



# City of Duluth

411 West First Street  
Duluth, Minnesota 55802

## Meeting Agenda Civil Service Board.

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Tuesday, October 1, 2024

4:45 PM

Council Chambers

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### 1. ROLL CALL

### 2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. August 6, 2024

Attachments: [2A August 6, 2024 \(Draft Minutes\).pdf](#)

### 3. UNFINISHED BUSINESS

### 4. NEW BUSINESS

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

4A1. Land Use & Community Development Supervisor (new)

Attachments: [4A1 Land Use & Community Development Supervisor \(new\).pdf](#)

4A2. Library Safety Specialist Coordinator (new)

Attachments: [4A2 Library Safety Specialist Coordinator.pdf](#)

### 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 5, 2024

**8. ADJOURNMENT**



# City of Duluth

411 West First Street  
Duluth, Minnesota 55802

## Minutes - Draft

### Civil Service Board.

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Tuesday, August 6, 2024

4:45 PM

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#### 1. ROLL CALL

Members Present: Ryan Logan (Chair), John Strongitharm, Cliff Tanner

HR Staff Present: Matt Silverness (Civil Service Secretary) Laura Dahl, Aimee Ott

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

2A. June 11, 2024

This Civil Service Board item was approved.

#### 3. UNFINISHED BUSINESS

#### 4. NEW BUSINESS

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

4A(1) Construction Services Combination Inspector

This Civil Service Board item was approved.

4A(2) Construction Services Permit Coordinator II

This Civil Service Board item was approved.

4A(3) Land Use & Community Development Supervisor

This Civil Service Board item was approved.

4A(4) Life Safety Supervisor

This Civil Service Board item was approved.

**4A(5)**                      Manager, Economic Development & DEDA

This Civil Service Board item was approved.

**4A(6)**                      Permitting Services Supervisor

This Civil Service Board item was approved.

**4A(7)**                      Utility Meter & Appliance Technician

This Civil Service Board item was approved.

**4A(8)**                      Engineer II - ISD 709 Job Specification Change

This Civil Service Board item was approved.

**5. APPEALS**

**6. INFORMATIONAL**

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

This item was received

**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**

This item was received

**Notice: Item 6B Non-Public Review of New Eligible Lists will be distributed to members at the Civil Service Board meeting.**

**6C.**                              ISD 709 Notice of Suspension Without Pay (July 9, 2024)

This Civil Service Board was discussed.

**7. NEXT REGULAR MEETING SCHEDULED**

**8. ADJOURNMENT**



## Human Resources

Room 340  
411 West First Street  
Duluth, Minnesota 55802

218-730-5210  
hrinformation@duluthmn.gov

DATE: October 1, 2024  
TO: Civil Service Board  
FROM: Aimee Ott  
Human Resources Generalist  
SUBJECT: New Job Classification of Land Use & Community Development Supervisor

**RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF LAND USE & COMMUNITY DEVELOPMENT SUPERVISOR.**

### **Background Information/Summary of Job**

The new job classification of Land Use & Community Development Supervisor was approved by the Civil Service Board at the meeting on August 6, 2024. Since that time, the job description has been amended to lower the minimum Education & Experience Requirements. The classification is being created to assist the Manager of Planning & Development in supervising, organizing, directing, and coordinating the work activities of Land Use and Community Development. Perform the duties of the Land Use Supervisor as authorized in the UDC Chapter 50-1. Provide direction and perform complex reviews to ensure development projects are in conformance with Comprehensive Plan. Supervise the planning, development, and administration of rehabilitation and development projects or on-going programs in such fields as zoning and land use, community and economic development, housing, preservation, comprehensive, and environmental planning.

The changes to the proposed job description were discussed at length with the Supervisory Union, and they are supportive.

### **Recommendation**

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

## Land Use & Community Development Supervisor

### SUMMARY/PURPOSE

To assist the Manager of Planning & Development in supervising, organizing, directing, and coordinating the work activities of Land Use and Community Development. Perform the duties of the Land Use Supervisor as authorized in the UDC Chapter 50-1. Provide direction and perform complex reviews to ensure development projects are in conformance with Comprehensive Plan. Supervise the planning, development, and administration of rehabilitation and development projects or on-going programs in such fields as zoning and land use, community and economic development, housing, preservation, comprehensive, and environmental planning.

### 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. Manage employee performance, and provide training, coaching, and mentoring for employees.
2. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
3. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
4. Perform or assign complex reviews of land use related actions to assess immediate and long-term effects on adjacent and citywide land uses, transportation, housing, recreation and economics in the City.
5. Identify and apply relevant statutes, ordinances, or regulations in response to specific questions or conditions; respond to questions and provide information to the public; provide explanation of and negotiate application requirements and issues; and make recommendations accordingly.
6. Plan, develop, and administer programs and projects to address identified community and housing needs within the City of Duluth.
7. Act as project lead for complex programs and development projects, including preliminary negotiation and overall project or program coordination, and in so doing, establishing professional relationships with developers, service professionals, and non-profit partners.
8. Formulate recommendations in the form of written and verbal reports to Planning Commission, City Council, and others as directed.
9. Draft ordinances and resolutions for City Council consideration and present specifics at Council meetings.
10. Conduct public meetings and arrange or provide staff services for public boards, commissions, and committees.
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 Business Administration, Planning, Urban Development, Social Science, Geography, or a related professional field, and ~~five~~ **four (54)** years of related professional experience; OR a minimum of ~~nine~~ **eight (98)** years of related education and/or full-time, verifiable professional administration of land use regulations experience.
- B. Three (3) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.

2. License Requirements

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

3. Knowledge Requirements

- A. Thorough knowledge of general principles and practices of municipal administration, land use planning, zoning, urban design, natural resources identification and processes, environmental review, and comprehensive plan implementation.
- B. General knowledge of federal and state legislation and programs related to rehabilitation and development planning in community or business development.
- C. General knowledge of accepted principles and practices of business communications, recordkeeping, and report preparation.
- D. General knowledge of the principles and practices of technical research and analysis.
- E. Working knowledge of computer applications including word processing, spreadsheet, digital photography, email, internet, and retrieval of GIS data.
- F. Working knowledge of statistics and development research and data analysis.
- 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.
- L. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- M. Knowledge of budgetary, and management principles, practices, and procedures.
- N. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- A. Skill in interpreting laws, regulations, policies, procedures, maps, specifications, graphs and statistical data related to municipal planning.
- B. Skill in making clear and persuasive oral presentations, sometimes to unreceptive audiences.
- C. Skill in establishing and maintaining cooperative partnerships and effective working relationships with those contacted in the course of work.
- D. Skill in preparing clear, concise and complete technical documents, reports, and correspondence using accepted business writing principles.
- E. Skill in handling public and media relations.
- 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 become proficient with and administer pertinent federal, state, and local laws and regulations, including Duluth Comprehensive Plan, Duluth zoning ordinance, Duluth subdivision regulations, Duluth sign ordinance, Duluth water resource management ordinance, Minnesota Comprehensive Planning Act, Minnesota Wetland Conservation Act, rules of Minnesota Board of Water & Soil Resources, Environmental Quality Board, and wetland impact rules of U.S. Army Corp of Engineers.
- B. Ability to communicate clearly, concisely, and effectively, both orally and in writing for lay and professional audiences.
- C. Ability to operate office equipment including fax, copier, computer hardware, and computer software including word processing, spreadsheet, digital photography, email, internet, and retrieval of GIS data.
- D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- G. Ability to recognize, analyze, and problem-solve a variety of situations.
- H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- I. Ability to handle difficult and stressful situations with professional composure.
- J. Ability to establish goals and objectives.
- K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to manage a budget and work within the constraints of that budget.
- N. Ability to enforce safety rules and regulations.
- O. Ability to maintain confidential information.
- P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Q. Ability to exercise sound judgment in making critical decisions.
- R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- S. Exhibits leadership qualities of dependability and accountability.
- T. Ability to attend work as scheduled and/or required.

Physical Demands

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

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, 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

Room 340  
411 West First Street  
Duluth, Minnesota 55802

 218-730-5210  
 hrinformation@duluthmn.gov

DATE: October 1, 2024  
TO: Civil Service Board  
FROM: Aimee Ott  
Human Resources Generalist  
SUBJECT: New Job Classification of Library Safety Specialist Coordinator

**RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF LIBRARY SAFETY SPECIALIST COORDINATOR.**

### **Background Information/Summary of Job**

The new job classification of Library Safety Specialist Coordinator is being created to primarily lead the work of the Library Safety Specialist team and will play a lead role in providing a safe and welcoming environment for all people using the Duluth Public Library. This position will be responsible for organizing and maintaining relevant documentation regarding incidents that take place at any library locations, and will coordinate and support safety-related planning, training, and decision-making library-wide.

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

### **Recommendation**

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

## Library Safety Specialist Coordinator

### SUMMARY/PURPOSE

To play a lead role in providing a safe and welcoming environment for all people using the Duluth Public Library by greeting patrons, explaining rules and procedures to library patrons, monitoring the library for appropriate patron behavior, and de-escalating situations as needed. This position coordinates and supports safety-related planning, training, and decision-making library-wide. It leads the work of the Library Safety Specialist team by assisting with training and scheduling. This position is responsible for organizing and maintaining relevant documentation regarding incidents that take place at any library locations.

### SUPERVISION RECEIVED

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

### SUPERVISION GIVEN

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

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Working under the general direction of a Library Supervisor, lead and oversee library safety activities and staff.
2. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
3. Perform Library Safety Specialist duties, including circulating continuously among public service areas of the library, responding to staff calls for assistance, supporting library staff in their enforcement of policy, and developing rapport with library patrons.
4. Develop and foster relationships with community partners to help increase library safety.
5. Interact respectfully and calmly with the public at all times, even in stressful encounters.
6. Defuse tense situations and report suspicious behavior to Person-in-Charge.
7. Complete reports and communicate with Library Supervisors and staff regarding incidents, bans, and trespasses.
8. Update and maintain Library's files of violation reports and any lists of trespassed individuals.
9. Identify any banned/trespassed individuals coming into the building, alerting Person-in-Charge or the police.
10. Assist patrons and staff in emergency situations relating to security and safety.
11. Develop, coordinate, and assist with safety training for staff.
12. Participate in staff committees and task forces as assigned.
13. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
14. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
15. Provide training on new or modified procedures and policies to all affected parties.
16. Coordinate and perform library safety functions and programs for the City.
17. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
18. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.

19. 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.
20. Other duties may be assigned.

### JOB REQUIREMENTS

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

1. Education & Experience Requirements
  - A. A minimum of three (3) years of related education and/or full-time, verifiable professional experience in the field of social work, psychology, counseling, street outreach, human services, security, or law enforcement.
  - B. Associate's Degree preferred.
  - C. Previous work experience in positions with frequent public contact preferred.
2. License Requirements
  - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
  - B. Possession of a valid first aid and CPR certification, or ability to obtain certification within 60 days of employment.
  - C. Ability to, with training, operate AED and administer Narcan.
3. Knowledge Requirements
  - A. General knowledge of crisis management, problem-solving, and conflict-resolution techniques.
  - B. Knowledge of, or the ability to learn, City and Library policies and procedures.
  - C. Knowledge of problem-solving and conflict-resolution techniques.
  - D. Knowledge of applicable safety requirements.
  - E. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
  - F. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
  - A. Skill in providing outstanding customer service.
  - B. Skill in observing people and the surrounding environment.
  - C. Skill in conflict resolution and de-escalation.
  - D. Skill in communicating and developing rapport with a diverse population of library patrons, including people of all ages, backgrounds, and life experiences.
  - 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 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.
- J. Ability Requirements
  - A. Ability to remain alert and attentive, anticipate potential disruptive behavior and safety threats, take preventive action, and exercise good judgment about when to contact the authorities.
  - B. Ability to handle a wide variety of activities and confidential matters with discretion.
  - C. Ability to respect and maintain library patron privacy.

- D. Ability to exercise good judgment when balancing safety authority with need to maintain friendly, welcoming library environment.
- E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- F. Ability to communicate and interact effectively with members of the public.
- G. Ability to communicate effectively both orally and in writing.
- H. Ability to recognize, analyze, and solve a variety of problems.
- I. Ability to organize and prioritize work while meeting multiple deadlines.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to work successfully as a member of a team and independently with minimal supervision.
- L. Ability to train and lead others.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to enforce safety rules and regulations.
- O. Ability to maintain confidential information.
- P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Q. Ability to attend work as scheduled and/or required.

Physical Demands

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

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, 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: AO	Union: Basic	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution: