write specifications, request quotes, and write requisition necessary for supplies, parts, and equipment needed for water and gas measurement, HVAC servicing and the Service Division fleet vehicles and equipment.
5. Assess current operations, procedures, problems, or needs and recommend improvements to increase productivity, improve performance, reduce costs, and comply with federal, state, and local requirements.
6. Promote, monitor, and analyze market trends of the Comfort Policy maintenance program.
7. Organize and direct sizing and installation of new and replacement water and gas meters, meter proving/testing and the scheduled maintenance of all measurement devices, the operation and calibration of all leak detection and monitoring equipment and the installation of water and gas meters, gas regulators, and relief valves.
8. Identify lead within the water system for remediation, gauge testing and thawing of water services and water mains utilizing the appropriate equipment and maintain concise records in accordance with the 2011 Clean Water Act.
9. Manage employee performance, and provide training, coaching, and mentoring for employees.
10. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
11. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
12. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
13. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.

14. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
15. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
16. Other duties may be assigned.

JOB REQUIREMENTS

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

1. Education & Experience Requirements
 - A. Associate's Degree in Business Administration/Management or a related professional field, and four (4) years of related professional experience; OR a minimum of six (6) years of related education and/or full-time, verifiable professional mechanical, electrical, or other trade shop experience.
 - B. Three (3) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
 - C. Experience in water and gas utility service operations preferred.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
 - A. Knowledge of the principles, methods, equipment, and materials used to read meters.
 - B. Knowledge of the methods, equipment and materials used to install, maintain and repair meters, regulators, and related equipment.
 - C. Knowledge of gas and water distribution systems and equipment supplying water and gas throughout the City of Duluth and surrounding communities.
 - D. Knowledge of application process to obtain a MN Department of Labor, Mechanical Contractor Bond.
 - E. Knowledge of dispatch, emergency response and incident command procedures.
 - F. Knowledge of gas appliance repair and Comfort Policy maintenance program.
 - G. Knowledge of plumbing and electrical disciplines.
 - H. Knowledge of problem solving and conflict resolution techniques.
 - I. Knowledge of applicable safety requirements.
 - J. Knowledge of, or the ability to learn, City policies and procedures.
 - K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - L. Knowledge of effective leadership and personnel practices.
 - M. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - N. Knowledge of budgetary, and management principles, practices, and procedures.
 - O. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
 - A. Skill in troubleshooting and repair of plumbing, electrical and HVAC.
 - B. Skill in the use of equipment used to install, repair, and maintain water and gas meters and testing equipment.
 - C. Skill in the programming and use of meter reading equipment.
 - D. Skill in using computers to install, repair and calibrate telemetry, to generate reports, and to operate handheld meter reading system.

- E. Skill in diagnosing and repair water and gas meters, test equipment, and gas regulators.
 - F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - G. Skill in managing one's own time and the time of others.
 - H. Skill in completing assignments accurately and with attention to detail.
 - I. Skill in mediation and dispute resolution.
 - J. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - K. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to perform mathematical calculations for the purpose of estimating costs, calculating budget projections, computing charges for water and gas consumption, and computing customer load requirements to properly size meter, regulator and pressure.
 - B. Ability to monitor operations, maintain accurate records and prepare required reports.
 - C. Ability to diagnose, repair, calibrate and operate water, gas and HVAC equipment, including handheld, mobile and network meter reading system.
 - D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - E. Ability to communicate and interact effectively with members of the public.
 - F. Ability to communicate effectively both orally and in writing.
 - G. Ability to recognize, analyze, and problem-solve a variety of situations.
 - H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - I. Ability to handle difficult and stressful situations with professional composure.
 - J. Ability to establish goals and objectives.
 - K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - M. Ability to manage a budget and work within the constraints of that budget.
 - N. Ability to enforce safety rules and regulations.
 - O. Ability to maintain confidential information.
 - P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - Q. Ability to exercise sound judgment, critical decisions in work projects involving both internal and external stakeholders.
 - R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - S. Exhibits leadership qualities of dependability and accountability.
 - T. Ability to attend work as scheduled and/or required.

Physical Demands

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

Work Environment

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

HR: TS	Union: Supervisory	EEOC: Skilled Craft Workers	CSB:	Class No: 1358
WC: 7520	Pay:	EEOF: Utilities/Transportation	CC:	Resolution:

MEASUREMENT UTILITY SERVICES SUPERVISOR

SUMMARY/PURPOSE

~~To supervise meter reading and measurement center operations.~~

To provide overall coordination, supervision, planning, and routine capital maintenance of data collection, emergency response, meters and measurement center, appliance servicing and customer service operations. The Utility Services Supervisor will supervise customer service staff and 24-hour emergency dispatch and will act as a project manager to provide technical expertise and guidance on key City projects, utility maintenance and operational decisions.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

- ~~1. Plan, direct, supervise and evaluate meter reading, installation, maintenance, and repair operations.~~
- ~~2. Develop a meter reading schedule to ensure monthly reading of all residential, commercial and industrial water and gas meters.~~ Supervise the utility's scheduled reading of meters using mobile collection, network collection and visual readings and the transfer of collected data into the billing system software.
- ~~3. Plan, direct, supervise activities to ensure compliance with governmental regulations, record retention and reporting of gas leaks, gas leak detection, repairs and safety/maintenance of the gas distribution system and pipeline for State and Federal regulatory agencies.~~
- ~~4. Develop and monitor a program for scheduled leak detection surveys and the testing, repair and replacement of gas and water meters, gas regulators, and relief valves. Plan, direct, supervise and monitor gas leak detection and repairs of the gas distribution system and pipeline.~~
- ~~5. Organize and direct the maintenance of all measurement devices, the maintenance and operation of all detection equipment, and the installation of water and gas meters, gas regulators, and relief valves.~~ Investigate, identify and repair malfunctions of meter reading hardware, software, mesh network and causes of water and gas meter and gas regulator/relief malfunctions reported by customers or department staff and investigate and review abnormal utility consumption for customer billing inquiries, resolve complaints and questions from the public and determine whether billing adjustments are required and prepare and present oral and written reports and testify as required.
- ~~6. Prepare and monitor budgets, and requisition necessary supplies, parts, and equipment.~~ Prepare and monitor budgets, write specifications, request quotes and write requisition necessary for supplies, parts, and equipment needed for water and gas measurement, HVAC servicing and the Service Division fleet vehicles and equipment
- ~~7. Assess current operations, procedures, problems or needs and recommend improvements to increase productivity, improve performance, and reduce costs and comply with federal, state and local requirements.~~
- ~~8. Monitor and review work in progress and provide direction and assistance with operational problem solving. Plan, direct,~~ Supervise appliance service crew activities. ~~Promote, monitor and analyze market trends of the Comfort Policy maintenance program~~
- ~~9. Analyze water and gas meter and gas regulator repair and maintenance problems.~~ Organize and direct sizing and installation of new and replacement water and gas meters, meter proving/testing

- and the scheduled maintenance of all measurement devices, the operation and calibration of all leak detection and monitoring equipment and the installation of water and gas meters, gas regulators, and relief valves.
10. Investigate causes of water and gas meter and gas regulator malfunctions reported by customers or department staff.
 11. Monitor activities to ensure compliance with governmental regulations and reporting requirements.
 12. Prepare and present oral and written reports as required.
 13. Supervise assigned staff.
 14. Prioritize, schedule and assign work.
 15. Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.
 16. Establish work standards, provide coaching and feedback, and conduct employee evaluations.
 17. Discipline assigned personnel as necessary.
 18. Provide for the training of employees in proper and safe work methods and procedures.
 19. Effectively recommend adjustments or other actions in employee grievances.
 20. Delegate authority and responsibilities to others as needed.
 21. Disseminate instructions and information to employees through oral and written communications.
 22. Investigate and resolve complaints and questions from the public. Create and maintain dispatch and service employees' schedules to ensure 24hr emergency response.
 23. Identify lead within the water system for remediation, gauge testing and thawing of water services and water mains utilizing the appropriate equipment and maintain concise records in accordance with the 2011 Clean Water Act.
 24. Review abnormal water consumption and customer billing inquiries, and determine whether billing adjustments are required.
 25. Supervise the loading of route information into hand-held meter reading terminals and the unloading of meter readings to the customer file via computer transfer.
 26. Calculate meter reading estimates based on degree days, past history, etc.
 27. Perform meter reading and measurement center duties when necessary.
 28. Perform field work as necessary, including on-site inspections, telemetric installations, surveys, etc.
 29. Authorize entrance to confined spaces.
 30. Confer with management regarding the installation of high pressure gas lines and water lines.
 31. Review technical journals, legislation, regulations and other related materials affecting operations.
 32. Manage employee performance, and provide training, coaching, and mentoring for employees.
 33. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
 34. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
 35. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
 36. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
 37. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
 38. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
 39. 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. ~~Five (5) years of experience in water and gas utility service operations, including at least three (3) years at a supervisory or leadworker level.~~ Associate's Degree in Business Administration/Management or a related professional field, and four years of related professional experience; OR a minimum of six years of related education and/or full-time, verifiable professional mechanical, electrical or other trade shop experience.
- B. Three years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
- C. Experience in water and gas utility service operations preferred.

2. License Requirements

- A. ~~Possession of a valid regular Minnesota driver's license or privilege by the date of appointment and thereafter.~~ Possess and maintain a valid Minnesota Class D driver's license or privilege.

3. Knowledge Requirements

- A. ~~Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.~~
- B. Knowledge of the principles, methods, equipment and materials used to read meters.
- C. Knowledge of the methods, equipment and materials used to install, maintain and repair meters, regulators, and related equipment.
- D. Knowledge of gas and water distribution systems and equipment supplying water and gas throughout the City of Duluth and surrounding communities.
- E. Knowledge of application process to obtain a MN Department of Labor, Mechanical Contractor Bond.
- F. Knowledge of dispatch, emergency response and incident command procedures.
- G. ~~Knowledge of defensive driving methods, confined space entry procedures, and other applicable safety precautions and safe work methods related to meter reading and installation and repair work.~~
- H. ~~Knowledge of budget and purchasing to maintain inventory for appliance servicing, water and gas meter/distribution maintenance and projects.~~
- I. Knowledge of gas appliance repair and Comfort Policy maintenance program.
- J. ~~Knowledge of applicable laws, regulations, and standards related to meter reading and to the installation, maintenance and repair of meters and regulators.~~
- K. ~~Knowledge of computer applications including word processing, spreadsheet, and database used to develop schedules and budgets, assign meter reading routes, bill customer accounts, and maintain inventory.~~
- L. Knowledge of plumbing and electrical disciplines.
- M. Knowledge of problem solving and conflict resolution techniques.
- N. Knowledge of applicable safety requirements.
- O. Knowledge of, or the ability to learn, City policies and procedures.
- P. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- Q. Knowledge of effective leadership and personnel practices.
- R. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
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4. Skill Requirements

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 - F. Skill in diagnosing and repair water and gas meters, test equipment, and gas regulators.
 - ~~G. Skill in preparing and presenting accurate and concise written and oral reports.~~
 - H. 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.
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