



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Meeting Agenda Civil Service Board.

Tuesday, June 11, 2024

4:45 PM

Lake i e Conference Room

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. May 7, 2024

Attachments: [2A Draft Minutes 05-07-204](#)

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A1. Senior Police Compliance & Records Administrator (new)

Attachments: [4A1 Senior Police Compliance & Records Administrator \(New\)](#)

4A2. Senior Police Data Operations & Administrative Analyst (new)

Attachments: [4A2 Senior Police Data Operations & Administrative Analyst \(New\)](#)

4A3. Water Quality Compliance Officer (revised Water Lab Chemist)

Attachments: [4A3 Water Quality Compliance Officer \(Revised Water Lab Chemist\)](#)

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

July 2, 2024 (5:00 p.m. in Council Chambers)

8. ADJOURNMENT



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Minutes - Draft

Civil Service Board.

Tuesday, May 7, 2024

5:00 PM

1. ROLL CALL

Members Present: Ryan Logan (Chair), John Strongitharm

Members Absent: Cliff Tanner

HR Staff Present: Aimee Ott

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. February 6, 2024

This Civil Service Board item was approved.

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Data Practices Compliance Specialist (New)

This Civil Service Board item was approved.

4A(2) Project Coordinator (Revised)

This Civil Service Board item was approved.

4A(3) Street Maintenance Operations Coordinator (Revised)

This Civil Service Board item was approved.

5. APPEALS

6. INFORMATIONAL

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

This Civil Service Board item was received.

6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS

This Civil Service Board item was received.

6C. ISD 709 - Notice of Rejection from Probation

This Civil Service Board item was received.

6D. ISD 709 - Notice of Rejection from Probation

This Civil Service Board item was received.

7. NEXT REGULAR MEETING SCHEDULED

8. ADJOURNMENT



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

218-730-5210
hrinformation
@duluthmn.gov

DATE: May 29, 2024
TO: Civil Service Board
FROM: Aimee Ott
Human Resources Generalist
SUBJECT: New Job Classification of Senior Police Compliance & Records Administrator

RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF SENIOR POLICE COMPLIANCE & RECORDS ADMINISTRATOR.

Background Information/Summary of Job

The new job classification of Senior Police Compliance & Records Administrator is being created as a result of a job audit. The incumbent's job duties have evolved over time, and the new description reflects what work is currently being performed. This position will support the Police Department and community through a broad and detailed understanding of Criminal Justice Information System (CJIS) compliance, support services, and records management operations. This position provides services in support of the deployment and end-user functionality for multiple law enforcement applications in conjunction with IT, develops workflow, and advises on best practices pertaining to technologies available to the Police Department and partner agencies.

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

Recommendation

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

Senior Police Compliance & Records Administrator

SUMMARY/PURPOSE

To support the Police Department and community through a broad and detailed understanding of Criminal Justice Information System (CJIS) compliance, support services, and records management operations. This position provides services in support of the deployment and end-user functionality for multiple law enforcement applications in conjunction with IT, develops workflow, and advises on best practices pertaining to technologies available to the Police Department and partner agencies.

DISTINGUISHING FEATURES OF THE CLASS

The work of the Senior Police Compliance & Records Administrator differs from the Police Records Technician I & II classifications in the degree of complexity of assignments, experience, depth of knowledge and ability to work with a high degree of independence. Employees at this level are fully aware of the operating procedures and policies of the work and assist in the development, improvement, and implementation of systems, plans, policies, and procedures to continuously improve processes. This position conducts comprehensive and complex projects requiring greater technical and analytical skill and considerable independent judgment. This position will provide direction and training to assigned staff in support of the Police Department's mission, priorities, and directives.

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. Serve as the Terminal Agency Coordinator (TAC) for all authorized Criminal Justice employees in the City of Duluth; ensure proper access and use of Criminal Justice Information (CJI) Systems, and Computerized Criminal History (CCH) Records System; monitor City and departmental worksites to ensure CJIS compliance with established methods, guidelines, standards, and procedures; report misuse and security incidents to the Bureau of Criminal Apprehension (BCA) and Federal Bureau of Investigation (FBI).
2. Responsible for FBI and BCA Administrative audits ensuring compliance with applicable statutes, regulations, and policies; oversee the completion of monthly National Crime Information Center (NCIC) validations, and the entry, maintenance, and modification of data into NCIC for wanted and missing persons, stolen vehicles, firearms, and property; conduct quarterly audits of users for law enforcement software.
3. Serve as the Senior Records Administrator and subject matter expert responsible for overseeing the maintenance, retrieval, protection, retention, and destruction of all police records; assist with police records preparation, processing, and file management activities in accordance with CJIS security requirements and department policies.
4. Submit data in accordance with the FBI Uniform Crime Reporting (UCR) program; complete monthly Data Quality Control Report to the BCA, detect discrepancies under quality control function and ensure required information is provided and submit Supplemental Reports to the BCA for Homicides/Firearm Discharge, Pursuits, and No-Knock Search Warrants.
5. Provide day-to-day direction in determining priorities of assigned staff; plan and review the work of assigned staff; oversee the processing of orders to expunge criminal convictions/arrest data from public view.
6. Create and conduct targeted in-person trainings and/or data presentations for areas of work including core knowledge, work methods, procedures, and technique.

7. Serve as Records Administrator for the Police Management Software and other law enforcement databases; maintain access, legal compliance, respond to audits, and identify, prioritize, and communicate concerns and recommendations regarding aspects that affect productivity and efficiency of the department.
8. Respond to daily end-user software concerns and inquiries. Responsible for the day-to-day onsite troubleshooting, configuration, and testing of new systems and programs for the department.
9. Solicit and coordinate demonstrations and trials of new software to support department, and make recommendations to the department providing data for improvements.
10. Provide partner agency support for law enforcement applications and interfaces including the development of training materials, resource documents in multiple formats, and support for system configuration, settings, and reporting.
11. 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.
12. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
13. Provide training on new or modified procedures and policies to all affected parties.
14. Coordinate and perform CJIS compliance and records management functions and programs for the City.
15. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
16. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
17. 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.
18. 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 criminal justice, statistics and analysis, mathematics, behavioral sciences, computer science, business, or a closely-related professional field; OR a minimum of five (5) years of related education and/or full-time, verifiable professional experience in a law enforcement agency or law enforcement technology setting with increasing responsibility in law enforcement records.
 - B. Training and/or certification in FBI/BCA administrative/technical audits, records management theory, strategy, and implementation (e.g., Terminal Agency Coordinator or Local Agency Security Officer); professional experience in fundamentals of leadership; and software training in Excel, PowerPoint, ESRI/ArcGIS, mapping software, communication data analysis, database configuration, etc., are preferred.
 - C. Prior experience in law enforcement dispatch or courts is preferred.
2. License Requirements
 - A. Must obtain Criminal Justice Information Services (CJIS) Certification and maintain annual certification thereafter.
3. Knowledge Requirements
 - A. Comprehensive knowledge of the CJIS Security Policy with proven experience in audits and regulatory compliance.
 - B. Comprehensive knowledge of functions and relationships within the criminal justice system, including courts and law enforcement agencies.

- C. Comprehensive knowledge of current Minnesota offense code systems and related classification procedures used by the FBI and of Uniform Crime Reporting.
 - D. Comprehensive knowledge of principles, practices, and operating characteristics of manual and computerized records management and related technology systems used in municipal law enforcement environments.
 - E. Comprehensive knowledge of ethics and confidentiality practices related to data accessed.
 - F. Comprehensive knowledge of Minnesota Data Practices Laws.
 - G. Comprehensive knowledge of business computer user applications such as Microsoft Word, Excel, Access, and PowerPoint, and other technical programs related to police documents.
 - H. Comprehensive knowledge of Duluth Police Department policies, operating procedures, processes, and forms.
 - I. Comprehensive knowledge of principles and practices of customer service.
 - J. Knowledge of problem-solving and conflict-resolution techniques.
 - K. Knowledge of applicable safety requirements.
 - L. Knowledge of, or the ability to learn, City policies and procedures.
 - M. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - N. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
- A. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending, and implementing effective courses of action.
 - B. Skill in troubleshooting and identifying computer information system deficiencies.
 - C. Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions, and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.
 - D. Skill in communicating clearly and concisely, both verbally and in writing for sound consultation to the public, professionals, and coworkers.
 - E. Skill in organization and prioritization.
 - 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.
5. Ability Requirements
- A. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.
 - B. Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis and attend trainings as required to become proficient in the use of specialized job-related software.
 - C. Ability to work with considerable initiative, independence, and discretion, making sound judgments, being precise and accurate in information communicated, safeguarding/disseminating confidential or sensitive information, ensuring accountability, and be relied upon to achieve excellent results with little need for oversight.
 - D. Ability to manage time effectively, anticipating, organizing, and managing the needs of multiple stakeholders, often involving assignments of a complex nature or involving competing priorities, to produce work products that are accurate, thorough, and on time.
 - E. Ability to read, understand, and interpret federal, state, and local laws, regulations, policies, and procedures pertaining to law enforcement and analysis.

- F. Ability to use a logical thought process, thinking analytically and creatively to address problems and provide relentless follow-up and assessment of analytics, products, and support provided.
- G. Ability to testify in court and conduct presentations before the department, various law enforcement agencies, and community stakeholders.
- H. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.
- I. Ability to handle high work volume with professional composure, working under stress with accuracy and efficiency.
- J. 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. Ability to communicate and interact effectively with members of the public.
- L. Ability to communicate effectively both orally and in writing.
- M. Ability to recognize, analyze, and solve a variety of problems.
- N. Ability to organize and prioritize work while meeting multiple deadlines.
- O. Ability to handle difficult and stressful situations with professional composure.
- P. Ability to work successfully as a member of a team and independently with minimal supervision.
- Q. Ability to train and lead others.
- R. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- S. Ability to enforce safety rules and regulations.
- T. Ability to maintain confidential information.
- U. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- V. 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 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:



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

 218-730-5210
 hrinformation@duluthmn.gov

DATE: May 29, 2024
TO: Civil Service Board
FROM: Aimee Ott
Human Resources Generalist
SUBJECT: New Job Classification of Senior Police Data Operations & Administrative Analyst

RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF SENIOR POLICE DATA OPERATIONS & ADMINISTRATIVE ANALYST.

Background Information/Summary of Job

The new job classification of Senior Police Data Operations & Administrative Analyst is being created as a result of a job audit. The incumbent's job duties have evolved over time, and the new description reflects what work is currently being performed. This position will support the Police Department and community through operational and strategic administrative analysis, completing complex and confidential tasks using a variety of analyses. This position provides services in support of the deployment and end-user functionality for multiple law enforcement applications in conjunction with IT, develops workflow, and advises on best practices pertaining to technologies available to the Police Department and partner agencies.

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

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classification and description for Senior Police Data Operations & Administrative Analyst.

Senior Police Data Operations & Administrative Analyst

SUMMARY/PURPOSE

To support the Police Department and community through operational and strategic administrative analysis, completing complex and confidential tasks using a variety of analyses. This position provides services in support of the deployment and end-user functionality for multiple law enforcement applications in conjunction with IT, develops workflow, and advises on best practices pertaining to technologies available to the Police Department and partner agencies.

DISTINGUISHING FEATURES OF THE CLASS

The work of the Senior Police Data Operations & Administrative Analyst differs from the Police Records Technician I & II classifications in the degree of complexity of assignments, experience, depth of knowledge and ability to work with a high degree of independence. Employees at this level are fully aware of the operating procedures and policies of the work and assist in the development, improvement, and implementation of systems, plans, policies, and procedures to continuously improve processes. This position conducts comprehensive and complex projects requiring greater technical and analytical skill, and considerable independent judgment. This position will provide direction and training to assigned staff in support of the Police Department's mission, priorities, and directives.

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. Serve as the subject matter expert for data quality, integrity, and compliance; ensure reliable data by defining standards, identifying anomalies, and resolving issues with large datasets; determine department level impact and root cause for data quality issues, scope, and complexity of issue, and develop process for long-term solutions; provide data quality training and presentations to department personnel and external agencies.
2. Develop and maintain reporting framework for the department, define best practices, and design analysis and data reporting systems for use throughout the department; provide long-range comparisons and prepare recurring reports for internal and external agencies; collaborate with department leadership and analysts to create reports/dashboards that provide insight into department priorities and initiatives; train internal and external agency staff on how to use and create reports.
3. Serve as the primary administrative analyst, providing data both regularly and on request to department leadership, City Administration, City Council, and the community, ensuring released information is in accordance with the Minnesota Government Data Practices Act (MGDPA) and properly documented.
4. Reconcile department crime stats with the Bureau of Criminal Apprehension (BCA); develop and maintain formal methodology for data reconciliation; ensure that data is transferring properly through the interface and accurately categorized; collaborate with department leadership to establish and refine best practices for department crime and statistical reporting.
5. Generate accurate statistical reports and presentations in response to data requests and grant applications, ensuring data accuracy, validity, and reliability, and communicate findings effectively to uphold departmental values.
6. Prepare clear and comprehensive reports and presentations for diverse audiences, emphasizing accuracy and clarity, and communicate analytical findings through various methods, including presentations and daily interactions.

7. Serve as Records Administrator for the Police Management Software and other law enforcement databases; maintain access, legal compliance, respond to audits, and identify, prioritize, and communicate concerns and recommendations regarding aspects that affect productivity and efficiency of the department.
8. Respond to daily end-user software concerns and inquiries. Responsible for the day-to-day onsite troubleshooting, configuration, and testing of new systems and programs for the department.
9. Solicit and coordinate demonstrations and trials of new software to support department, and make recommendations to the department providing data for improvements.
10. Provide partner agency support for law enforcement applications and interfaces including the development of training materials, resource documents in multiple formats and support for system configuration, settings, and reporting.
11. 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.
12. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
13. Provide training on new or modified procedures and policies to all affected parties.
14. Coordinate and perform data operations and administrative analysis functions and programs for the City.
15. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
16. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
17. 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.
18. 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 criminal justice, statistics and analysis, mathematics, behavioral sciences, computer science, business, or a closely-related professional field; OR a minimum of five (5) years of related education and/or full-time, verifiable professional experience in a law enforcement agency or law enforcement technology setting with increasing responsibility compiling and analyzing data.
 - B. Training and/or certification in project management and various types of analysis (e.g., tactical, strategic, and operational); professional association certifications; software training in Excel, PowerPoint, ESRI/ArcGIS, mapping software, crime analysis, communication data analysis, etc., are preferred.
 - C. Prior experience in a law enforcement administrative or crime analysis capacity is preferred.
2. License Requirements
 - A. Must obtain Criminal Justice Information Services (CJIS) Certification and maintain annual certification thereafter.
3. Knowledge Requirements
 - A. Comprehensive knowledge of modern quantitative research methods, including research design, statistical analysis, frequency distribution, association matrices, and link analysis; computer software programs, including spreadsheets, database, word processing, graphics, presentations, GIS mapping, and data mining.

- B. Comprehensive knowledge of data gathering techniques and modern police methods related to Uniform Crime Reporting, NIBRS Crime Categories, and analysis using public and law enforcement databases to identify discrepancies and ensure accurate crime reporting.
 - C. Comprehensive knowledge of advanced techniques in computer applications and software to enter, access, process, and merge a variety of data from multiple sources.
 - D. Comprehensive knowledge of the intelligence cycle, analytical practices, and investigative process used in the acquisition, validation, and dissemination of crime information.
 - E. Comprehensive knowledge of ethics and confidentiality practices related to data accessed.
 - F. Comprehensive knowledge of Minnesota Data Practices Laws.
 - G. Comprehensive knowledge of business computer user applications such as Microsoft Word, Excel, Access, and PowerPoint.
 - H. Comprehensive knowledge of Duluth Police Department policies, operating procedures, processes, and forms.
 - I. Comprehensive knowledge of principles and practices of customer service.
 - J. Knowledge of problem-solving and conflict-resolution techniques.
 - K. Knowledge of applicable safety requirements.
 - L. Knowledge of, or the ability to learn, City policies and procedures.
 - M. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - N. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
- A. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending and implementing effective courses of action.
 - B. Skill in troubleshooting and identifying computer information system deficiencies.
 - C. Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions, and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.
 - D. Skill in communicating clearly and concisely, both verbally and in writing for sound consultation to the public, professionals, and coworkers.
 - E. Skill in organization and prioritization.
 - 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.
5. Ability Requirements
- A. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.
 - B. Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis and attend trainings as required to become proficient in the use of specialized job-related software.
 - C. Ability to work with considerable initiative, independence, and discretion, making sound judgments, being precise and accurate in information communicated, safeguarding/disseminating confidential or sensitive information, ensuring accountability and be relied upon to achieve excellent results with little need for oversight.
 - D. Ability to manage time effectively, anticipating, organizing, and managing the needs of multiple stakeholders, often involving assignments of a complex nature or involving competing priorities, to produce work products that are accurate, thorough, and on time.
 - E. Ability to read, understand, and interpret federal, state, and local laws, regulations, policies, and procedures pertaining to law enforcement and analysis.



Human Resources

Room 340
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DATE: May 29, 2024
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Water Lab Chemist

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF WATER LAB CHEMIST, INCLUDING A TITLE CHANGE TO WATER QUALITY COMPLIANCE OFFICER.

Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Water Lab Chemist was last revised in June of 2012. The purpose of this position is to ensure the quality of the City's potable water supply by leading water monitoring programs, lab operations, treatment optimization, and regulatory testing and reporting. The primary changes to the job description include updating language to reflect the current work today as it has evolved over time.

The proposed revisions to the job classification were discussed with the Basic union and incumbent, and all are agreeable to the proposed changes.

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 Water Lab Chemist, including a title change to Water Quality Compliance Officer.

Water Quality Compliance Officer

SUMMARY/PURPOSE

To ensure the quality of the City's potable water supply by leading water monitoring programs, lab operations, treatment optimization, and regulatory testing and reporting. Lead studies to vet new treatment chemicals and processes and optimize treatments that are already in place for continuous improvement in finished water quality.

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. Create and implement water quality monitoring programs in accordance with industry standards; ensure the collection, testing, and analysis of samples from various locations are completed in a manner consistent with laboratory best practices.
2. Oversee and direct the daily operation of the laboratory and associated work.
3. Update quality manuals, procedures, and equipment for continuous improvement in lab operations.
4. Review work of team members for completeness and quality, and provide feedback as needed.
5. Recommend upgrades for lab and process monitoring equipment and create/perform preventative maintenance programs for this equipment.
6. Perform data review, analysis and trending; interpret these data and provide recommendations for improvement in treatment and distribution operations based on findings.
7. Perform method documentation, training of personnel, and all necessary QA/proficiency testing and reporting under the Minnesota Environmental Laboratory Accreditation Program (MNELAP) to maintain status as an accredited microbiology lab.
8. Maintain compliance with EPA testing and reporting requirements under the Surface Water Treatment Rule (SWTR) and other applicable regulations.
9. Perform required monitoring and reporting in accordance with the Lead and Copper Rule and its revisions (LCR/LCRR/LCRI); assist other departments in their work regarding lead mitigation, including development of sampling procedures and testing schemes to identify sources of lead and monitor lead following service line disturbances.
10. Perform required monitoring of emerging contaminants of concern and make recommendations regarding additional testing and treatment as needed.
11. Ensure proposed chemicals are thoroughly evaluated before their implementation into the treatment process; design and execute pilot and demonstration studies, including data analysis and reporting; provide recommendations and perform follow-up monitoring to verify effectiveness.
12. Lead optimization of treatment processes for continuous improvement in finished water quality.
13. Train team in safe and proper work methods and procedures.
14. Provide information, instruction, and leadership to team members both verbally and in writing as needed.
15. Respond to and resolve customer inquiries and concerns related to water quality. Troubleshoot and coordinate with other departments as necessary for resolution.
16. Coordinate the development, publication, and distribution of the Consumer Confidence Report.

17. Develop presentations and perform public speaking and education concerning water quality for the water system.
18. 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.
19. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
20. Provide training on new or modified procedures and policies to all affected parties.
21. Coordinate and perform sampling techniques, scheduling, lab protocol, safety, and testing functions and programs for the City.
22. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
23. Provide input on decisions regarding the hiring processes and onboarding procedures, and discipline of personnel.
24. 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.
25. 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 Chemistry, or a related professional field, and two (2) years of full-time, related professional experience; OR a minimum of six (6) years of related education and/or full-time, verifiable professional experience in a chemical and/or bacteriologic testing laboratory.
 - B. Master's of Science in Chemistry or a related field degree preferred.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
 - A. Knowledge of best practices in laboratory operations, including requirements under MNELAP.
 - B. Knowledge of study design, statistical analysis, and interpretation of data.
 - C. Thorough knowledge of the drinking water treatment process for a surface water treatment plant and applicable chemistry.
 - D. Knowledge of laboratory documentation and reporting, including regulatory reporting requirements.
 - E. Knowledge of SWTR, LCR/LCRR/LCRI and other applicable drinking water regulations.
 - F. Knowledge of standard laboratory and chemical safety.
 - G. Monitor work for compliance with established methods, guidelines, standards and procedures.
 - H. Review work of team members for completeness and quality, and provide feedback as needed.
 - 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.

4. Skill Requirements

- A. Skill in the safe and recommended use of laboratory equipment to determine the physical, chemical, and bacteriologic components of water.
- B. Skill in study design and data analysis.
- 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 and the time of others.
- E. Skill in completing assignments accurately and with attention to detail.
- F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

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

Physical Demands

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

Work Environment

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

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

Water LAB CHEMIST Quality Compliance Officer

SUMMARY/PURPOSE

~~This position, under the supervision of the Water Plant Supervisor, has primary responsibility for testing and ensuring~~ To ensure the quality of the City's potable water supply provided to citizens of the area through the City's water distribution system. This includes ~~by leading others in accomplishing their measurement~~ water monitoring programs, lab operations, treatment optimization, and regulatory testing tasks and in making corrections ~~reporting. Lead studies to settings for~~ new treatment chemicals and additives at the processes and optimize treatments that are already in place for continuous improvement in finished water plant quality.

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 (other duties may be assigned)

1. ~~A. Collect, test, and analyze~~ Create and implement water quality monitoring programs in accordance with industry standards; ensure the collection, testing, and analysis of samples from various locations are completed in a valid manner consistent with good laboratory practice ~~best practices.~~
- ~~B. Perform method documentation and all necessary QA/proficiency testing and reporting under the Minnesota Department of Health (MDH) Certification Program as a National Environmental Laboratory Accreditation Conference (NELAC) certified bacteria testing lab.~~
- ~~C. Document all findings for reference and reporting purposes; produce reports.~~
- ~~D. Maintain compliance with EPA drinking water rules for surface water treatment facilities~~
- ~~E. Utilize good laboratory practice to prevent cross-contamination and inaccurate results.~~
2. ~~F. Continually~~ Oversee and direct the daily operation of the laboratory and associated work.
- ~~2.3. Update quality manuals, procedures, and equipment to maintain certification under NELAC rules for total coliform and escherichia coliform testing. for continuous improvement in lab operations.~~
- ~~G. In collaboration with supervisor, determine work priorities.~~
- ~~H. Assign work and coordinate work schedules.~~
- ~~I. Provide input into decisions regarding the hire and transfer of personnel.~~
- ~~J. Train team in safe and proper work methods and procedures.~~
- ~~K. Monitor work for compliance with established methods, guidelines, standards and procedures.~~
- 3.4. ~~L. Review work of team members for completeness and quality, and provide feedback as needed.~~
- ~~M. Provide input to management to aid in decisions related to discipline and grievance resolution.~~
5. ~~N. Recommend upgrades for lab and process monitoring equipment and create/perform preventative maintenance programs for this equipment.~~
6. Perform data review, analysis and trending; interpret these data and provide recommendations for improvement in treatment and distribution operations based on findings.
7. Perform method documentation, training of personnel, and all necessary QA/proficiency testing and reporting under the Minnesota Environmental Laboratory Accreditation Program (MNELAP) to maintain status as an accredited microbiology lab.

8. Maintain compliance with EPA testing and reporting requirements under the Surface Water Treatment Rule (SWTR) and other applicable regulations.
9. Perform required monitoring and reporting in accordance with the Lead and Copper Rule and its revisions (LCR/LCRR/LCRI); assist other departments in their work regarding lead mitigation, including development of sampling procedures and testing schemes to identify sources of lead and monitor lead following service line disturbances.
10. Perform required monitoring of emerging contaminants of concern and make recommendations regarding additional testing and treatment as needed.
11. Ensure proposed chemicals are thoroughly evaluated before their implementation into the treatment process; design and execute pilot and demonstration studies, including data analysis and reporting; provide recommendations and perform follow-up monitoring to verify effectiveness.
12. Lead optimization of treatment processes for continuous improvement in finished water quality.
13. Train team in safe and proper work methods and procedures.
- 4.14. Provide information and instruction, and leadership to assigned team members both verbally and in writing as needed.
15. Respond to and resolve customer inquiries and concerns related to water quality. Troubleshoot and coordinate with other departments as necessary for resolution.
16. Coordinate the development, publication, and distribution of the Consumer Confidence Report.
17. Develop presentations and perform public speaking and education concerning water quality for the water system.
18. 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.
19. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
20. Provide training on new or modified procedures and policies to all affected parties.
21. Coordinate and perform sampling techniques, scheduling, lab protocol, safety, and testing functions and programs for the City.
22. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
23. Provide input on decisions regarding the hiring processes and onboarding procedures, and discipline of personnel.
24. 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.
25. Other duties may be assigned.

JOB REQUIREMENTS

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

1. Education & Experience Requirements
 - A. ~~College degree with a major~~ Bachelor's Degree in Chemistry, or a related professional field.
 - A. ~~Two, and two (2) years of full-time, related professional experience; OR a minimum of six (6) years of related education and/or full-time, verifiable professional~~ experience in a chemical and/or bacteriologic testing laboratory.
 - B. Master's of Science in Chemistry or a related field degree preferred.
2. License Requirements
 - A. ~~Must possess~~ Possess and maintain a valid Minnesota Class D driver's license or equivalent privilege.
3. Knowledge Requirements
 - A. ~~Extensive~~ Knowledge of water chemistry.

- ~~B. Extensive knowledge of safe and effective best practices in laboratory practice and procedure.~~
- ~~C. Extensive knowledge of chemistry and bacteriology and related laboratory analysis procedures.~~
- ~~A. D. Extensive knowledge of operations, including requirements under NELAC/MNELAP.~~
- ~~B. Knowledge of study design, statistical analysis, and interpretation of data.~~
- ~~Thorough knowledge of the drinking water treatment process for certification as a certified environmental lab by the MDH.~~
- ~~A.C. E. Knowledge of the Safe Water Drinking Act and amendments as they apply to the City of Duluth's surface water treatment facility plant and applicable chemistry.~~
- ~~D. F. Knowledge of laboratory documentation and reporting, including regulatory reporting requirements.~~
- ~~E. Knowledge of SWTR, LCR/LCRR/LCRI and other applicable drinking water regulations.~~
- ~~F. Knowledge of computerized information systems standard laboratory and chemical safety.~~
- ~~B.G. Monitor work for compliance with established methods, guidelines, standards and spreadsheets/procedures.~~
- ~~H. G. Review work of team members for completeness and quality, and provide feedback as needed.~~
- 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.
- G.M. Knowledge of effective supervisory principles, leadership and personnel practices.
- H. Knowledge of applicable labor agreements.

4. Skill Requirements

- A. A. Skill in the safe and recommended use of laboratory equipment to determine the physical, chemical, and bacteriologic components of water.
- B. Skill in study design and data analysis.
- 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 and the time of others.
- E. Skill in completing assignments accurately and with attention to detail.
- F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- ~~A. Ability to attend work on a regular basis in accordance with a pre-determined schedule.~~
- A. B. Ability to perform a variety of laboratory tests, analyses, and sampling duties in the field.
- B. C. Ability to understand and interpret laboratory test results.
- C. 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.
- G.D. Ability to communicate and interact effectively across multiple media with members of the public.

1. Physical Ability Requirements

- E. A. Ability to lift, communicate effectively both orally and transport laboratory samples in writing.
- D.F. Ability to recognize, analyze, and equipment weighing up to 25 pounds solve a variety of problems.
- G. B. Ability to transport oneself, organize and prioritize work while meeting multiple deadlines.
- H. Ability to, from, and handle difficult and stressful situations with professional composure.

- I. Ability to work successfully as a member of a team and independently with minimal supervision.
- J. Ability to train and lead others.
- K. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- L. Ability to enforce safety rules and regulations.
- M. Ability to maintain confidential information.
- N. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- O. Ability to attend work as scheduled and/or required.

Physical Demands

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

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around various locations within the City of Duluth to collect samples, 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: ±	€	Union: Basic	EEOC: Technicians	CSB: 06/05/2012	Class No: 3123
WC: 20	75	Pay: 32	EEOF: Utilities/Transportation	CC: 06/25/2012	Resolution: 12-0316R

- F. Ability to use a logical thought process, thinking analytically and creatively to address problems and provide relentless follow-up and assessment of analytics, products, and support provided.
- G. Ability to testify in court and conduct presentations before the department, various law enforcement agencies, and community stakeholders.
- H. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.
- I. Ability to handle high work volume with professional composure, working under stress with accuracy and efficiency.
- J. 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. Ability to communicate and interact effectively with members of the public.
- L. Ability to communicate effectively both orally and in writing.
- M. Ability to recognize, analyze, and solve a variety of problems.
- N. Ability to organize and prioritize work while meeting multiple deadlines.
- O. Ability to handle difficult and stressful situations with professional composure.
- P. Ability to work successfully as a member of a team and independently with minimal supervision.
- Q. Ability to train and lead others.
- R. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- S. Ability to enforce safety rules and regulations.
- T. Ability to maintain confidential information.
- U. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- V. 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 vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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