



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Meeting Agenda Civil Service Board.

Wednesday, December 15, 2021

11:00 AM

Webex

Special Meeting

1. ROLL CALL

2. NEW BUSINESS

2A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

2A(1) Blight Mitigation Specialist (new)

Attachments: [Blight Mitigation Specialist \(new\)](#)

2A(2) Risk Manager (new)

Attachments: [Risk Manager \(new\)](#)

2A(3) City Auditor

Attachments: [City Auditor](#)

(new job description for existing job classification)

3. NEXT REGULAR MEETING SCHEDULED

Tuesday, January 4, 2022 - 4:00 p.m. (Webex)

4. ADJOURNMENT



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

 218-730-5210
 hrinformation
@duluthmn.gov

DATE: December 10, 2021
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Manager (Provisional)
SUBJECT: New Job Classification of Blight Mitigation Specialist

**RECOMMENDATION:
APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF BLIGHT MITIGATION SPECIALIST.**

Background Information

The new job classification of Blight Mitigation Specialist was created to support the Life Safety Division of the Fire Department due to community development block grant funding that was secured. The addition of this position will help mitigate blight across the city by working with property owners and connecting them with available resources for rehabilitation. The position is grant funded for one year and is likely to be renewed with hopes of making it a permanent position in the future.

Human Resources has shared the new job description with the union, and they are in agreement with the proposed specifications.

Outline of Duties

The Blight Mitigation Specialist will assist property owners in mitigating blight by connecting them with available resources to rehabilitate buildings at risk for further deterioration and/or vacancy. Assist with coordination activities for related City offices/departments and community service agencies.

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 Blight Mitigation Specialist.

Blight Mitigation Specialist

SUMMARY/PURPOSE

To assist property owners in mitigating blight by connecting them with available resources to rehabilitate buildings at risk for further deterioration and/or vacancy. Assist with coordination activities for related City offices/departments and community service agencies.

SUPERVISION RECEIVED

This position is supervised by the Deputy Chief of Life Safety.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist property owners and tenants, through consultation, in maintaining their dwellings, premises, non-dwelling structures, and vacant lands in a safe, legal, and sanitary manner.
2. Connect property owners with resources to support rehabilitation and compliance with housing codes, building codes, and related ordinances.
3. Maintain ongoing community engagement of at-risk neighborhoods to increase awareness of existing programs such as the Housing and Redevelopment Authority's (HRA) Revolving Loan Fund, City's Housing Trust Fund, and other programs.
4. Coordinate with Housing Inspectors and Property & Solid Waste Compliance Officers on inspections and follow-up, when necessary, on vacant and/or blighted properties.
5. Check on the work progress of code violation corrections and follow-up with property owner as needed.
6. Coordinate with City offices/departments on demolition process for properties that are beyond rehabilitation and abandoned by property owner.
7. Utilize computer systems and associated software.
8. 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.
9. 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 social work, building inspection, construction science, code enforcement, property rehabilitation, or a related field, and two (2) years of full-time experience working in community engagement, regulation/code enforcement, building inspection, or construction management; OR a minimum of four (4) years of related education and/or full-time, verifiable professional experience to include community engagement, regulation/code enforcement, building inspection, or construction management as a primary responsibility.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
 - B. Acquire and maintain International Property Maintenance Certification within one (1) year of employment.
3. Knowledge Requirements
 - A. Knowledge of problem-solving and conflict-resolution techniques.
 - B. Knowledge of barriers to accessing community resources.

- C. Knowledge of, or the ability to learn, City policies and procedures.
 - D. Knowledge and application of applicable Minnesota state codes, local codes, and ordinances.
 - E. Knowledge of proper inspection methods and procedures.
 - F. Knowledge of business computer application software, office methods, and procedures.
4. Skill Requirements
- A. Skill in coordinating the efforts of governmental agencies, private industries, and the general public.
 - B. Skill in effective oral and written communication.
 - C. Skill in providing excellent customer service.
 - D. Skill in dealing with difficult customers and stressful situations.
 - E. Skill in the use of computers and application software.
 - 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 establish and maintain effective working relationships with property owners, tenants, advocacy groups, contractors, and the general public.
 - B. Ability to use a computer to maintain case management records and prepare clear, concise reports.
 - C. Ability to read and interpret codes and ordinances.
 - D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - E. Ability to communicate and interact effectively with members of the public.
 - F. Ability to communicate effectively both orally and in writing.
 - G. Ability to understand and follow instructions.
 - H. Ability to problem-solve a variety of situations.
 - I. Ability to work independently with little supervision.

Physical Demands

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

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

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



Human Resources

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hrinformation
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DATE: December 10, 2021
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Manager (Provisional)
SUBJECT: New Job Classification of Risk Manager

**RECOMMENDATION:
APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF RISK MANAGER.**

Background Information

The new job classification of Risk Manager was created to manage the City's risk and liability, subrogation, property, workers' compensation, and safety and health programs.

This new position is a reflection of how the City Investigator & Claims Agent position has evolved over the past 20+ years. The current incumbent of this position has been performing risk management duties on an expanding level. This new job description reflects this expansion of duties and includes a supervisory role that makes good sense from a risk management perspective, which translates to increased benefit to the City.

The job classification was discussed with the supervisory union and the City Investigator & Claims Agent, and all are agreeable to the proposed job description.

Outline of Duties

The Risk Manager will be responsible for managing the City's risk and liability, subrogation, property, workers' compensation, and safety and health programs. The Risk Manager identifies and quantifies areas of risk; develops and implements programs and training to reduce or eliminate risks to the City; investigates and assists with workers' compensation cases, manages the City Safety Team, investigates and resolves claims involving the City, and serves as a liaison to the City's insurance providers.

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 Risk Manager.

Risk Manager

SUMMARY/PURPOSE

To manage the City's risk and liability, subrogation, property, workers' compensation, and safety and health programs. The Risk Manager identifies and quantifies areas of risk; develops and implements programs and training to reduce or eliminate risks to the City; investigates and assists with workers' compensation cases, manages the City Safety Team, investigates and resolves claims involving the City, and serves as a liaison to the City's insurance providers. The Risk Manager assists the Deputy City Attorney in the ensuring compliance with federal and state laws related to risk, workers' compensation, and health and safety.

DISTINGUISHING FEATURES OF THE CLASS

The principal function of an employee in this class is to identify and implement policies and procedures designed to reduce the exposure of City operations to risk. The work is performed under the direct supervision of the Deputy City Attorney but extensive leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community organizations, and the public.

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, direct, and coordinate the City's Risk Management with City Department and Division heads regarding risk management and loss control needs, including the design, development, evaluation, and implementation of various risk management strategies, plans, and programs, and active participation on the City's accident review and safety team.
2. Identify and analyze loss exposures and develop and implement programs to minimize liability and asset losses, prepare for those losses/claims as they occur, investigate losses/claims, and pursue collection of losses caused by third parties, including making claims against insurance companies, filing restitution claim forms in pending criminal cases, appearing in Conciliation Court, or other appropriate action.
3. Plan, develop, coordinate, and evaluate the operational processes and functions of the City's Risk Management program, and direct the purchase of insurance policies (City property and equipment).
4. Working with the civil litigation attorney, assist with determining settlement value of claims, negotiate, and settle property and bodily injury claims.
5. Design and maintain relational databases for collecting and analyzing claims activity information for use in projecting frequency and severity of losses and maintain detailed records consistent with the Official Records Act and the Minnesota Government Data Practices Act.
6. Supervise the review of certificates of insurance, bonds, and contracts to ensure compliance with City and state insurance requirements related to contracts.
7. Manage employee performance, and provide training, coaching, and mentoring for employees.
8. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
9. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
10. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
11. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.

12. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
13. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
14. 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 Risk Management, Public Administration, or a related professional field, and four (4) years of related professional experience; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional experience as an insurance claims investigator and adjuster, government investigator, or legal assistant, experience to include risk management and claims settlement in property and bodily injury.
 - B. Two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. Possess a license or certification related to claims adjustment as mandated by state or federal government or requested by management.
 - B. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
 - A. Comprehensive knowledge of current risk management practices, concepts, and procedures.
 - B. Thorough knowledge of the purpose and function of all City departments, divisions, and offices, and City infrastructure systems.
 - C. Thorough knowledge of safety regulations and practices involved in municipal operations and safety laws regarding public sector employment.
 - D. Knowledge of the methods and procedures necessary in investigating civil claims against the City.
 - E. Knowledge of legal liability of the City in bodily injury, motor vehicle accident, and property damage cases.
 - F. Knowledge of all equipment used in City operations.
 - G. Knowledge of insurance industry practices, including policy language, statutorily required coverages, policy interpretation, underwriting, subrogation, etc.
 - H. Knowledge of workers' compensation insurance.
 - I. Knowledge of problem solving and conflict resolution techniques.
 - J. Knowledge of applicable safety requirements.
 - K. Knowledge of, or the ability to learn, City policies and procedures.
 - L. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - M. Knowledge of effective leadership and personnel practices.
 - N. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - O. Knowledge of budgetary, and management principles, practices, and procedures.
 - P. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
 - A. Skill in investigating property claims or employee grievances.
 - B. Skill in effectively communicating with individuals and groups.
 - C. Skill in conducting interviews.
 - D. Skill in writing clear, concise, and accurate reports.

- E. Skill in safe driving practices.
 - F. Skill in contract and legal document review.
 - G. Skill in negotiating claim settlements.
 - H. Skill in reading and understanding insurance policy language and coverages.
 - I. 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.
 - J. Skill in managing one's own time and the time of others.
 - K. Skill in completing assignments accurately and with attention to detail.
 - L. Skill in mediation and dispute resolution.
 - M. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - N. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to identify risk and unsafe behaviors and develop practical policies and procedures to minimize such risks.
 - B. Ability to understand legal statutes, regulations, and civil procedures relating to safety, workers' compensation, and civil liability.
 - C. Ability to gather, assemble, analyze, and evaluate facts and evidence to draw sound conclusions.
 - D. Ability to exercise discretion and good judgment while under pressure.
 - E. Ability to maintain detailed records and write accurate reports.
 - F. Ability to effectively negotiate a conflict to resolution.
 - 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 problem-solve a variety of situations.
 - K. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - L. Ability to handle difficult and stressful situations with professional composure.
 - M. Ability to establish goals and objectives.
 - N. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - O. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - P. Ability to manage a budget and work within the constraints of that budget.
 - Q. Ability to enforce safety rules and regulations.
 - R. Ability to maintain confidential information.
 - S. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - T. Ability to exercise sound judgment in making critical decisions.
 - U. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - V. Exhibits leadership qualities of dependability and accountability.
 - W. 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: Supervisory	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:
FLSA Exemption Type: Administrative				



Human Resources

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DATE: December 10, 2021
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Manager (Provisional)
SUBJECT: Job Classification Specifications for City Auditor

**RECOMMENDATION:
APPROVAL OF THE NEW JOB DESCRIPTION FOR THE EXISTING CLASSIFICATION OF CITY AUDITOR.**

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. Human Resources has also created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility.

The City Auditor is an appointed position that has never had a formal job description attached to it, so this is being proposed to support all aspects of the position. During the 2018 budget cuts, the City Treasurer position was eliminated. At that time, the City Auditor assumed the job duties of the City Treasurer; however, compensation was never adjusted to reflect the additional responsibility. In addition to reflecting City Auditor duties, the proposed job description also encompasses duties previously performed by the City Treasurer, as both are critical parts of City Finance.

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

Outline of Duties

The City Auditor is responsible for planning and directing the financial and fiscal compliance, program, and operational audits of all City departments, programs, and related agencies. This involves directing and supervising a professional staff to ensure adherence to generally accepted accounting principles, governmental auditing standards, and federal uniform guidelines, coordinating audits, and communicating the results to the Finance Director, Chief Administration Officer, and elected officials.

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 job description for City Auditor.

City Auditor

SUMMARY/PURPOSE

To plan and direct the financial and fiscal compliance, program, and operational audits of all City departments, programs, and related agencies. This involves directing and supervising a professional staff to ensure adherence to generally accepted accounting principles, governmental auditing standards, and federal uniform guidelines, coordinating audits, and communicating the results to the Finance Director, Chief Administration Officer, and elected officials.

DISTINGUISHING FEATURES OF THE CLASS

The City Auditor position primarily oversees the accounting and cash management operations of the City. This includes accounts payable, accounts receivable, grant accounting, collection services, preparing the City's annual Comprehensive Annual Financial Report (CAFR), and working as the direct contact with the Office of the State Auditor in their audit of the City's CAFR. In addition, the City Auditor is involved in daily cash management, investing City funds, managing banking and investment relationships, overseeing the City's collection of special assessment billings, and overseeing the City's sales tax/tourism tax operation. The City Auditor is responsible for independent audit of the management of City departments, offices, and programs, analysis of financial management practices, and surveillance of municipal fiscal contracts. The Auditor provides guidance and direction to all City departments on how best to achieve their financial objectives and goals, be compliant with financial regulations, and/or meet a specific accounting requirement. This classification serves as an advisor and resource to the Finance Director and works to ensure effective and efficient management of the City's operations, compliance with all relevant laws and regulations, and responsible and transparent financial practices. In addition, the classification includes the statutory responsibility of the City Treasurer when such position is unfilled. A broad latitude as to choice of detailed operating procedures is authorized, within the limits of accepted professional practice and of policies established by City Administration.

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 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. Perform statutory duties of City Auditor/Treasurer and serve as Acting Finance Director in the absence of the Finance Director.
2. Oversee general accounting and cash management functions, including accounts payable, receivable, and collections, and the preparation of related monthly and annual reporting.
3. Manage banking, investment, and card processing relationships to provide maximum return balanced with appropriate security and to implement best practices in banking and payment methodologies.
4. Maintain compliance with federal, state, and county laws, rules, regulations, standards, and requirements.
5. Examine, coordinate, and manage the audits, both internal and external, of the accounts of all City departments, and determine the form of accounts and reports to be provided for review.
6. Certify according to law, and maintain custody of, all contracts, agreements, or other obligations for the expenditure of public funds entered into by any official of the City government, and no such contract, agreement, or other obligation shall be valid until so certified by the City Auditor.
7. Guide financial decisions and protect assets by establishing, monitoring, and enforcing policies, procedures, and internal controls.
8. Manage employee performance, and provide training, coaching, and mentoring for employees.

9. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
10. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
11. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
12. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
13. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
14. 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.
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 Finance, Accounting, Business Administration, or a closely related professional field, and six (6) years of related professional experience in auditing, accounting or finance; OR a minimum of ten (10) years of related education and/or full-time, verifiable professional experience as an accountant or auditor with a government entity or a public accounting firm.
 - B. Two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
 - B. Certified Public Accountant (CPA) designation preferred.
3. Knowledge Requirements
 - A. Comprehensive knowledge of generally accepted principles and practices of governmental auditing, accounting, GASB standards; financial reporting and internal auditing; municipal organization, management, planning, budgeting, and cost control; principles and model frameworks for internal control systems; principles and practices of information systems security; and City ordinances regulating City activities; City management policies.
 - B. Knowledge of applicable computer software systems related to payroll, budgets, accounting, finance, land records, and taxation.
 - C. Thorough knowledge of federal, state, and local laws, codes, and regulations governing the management of public funds, financial reporting, payroll, employee benefits, and city budget development and administration.
 - D. Knowledge of organizational structure and functional responsibilities of City departments.
 - E. Knowledge of computer assisted auditing tools and techniques; data collection, validation, and analysis; principles of performance measurement; and audit work paper standards and best practices.
 - F. Knowledge of banking operations, registrar/paying agent activities, investment strategy and procedures, cash flows and receivables management procedures, and measurement reporting methods.
 - G. Knowledge of laws and regulations governing investments, banking, collections, debt service, lawful gambling, state and local sales taxes, and special assessments.
 - 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 conducting audits, performing special investigations, and related projects.
 - B. Skill in tracing transactions and processes from point of origin through journals, ledgers, and related records.
 - C. Skill in determining accuracy and completeness of records and data sets.
 - D. Skill in identifying and evaluating the adequacy of internal controls.
 - E. Considerable skill in complex financial research, analysis, forecasting, and reporting.
 - F. Strong public relations and customer service skills to deal with the public, resolve issues, effectively manage difficult customers, and explain laws and departmental operations and rules.
 - G. Skill in administering complex financial computer systems, budgets, and programs.
 - 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.
 - I. Skill in managing one's own time and the time of others.
 - J. Skill in completing assignments accurately and with attention to detail.
 - K. Skill in mediation and dispute resolution.
 - L. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - M. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to develop creative alternative strategies and solutions to financial and managerial issues.
 - B. Ability to maintain confidential information in accordance with legal standards and/or City regulations.
 - C. Ability to quickly comprehend financial processes and implications of financial decisions as they impact day-to-day operations and the City's overall financial picture.
 - D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - E. Ability to communicate and interact effectively with members of the public.
 - F. Ability to communicate effectively both orally and in writing.
 - G. Ability to recognize, analyze, and problem-solve a variety of situations.
 - H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - I. Ability to handle difficult and stressful situations with professional composure.
 - J. Ability to establish goals and objectives.
 - K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - M. Ability to manage a budget and work within the constraints of that budget.

- N. Ability to enforce safety rules and regulations.
- O. Ability to maintain confidential information.
- P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Q. Ability to exercise sound judgment in making critical decisions.
- R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- S. Exhibits leadership qualities of dependability and accountability.
- T. Ability to attend work as scheduled and/or required.

Physical Demands

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

Work Environment

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

HR: HD	Union: Supervisory	EEOC: Professionals	CSB:	Class No: 1316
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:
FLSA Exemption Type: Administrative				