



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Meeting Agenda Civil Service Board.

Wednesday, September 1, 2021

10:00 AM

Webex

Special Meeting

1. ROLL CALL

2. NEW BUSINESS

2A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

2A(1) Firefighter (revised)

Attachments: [Firefighter](#)

2A(2) Lateral Firefighter (new)

Attachments: [Lateral Firefighter](#)

2A(3) Industrial Painter (revised)

Attachments: [Industrial Painter](#)

2A(4) Librarian I (revised)

Attachments: [Librarian I](#)

2A(5) Library Supervisor (revised)

Attachments: [Library Supervisor](#)

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

Attachments: [Measurement Services Supervisor](#)

2A(7) Plumbing Inspector (revised)

Attachments: [Plumbing Inspector](#)

2A(8) Financial Systems Administrator (revised)

Attachments: [Financial Systems Administrator](#)

2B. TEMPORARY EMPLOYMENT EXTENSION REQUEST - PARKS & RECREATION

Request for Temporary Extension - Parks & Recreation

Attachments: [Temporary Employee Extension Request - Parks & Rec](#)

3. NEXT REGULAR MEETING SCHEDULED

Tuesday, October 5, 2021 - 4:45 p.m. (City Hall Council Chambers)

4. ADJOURNMENT



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802



218-730-5210



hrinformation
@duluthmn.gov

DATE: August 31, 2021
TO: Civil Service Board
FROM: Laura Dahl
Human Resources Generalist
SUBJECT: Revised Job Classification of Firefighter

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

Background Information

The Fire Chief would like to add clarifying language regarding obtaining MN State Firefighter license. We also included new language in case CPAT testing facilities are closed due to COVID.

The content of the revised job description was created with assistance from Fire Chief Krizaj and Deputy Fire Chief Kleive. The changes have been shared with the Fire Union and they agree to the changes.

Outline of Duties

To safeguard lives and property by fighting and preventing fires and performing rescues under crisis and threatening situations.

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 Firefighter.

FIREFIGHTER

SUMMARY/PURPOSE

To safeguard lives and property by fighting and preventing fires and performing rescues under crisis and threatening situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Fight, control, and extinguish fires using all available technology and equipment in accordance with accepted practices.
2. Prevent fires and other disasters through education, inspection, and any other available and practical means.
3. Rescue life, prevent injury, and salvage property under crisis and threatening situations.
4. Limit or prevent the escape of hazardous materials into the environment.
5. Operate, repair, and maintain equipment, systems, buildings, grounds, and other items and equipment used by the Fire Department.

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. Completion of an accepted program of training in firefighting equivalent to IFSTA Firefighter II, or an equivalent combination of education and experience at time of application.
 - B. Current Firefighter II certification from the Minnesota Fire Service Certification Board or equivalent certification accredited through IFSAC or NFPA Pro Board required at the time of interview scheduling.
2. License Requirements
 - A. Current certification at the level of Emergency Medical Technician or higher with the National Registry of Emergency Medical Technicians required at the completion of probation.
 - B. Ability to obtain and maintain a current MN State firefighter license per MN Statute 299N at the completion of probation.
3. Preferred Requirements
 - A. A valid vehicle operator's license equivalent to a Minnesota Class "D" Driver's License.
4. CPAT Requirements
 - A. Must provide proof of passing the IAFF/IAFC CPAT test within previous six months of written exam date. This requirement may be delayed if local testing facilities are unavailable. Must provide proof of passing the IAFF/IAFC CPAT within three months once testing becomes available.
5. Knowledge Requirements
 - A. Knowledge of firefighting, rescue, hazardous materials, and fire prevention basic practices.
 - B. Knowledge of mechanical systems in order to effectively maintain and operate firefighting apparatus, equipment, and tools.
 - C. Knowledge of basic national, state and local codes, statutes, ordinances, and laws as they relate to the Fire Department mission.
 - D. Knowledge of the properties and reactions of common and uncommon chemicals and products.
 - E. Knowledge of general physics, hydraulics, and technical math as they relate to firefighting.

6. Skill Requirements
 - A. Skill in communicating one-on-one and in front of groups for the purpose of obtaining or providing information.
 - B. Skill in rapidly analyzing critical situations and determining appropriate course of action.
 - C. Skill in building community relationships.
 - D. Skill in establishing and maintaining effective working relationships with peers.

7. Ability Requirements
 - A. Ability to fight, control, and extinguish fires and effect rescues under threatening conditions using all available technology and equipment in accordance with accepted practices, including those defined by OSHA, NFPA, ANSI, and others.
 - B. Ability to understand, implement, and give oral instructions.
 - C. Ability to understand and use advancing technology in the Fire Service.
 - D. Ability to establish good working relationships with the public and other public safety organizations.
 - E. Ability to be courageous and careful, and to use good judgment in crisis and threatening situations.
 - F. Ability to discriminate visually and aurally in order to assess and neutralize threats during crisis and threatening situations.
 - G. Ability to operate and maintain equipment used while performing the above job functions.
 - H. Ability to write and understand fire and medical reports.
 - I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

8. Physical Ability Requirements
 - A. Ability to physically perform all duties that may be assigned during emergencies as required by OSHA 1910.156.
 - B. Ability to perform all tasks which require the use of a self-contained breathing apparatus, as recommended by ANSI Z88.5-1981 and required by OSHA 1910.134.
 - C. Ability to climb/descend ladder carrying heavy load.
 - D. Ability to drag heavy objects such as victims or fire hoses.
 - E. Ability to hold, control, and aim fire hoses in operation under high pressures.
 - F. Ability to affect forceful entry in to structure.
 - G. Ability to use a pike pole, axe, and/or power saw to ventilate a roof while on ladder.
 - H. Ability to balance while carrying heavy load and crossing narrow and/or high pathway.
 - I. Ability to climb/descend vertically using rope climbing techniques while carrying or guiding a heavy load.

9. Other Requirements
 - A. Must pass extensive physical and medical examinations.
 - B. Must pass periodic physical and medical examinations to verify the continued ability to perform all duties that may be assigned during crisis and threatening situations.
 - C. Must not use by any method any tobacco or similar product.
 - D. Must, within six months of appointment, reside within 25 miles of Headquarters Fire Station or at a location from which they can respond by vehicle to Headquarters Fire Station within 30 minutes of being notified, given normal driving conditions.

HR: LD	Union: Fire	EEOC: Protective Services	CSB:	Class No: 4401
WC: 7706	Pay: 226	EEOF: Fire Protection	CC:	Resolution:

FIREFIGHTER

SUMMARY/PURPOSE

To safeguard lives and property by fighting and preventing fires and performing rescues under crisis and threatening situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Fight, control, and extinguish fires using all available technology and equipment in accordance with accepted practices.
2. Prevent fires and other disasters through education, inspection, and any other available and practical means.
3. Rescue life, prevent injury, and salvage property under crisis and threatening situations.
4. Limit or prevent the escape of hazardous materials into the environment.
5. Operate, repair, and maintain equipment, systems, buildings, grounds, and other items and equipment used by the Fire Department.

JOB REQUIREMENTS

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

1. Education & Experience Requirements
 - A. Completion of an accepted program of training in firefighting equivalent to IFSTA Firefighter II, or an equivalent combination of education and experience at time of application.
 - B. Current Firefighter II certification from the Minnesota Fire Service Certification Board or equivalent certification accredited through IFSAC or NFPA Pro Board required at the time of interview scheduling.
2. License Requirements
 - A. Current certification at the level of Emergency Medical Technician or higher with the National Registry of Emergency Medical Technicians required at the completion of probation.
 - B. Ability to obtain and maintain a valid Minnesota firefighter license per Minnesota Statute Chapter 299N, at the completion of probation.
3. Preferred Requirements
 - A. A valid vehicle operator's license equivalent to a Minnesota Class "D" Driver's License.
4. CPAT Requirements
 - A. Must provide proof of passing the IAFF/IAFC CPAT test within previous six months of written exam date. This requirement may be delayed if local testing facilities are unavailable. Must provide proof of passing the IAFF/IAFC CPAT within three months once testing becomes available.
5. Knowledge Requirements
 - A. Knowledge of firefighting, rescue, hazardous materials, and fire prevention basic practices.
 - B. Knowledge of mechanical systems in order to effectively maintain and operate firefighting apparatus, equipment, and tools.
 - C. Knowledge of basic national, state and local codes, statutes, ordinances, and laws as they relate to the Fire Department mission.
 - D. Knowledge of the properties and reactions of common and uncommon chemicals and products.
 - E. Knowledge of general physics, hydraulics, and technical math as they relate to firefighting.

6. Skill Requirements
 - A. Skill in communicating one-on-one and in front of groups for the purpose of obtaining or providing information.
 - B. Skill in rapidly analyzing critical situations and determining appropriate course of action.
 - C. Skill in building community relationships.
 - D. Skill in establishing and maintaining effective working relationships with peers.

7. Ability Requirements
 - A. Ability to fight, control, and extinguish fires and effect rescues under threatening conditions using all available technology and equipment in accordance with accepted practices, including those defined by OSHA, NFPA, ANSI, and others.
 - B. Ability to understand, implement, and give oral instructions.
 - C. Ability to understand and use advancing technology in the Fire Service.
 - D. Ability to establish good working relationships with the public and other public safety organizations.
 - E. Ability to be courageous and careful, and to use good judgment in crisis and threatening situations.
 - F. Ability to discriminate visually and aurally in order to assess and neutralize threats during crisis and threatening situations.
 - G. Ability to operate and maintain equipment used while performing the above job functions.
 - H. Ability to write and understand fire and medical reports.
 - I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

8. Physical Ability Requirements
 - A. Ability to physically perform all duties that may be assigned during emergencies as required by OSHA 1910.156.
 - B. Ability to perform all tasks which require the use of a self-contained breathing apparatus, as recommended by ANSI Z88.5-1981 and required by OSHA 1910.134.
 - C. Ability to climb/descend ladder carrying heavy load.
 - D. Ability to drag heavy objects such as victims or fire hoses.
 - E. Ability to hold, control, and aim fire hoses in operation under high pressures.
 - F. Ability to affect forceful entry in to structure.
 - G. Ability to use a pike pole, axe, and/or power saw to ventilate a roof while on ladder.
 - H. Ability to balance while carrying heavy load and crossing narrow and/or high pathway.
 - I. Ability to climb/descend vertically using rope climbing techniques while carrying or guiding a heavy load.

9. Other Requirements
 - A. Must pass extensive physical and medical examinations.
 - B. Must pass periodic physical and medical examinations to verify the continued ability to perform all duties that may be assigned during crisis and threatening situations.
 - C. Must not use by any method any tobacco or similar product.
 - D. Must, within six months of appointment, reside within 25 miles of Headquarters Fire Station or at a location from which they can respond by vehicle to Headquarters Fire Station within 30 minutes of being notified, given normal driving conditions.

HR: LD	Union: Fire	EEOC: Protective Services	CSB: 07/11/2017	Class No: 4401
WC: 7706	Pay: 226	EEOF: Fire Protection	CC: 07/17/2017	Resolution: 47-0523R



Human Resources

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DATE: August 31, 2021
TO: Civil Service Board
FROM: Laura Dahl
Human Resources Generalist
SUBJECT: New Job Classification of Lateral Firefighter

**RECOMMENDATION:
APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF LATERAL FIREFIGHTER.**

Background Information

The Fire department would like to create a new classification within their department to help attract and retain firefighters with three or more years of full time career experience. Recruiting for firefighters is becoming more difficult, creating this new classification will help attract experienced firefighters that hopefully want to spend their career with the City of Duluth. Language has been added in case CPAT testing facilities are closed due to COVID.

The content of the new job description was created with assistance from Fire Chief Krizaj and Deputy Fire Chief Kleive. The changes have been shared with the Fire Union and they agree to the new classification.

Outline of Duties

To safeguard lives and property by fighting and preventing fires and performing rescues under crisis and threatening in situations.

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 Lateral Firefighter.

LATERAL FIREFIGHTER

SUMMARY/PURPOSE

To safeguard lives and property by fighting and preventing fires and performing rescues under crisis and threatening situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Fight, control, and extinguish fires using all available technology and equipment in accordance with accepted practices.
2. Prevent fires and other disasters through education, inspection, and any other available and practical means.
3. Rescue life, prevent injury, and salvage property under crisis and threatening situations.
4. Limit or prevent the escape of hazardous materials into the environment.
5. Operate, repair, and maintain equipment, systems, buildings, grounds, and other items and equipment used by the Fire Department.

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. Completion of an accepted program of training in firefighting equivalent to IFSTA Firefighter II, or an equivalent combination of education and experience at time of application.
 - B. Current Firefighter II certification from the Minnesota Fire Service Certification Board or equivalent certification accredited through IFSAC or NFPA Pro Board required at the time of interview scheduling. AND
 - C. A minimum of three (3) years of experience as a full-time career Firefighter
2. License Requirements
 - A. Current certification at the level of Emergency Medical Technician or higher in the state of current employment, and a certification with the National Registry of Emergency Medical Technicians required at the completion of probation.
 - B. Ability to obtain and maintain a current MN State firefighter license per MN Statute 299N at the completion of probation.
3. Preferred Requirements
 - A. A valid vehicle operator's license equivalent to a Minnesota Class "D" Driver's License.
4. CPAT Requirements
 - A. Must provide proof of passing the IAFF/IAFC CPAT test within previous six months from the date of application. This requirement may be delayed if local testing facilities are unavailable. Must provide proof of passing the IAFF/IAFC CPAT within three months once testing becomes available.
5. Knowledge Requirements
 - A. Knowledge of firefighting, rescue, hazardous materials, and fire prevention basic practices.
 - B. Knowledge of mechanical systems in order to effectively maintain and operate firefighting apparatus, equipment, and tools.
 - C. Knowledge of basic national, state and local codes, statutes, ordinances, and laws as they relate to the Fire Department mission.
 - D. Knowledge of the properties and reactions of common and uncommon chemicals and products.
 - E. Knowledge of general physics, hydraulics, and technical math as they relate to firefighting.

6. Skill Requirements
 - A. Skill in communicating one-on-one and in front of groups for the purpose of obtaining or providing information.
 - B. Skill in rapidly analyzing critical situations and determining appropriate course of action.
 - C. Skill in building community relationships.
 - D. Skill in establishing and maintaining effective working relationships with peers.

7. Ability Requirements
 - A. Ability to fight, control, and extinguish fires and effect rescues under threatening conditions using all available technology and equipment in accordance with accepted practices, including those defined by OSHA, NFPA, ANSI, and others.
 - B. Ability to understand, implement, and give oral instructions.
 - C. Ability to understand and use advancing technology in the Fire Service.
 - D. Ability to establish good working relationships with the public and other public safety organizations.
 - E. Ability to be courageous and careful, and to use good judgment in crisis and threatening situations.
 - F. Ability to discriminate visually and aurally in order to assess and neutralize threats during crisis and threatening situations.
 - G. Ability to operate and maintain equipment used while performing the above job functions.
 - H. Ability to write and understand fire and medical reports.
 - I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

8. Physical Ability Requirements
 - A. Ability to physically perform all duties that may be assigned during emergencies as required by OSHA 1910.156.
 - B. Ability to perform all tasks which require the use of a self-contained breathing apparatus, as recommended by ANSI Z88.5-1981 and required by OSHA 1910.134.
 - C. Ability to climb/descend ladder carrying heavy load.
 - D. Ability to drag heavy objects such as victims or fire hoses.
 - E. Ability to hold, control, and aim fire hoses in operation under high pressures.
 - F. Ability to affect forceful entry in to structure.
 - G. Ability to use a pike pole, axe, and/or power saw to ventilate a roof while on ladder.
 - H. Ability to balance while carrying heavy load and crossing narrow and/or high pathway.
 - I. Ability to climb/descend vertically using rope climbing techniques while carrying or guiding a heavy load.

9. Other Requirements
 - A. Must pass extensive physical and medical examinations.
 - B. Must pass periodic physical and medical examinations to verify the continued ability to perform all duties that may be assigned during crisis and threatening situations.
 - C. Must not use by any method any tobacco or similar product.
 - D. Must, within six months of appointment, reside within 25 miles of Headquarters Fire Station or at a location from which they can respond by vehicle to Headquarters Fire Station within 30 minutes of being notified, given normal driving conditions.

HR: LD	Union: Fire	EEOC: Protective Services	CSB:	Class No:
WC: 7706	Pay: 226E	EEOF: Fire Protection	CC:	Resolution:



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

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DATE: August 24, 2021
TO: Civil Service Board
FROM: Theresa Severance
Manager, Human Resources, Healthcare and Safety
SUBJECT: Revised Job Classification of Industrial Painter

**RECOMMENDATION:
APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF INDUSTRIAL PAINTER**

Background Information

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

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

The Industrial Painter was last revised in November 2006. Only minor changes were made to this description including expansion of education and experience and licensure requirements and asbestos abatement related duties and knowledge.

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

Outline of Duties

This classification is responsible for performing skilled preparation and coating procedures on city owned pipelines, infrastructure and utility equipment including skilled auto body repair of city owned vehicles.

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 Industrial Painter.

Industrial Painter

SUMMARY/PURPOSE

To perform skilled preparation and coating procedures on City-owned pipelines, infrastructure, and utility equipment, including skilled auto body repair of City-owned vehicles.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of temporary/seasonal employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Perform skilled painting and rust prevention of equipment and vehicles, including meters, regulators, water tanks, pumps, motors, pipes, valves, graders, trucks, etc.
2. Estimate time, materials, equipment and create detailed estimate worksheets.
3. Prepare surfaces for painting or repainting by pressure washing, sandblasting, grinding, and/or sanding to remove dirt and loose paint.
4. Fabricate and replace metal and fiberglass parts for vehicles.
5. Prepare work surfaces for painting by applying filler to holes/cracks and placing masking tape over surfaces that are not to be painted.
6. Select premixed paints and prepare paint that matches specified colors.
7. Perform work to erect and dismantle scaffolding, and work from scaffolds and cranes when necessary.
8. Apply prime and finish paints and rust preventative materials to a variety of surfaces.
9. Cut and apply stencils.
10. Operate tools and equipment used in industrial painting, including sand blasters, airless painters, electrostatic sprayers, sanders, grinders, welders.
11. Operate equipment including trucks, graders, loaders, forklifts, scissor lifts, JLGs, and overhead cranes.
12. Purchase supplies, tools, and equipment necessary to perform the job.
13. Maintain tools and equipment.
14. Perform asbestos abatement as needed for pipe coating preparation.
15. Maintain records and prepare associated reports.
16. Perform painting of interior and exterior surfaces of buildings and other structures.
17. 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.
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. Three (3) years of experience as an industrial coating specialist, including anti-corrosion methods for underground and above ground piping, or one (1) year course completion in corrosion prevention and industrial coatings or similar certification.
 - B. Successful completion of an accredited auto body repair and refinishing program plus a minimum of one (1) year of full-time, verifiable professional auto body repair and refinishing experience; OR a minimum of three (3) years of verifiable professional auto body repair and

refinishing experience, or industrial painting experience in repairing and refinishing motor vehicles.

2. License Requirements
 - A. Certification in Asbestos Abatement and maintenance.
 - B. Possess and maintain a valid Minnesota Class D driver's license or privilege upon hire and obtain a Class B CDL driver's license within one (1) year of hire.

3. Knowledge Requirements
 - A. Thorough knowledge of the methods, materials, tools and equipment used in the industrial painting trade.
 - B. Knowledge of hazardous waste disposal methods.
 - C. Knowledge of the methods and practices of cleaning and maintaining painting equipment and supplies.
 - D. Working knowledge of welding in order to weld light sheet metal using M.I.G. welder.
 - E. Knowledge of asbestos abatement procedures and proper safe handling methods of asbestos materials.
 - F. Knowledge of problem solving and conflict resolution techniques.
 - G. Knowledge of applicable safety requirements and fire prevention methods.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
 - A. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility, including OSHA, ANSI and NACE.

4. Skill Requirements
 - A. Skill in planning work, including estimating time, materials, equipment and cost requirements.
 - B. Skill in the proper use of equipment and materials used in the painting industry.
 - C. Skill in the application of anti-corrosive treatments to iron and metals.
 - D. Skill in the operation of heavy equipment such as dump trucks, motor graders, front end loaders, plow trucks, forklifts, scissor lifts, JLGs, and overhead cranes.
 - E. Skill in matching colors and shades of paint.
 - F. Skill in reading and interpreting technical manuals, product guides, and material safety data sheets.
 - G. Skill in maintaining accurate records and preparing reports, per OSHA, MPCA, and other regulatory agencies.
 - A. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - B. Skill in managing one's own time.
 - C. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements
 - A. Ability to use good judgment and to work independently.
 - B. 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.
 - C. Ability to communicate and interact effectively with members of the public.
 - D. Ability to communicate effectively both orally and in writing.
 - E. Ability to understand and follow instructions.
 - F. Ability to problem-solve a variety of situations.
 - G. Ability to set priorities and complete assignments on time.
 - H. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas.

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: TS	Union: Basic	EEOC: Skilled Craft Workers	CSB:	Class No: 5210
WC: 8393	Pay:	EEOF: Utilities/Transportation	CC:	Resolution:

INDUSTRIAL PAINTER

SUMMARY/PURPOSE

To perform skilled ~~industrial painting of equipment and vehicles~~ preparation and coating procedures on city owned pipelines, infrastructure and utility equipment including skilled auto body repair of city owned vehicles.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of temporary/seasonal employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Perform skilled painting and rust prevention of equipment and vehicles, including meters, regulators, water tanks, pumps, motors, pipes, valves, graders, trucks, etc.
2. Estimate time, materials, equipment and ~~cost requirements of the job~~ create detailed estimate worksheets.
3. Prepare surfaces for painting or repainting by pressure washing, sandblasting, grinding and/or sanding to remove dirt and loose paint.
4. Fabricate and replace metal and fiberglass parts for vehicles.
5. Prepare work surfaces for painting by applying filler to holes/cracks and placing masking tape over surfaces that are not to be painted.
6. Select premixed paints and prepare paint that matches specified colors.
7. Perform work to erect and dismantle scaffolding, and work from scaffolds and cranes when necessary.
8. Apply prime and finish paints and rust preventative materials to a variety of surfaces
Cut and apply stencils.
9. Operate tools and equipment used in industrial painting, including sand blasters, airless painters, electrostatic sprayers, sanders, grinders, welders.
10. Operate equipment including trucks, graders, loaders, forklifts, scissor lifts, JLG=s and overhead cranes.
11. ~~Order~~ Purchase supplies, tools, and equipment necessary to perform the job.
12. Maintain tools and equipment.
13. Perform asbestos abatement as needed for pipe coating preparation.
14. Maintain records and prepare associated reports.
15. Perform painting of interior and exterior surfaces of buildings and other structures.
16. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
17. 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. Three years of experience as an industrial coating specialist, including anti-corrosion methods for underground and above ground piping, or one year course completion in corrosion prevention and industrial coatings or similar certification

- B. Successful completion of an accredited auto body repair and refinishing program **plus a minimum of one year of full-time, verifiable, professional auto body repair & refinishing experience**; OR a minimum of three years of verifiable professional auto body repair & refinishing experience, or industrial painting experience in repairing and refinishing motor vehicles.
- 2. License Requirements
 - A. Certification in Asbestos Abatement and maintenance.
 - B. Possess and maintain a valid Minnesota Class D driver's license or privilege upon hire and obtain a Class B CDL driver's license within one (1) year of hire or privilege.
- 3. Knowledge Requirements
 - A. Thorough knowledge of the methods, materials, tools and equipment used in the industrial painting trade.
 - B. Knowledge of hazardous waste disposal methods.
 - C. Knowledge of the methods and practices of cleaning and maintaining painting equipment and supplies.
 - D. Working knowledge of welding in order to weld light sheet metal using M.I.G. welder.
 - E. **Knowledge of asbestos abatement procedures and proper safe handling methods of asbestos materials.**
 - F. Knowledge of problem solving and conflict resolution techniques.
 - G. Knowledge of applicable safety requirements and fire prevention methods.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
 - A. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility, **including OSHA, ANSI and NACE.**
- 4. Skill Requirements
 - A. Skill in planning work, including estimating time, materials, equipment and cost requirements.
 - B. Skill in the proper use of equipment and materials used in the painting industry.
 - C. Skill in the application of anti-corrosive treatments to iron and metals.
 - D. Skill in the operation of heavy equipment such as dump trucks, motor graders, front end loaders, plow trucks, forklifts, scissor lifts, JLG's and overhead cranes.
 - E. Skill in matching colors and shades of paint.
 - F. Skill in reading and interpreting technical manuals, product guides, and material safety data sheets.
 - G. **Skill in maintaining accurate records and preparing reports, per OSHA, MPCA, and other regulatory agencies.**
 - A. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - B. Skill in managing one's own time.
 - C. Skill in completing assignments accurately and with attention to detail.
- 5. Ability Requirements
 - A. Ability to use good judgment and to work independently.
 - B. 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.
 - C. Ability to communicate and interact effectively with members of the public.
 - D. Ability to communicate effectively both orally and in writing.
 - E. Ability to understand and follow instructions.
 - F. Ability to problem-solve a variety of situations.
 - G. Ability to set priorities and complete assignments on time.
 - H. Ability to attend work as scheduled and/or required.

Physical Demands:

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas.

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:



Human Resources

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218-730-5210
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DATE: August 24, 2021
TO: Civil Service Board
FROM: Theresa Severance
Manager, Human Resources, Healthcare and Safety
SUBJECT: Revised Job Classification of Librarian I

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

Background Information

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

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

The Librarian I was last revised in March 2007. The changes made were primarily to summarize and encompass the current tasks into broader duties and clarify the role with temporary staff and volunteers. The KSA changes were changed slightly to broaden the scope and to include diversity and inclusion requirements.

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

Outline of Duties

This classification is responsible for providing professional knowledge of modern library practices to help inform the work of the Duluth Public Library; developing and managing library collections in assigned area; Planning and carrying out library program; facilitating library use by assisting and educating patrons and members of the public; collaborating with community partners and providing outreach to the community.

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 Librarian I.

Librarian I

SUMMARY/PURPOSE

To provide professional knowledge of modern library practices to help inform the work of the Duluth Public Library; to develop and manage library collections in assigned area; to plan and carry out library programs; to facilitate library use by assisting and educating patrons and members of the public; to collaborate with community partners and provide outreach to the community.

DISTINGUISHING FEATURES OF THE CLASS

Entry-level librarian position primarily responsible for collection management, programs and patron assistance.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage one or more library collections by analyzing usage trends; withdrawing worn, dated and/or damaged materials from the collection; acquiring, classifying and cataloging library materials.
2. Review and recommend materials, technologies, services, and programs within designated budgets.
3. Act as a resource person in specialized areas of the collection.
4. Serve everyone in the community in a respectful and equitable manner by staffing public service desks, educating people who are having difficulty using the library successfully, and providing outreach to the greater community.
5. Provide information to the public using a variety of sources, formats, technologies and equipment. Provide instruction in the use of library resources.
6. Conduct tours, classes and programs for adults, teenagers, and/or children.
7. Assign and schedule the work activities of temporary staff and volunteers.
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. Master's Degree in Library Science from an American Library Association accredited school.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. General knowledge of American Library Association's Code of Ethics.
 - B. General knowledge of library principles such as cataloging and classification; reference and research; readers advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.

- C. General knowledge of services for diverse populations, which include people of all ages; people with disabilities; and people from a variety of social, economic and ethnic backgrounds.
 - D. Knowledge of problem solving and conflict resolution techniques.
 - E. Knowledge of applicable safety requirements.
 - F. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
- A. Skill in facilitating the public's use of the library, its resources and services.
 - B. Skill in handling information requests from both public and staff efficiently and effectively.
 - C. Skill in organizing and directing the work activities of assigned staff, volunteers and interns, within prescribed parameters.
 - D. Skill in using library-specific technologies to perform work and answer questions from patrons.
 - E. Skill in assisting and instructing patrons on how to use their own devices to access library information and collections.
 - 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.
 - H. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
- A. Ability to work independently, actively welcoming and assisting all people using library services.
 - B. Ability to work without direct supervision, occasionally making decisions in the moment with definitive instructions.
 - C. Ability to retain composure when working under pressure.
 - D. Ability and openness to learning and applying de-escalation techniques with members of the public.
 - E. Ability to remain positive and flexible during times of change.
 - F. Ability to perform detail work accurately, consistently and quickly.
 - 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 effectively both orally and in writing.
 - I. Ability to understand and follow instructions.
 - J. Ability to problem-solve a variety of situations.
 - K. Ability to set priorities and complete assignments on time.
 - L. 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: TS	Union: Basic	EEOC: Professionals	CSB:	Class No: 3409
WC: 8810	Pay:	EEOF: Other	CC:	Resolution:

LIBRARIAN I

SUMMARY/PURPOSE

Provide direct library service to the public; provide and promote library services, programs, and collections; and organize and direct the activities of assigned staff, volunteers, and interns. To provide professional knowledge of modern library practices to help inform the work of the Duluth Public Library. Develop and manage library collections in assigned area. Plan and carry out library programs. Facilitate library use by assisting and educating patrons and members of the public. Collaborate with community partners and provide outreach to the community.

DISTINGUISHING FEATURES OF THE CLASS

Entry-level librarian position primarily responsible for collection management, programs and patron assistance.

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

SUPERVISION GIVEN

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage one or more library collections by analyzing usage trends; withdrawing worn, dated and/or damaged materials from the collection; acquiring, classifying and cataloging library materials.
2. ~~Serve the public directly by staffing public service sites.~~
3. ~~Provide information to the public using a variety of sources, formats, technologies and equipment.~~
4. ~~Provide instruction to the public in the use of library resources.~~
5. ~~Serve as a resource person in specialized areas of library service.~~
6. ~~Maintain professional growth and development through a variety of activities which may include continuing education~~
7. ~~Provide library outreach to the community.~~
8. ~~Conduct tours, classes and programs for adults, teenagers, and children.~~
- 9.2. Review and recommend materials, technologies, services, and programs within designated budgets.
- 10.3. Analyze circulation trends; withdraw worn, dated and/or damaged materials from the collection. Act as a resource person in specialized areas of the collection.
- 11.4. Acquire, classify and catalog library materials. Serve everyone in the community in a respectful and equitable manner by staffing public service desks, educating people who are having difficulty using the library successfully, and providing outreach to the greater community.
- 12.5. Assist in the selection of library staff. Provide information to the public using a variety of sources, formats, technologies and equipment. Provide instruction in the use of library resources.
- 13.6. Assist in training personnel. Conduct tours, classes and programs for adults, teenagers, and/or children.
- 14.7. Assign and schedule the work activities of designated personnel, temporary staff and volunteers.
15. ~~Provide explanation of library policies and procedures to the public.~~
16. ~~Participate in or lead committees and task forces.~~
17. ~~Maintain records necessary for statistical analysis~~
- 18.8. 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.
- 19.9. 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.

- A. Education & Experience Requirements
 - B. Master's Degree in Library Science from an American Library Association accredited school.
1. License Requirements
 - A. No specific licenses required.
 2. Knowledge Requirements
 - A. ~~Knowledge of the principles and practices of library science, including cataloging and classification; reference and research; readers advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.~~ General knowledge of American Library Association's Code of Ethics.
 - B. General knowledge of library principles such as cataloging and classification; reference and research; readers advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.
 - B-C. General knowledge of services for diverse populations, which include people of all ages; people with disabilities; and people from a variety of social, economic and ethnic backgrounds.
 - C-D. Knowledge of problem solving and conflict resolution techniques.
 - D-E. Knowledge of applicable safety requirements.
 - E-F. Knowledge of, or the ability to learn, City policies and procedures.
 3. Skill Requirements
 - A. Skill in facilitating the public's use of the library, its resources and services. Skill in handling information requests from both public and staff efficiently and effectively.
 - B. ~~Skill in using and applying modern library technologies and equipment and personal computer technology.~~
 - C. ~~Skill in handling information requests from both public and staff efficiently and effectively.~~
 - B. Skill in organizing and directing the work activities of assigned staff, volunteers and interns, within prescribed parameters.
 - C. Skill in using library-specific technologies to perform work and answer questions from patrons.
 - D. Skill in assisting and instructing patrons on how to use their own devices to access library information and collections.
 - 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.
 - G. Skill in completing assignments accurately and with attention to detail.
 4. Ability Requirements
 - A. Ability to work independently, actively welcoming and assisting all people using library services.
 - B. ~~Ability to establish and maintain positive, effective working relationships with library personnel and with the public, including people of all ages, with disabilities, and from a variety of social, economic, and ethnic backgrounds.~~ Ability to work without direct supervision, occasionally making decisions in the moment with definitive instructions.
 - C. ~~Ability to perform detail work accurately and consistently.~~
 - D. ~~Ability to work independently at public service desks.~~

- ~~E.~~ ~~Ability to work without direct supervision and to accept personal responsibility for one's decisions and actions.~~
- ~~F.C.~~ ~~Ability to retain one's composure when working under pressure. Ability and openness to learning and applying de-escalation techniques with members of the public.~~
- ~~G.~~ ~~Ability to meet deadlines.~~
- ~~H.D.~~ ~~Ability to maintain a positive and flexible approach to changing needs within the community and to a changing information environment remain positive and flexible during times of change.~~
- ~~I.E.~~ ~~Ability to work as a member of a team. Ability to perform detail work accurately, consistently and quickly.~~
- ~~J.F.~~ ~~Ability to work scheduled hours, including evenings and weekends.~~
- ~~K.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.
- ~~L.H.~~ Ability to communicate effectively both orally and in writing.
- ~~M.I.~~ Ability to understand and follow instructions.
- ~~N.J.~~ Ability to problem-solve a variety of situations.
- ~~O.K.~~ Ability to set priorities and complete assignments on time.
- ~~P.L.~~ 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:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:



Human Resources

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DATE: August 24, 2021
TO: Civil Service Board
FROM: Theresa Severance
Manager, Human Resources, Healthcare and Safety
SUBJECT: Revised Job Classification of Library Supervisor

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF LIBRARY SUPERVISOR

Background Information

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

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

The Library Supervisor was last revised in November 2011. The changes made were primarily to summarize and encompass the current tasks into broader duties and to increase the experience level from three to five years. The KSAs were changed slightly to broaden the scope and reduce redundancies.

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

Outline of Duties

This classification is responsible for managing the operations of a service area within the Duluth Public Library system; maintaining awareness of changing trends, developments and technology, and collaborating with the Library Manager in the development and implementation of modern library services and program; directing, supporting and evaluating the work activities of assigned staff; and serving as senior staff person in the division, as assigned.

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 Library Supervisor.

Library Supervisor

SUMMARY/PURPOSE

To manage the operations of a service area within the Duluth Public Library system; to maintain awareness of changing trends, developments and technology, collaborating with the Library Manager in the development and implementation of modern library services and programs; to direct, support and evaluate the work activities of assigned staff; and to serve as senior staff person in the division, as assigned.

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. Lead a service area within the library and serve on the library's leadership team.
2. Represent the library at professional, governmental and community events and meetings.
3. Participate in developing and adjusting the division budget, allocating resources to achieve goals and objectives. Research funding opportunities, develop proposals and administer grant-funded projects.
4. Manage employee performance, and provide training, coaching, and mentoring for employees.
5. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
6. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
7. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
8. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
9. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
10. 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.
11. 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. Master's Degree in Library Science from an American Library Association accredited school and five years of related professional library experience.
 - B. Two years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. No specific licenses required.

3. Knowledge Requirements
 - A. Current, comprehensive knowledge of the principles and practices of the American Library Association's Code of Ethics, as well as principles and practices of library science. Specific knowledge and experience in the type of services within the area of supervision.
 - B. Knowledge of problem solving and conflict resolution techniques.
 - C. Knowledge of applicable safety requirements.
 - D. Knowledge of, or the ability to learn, City policies and procedures.
 - 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.
 - G. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - H. Knowledge of budgetary, and management principles, practices, and procedures.
 - I. 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 the use and application of library-specific technology and equipment.
 - B. Skill in effectively prioritizing and managing multiple projects.
 - C. Skill in organizing, analyzing and evaluating data.
 - D. 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.
 - E. Skill in managing one's own time and the time of others.
 - F. Skill in completing assignments accurately and with attention to detail.
 - G. Skill in mediation and dispute resolution.
 - H. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - I. Skill in motivating, developing, and leading people.

5. Ability Requirements
 - A. Ability to maintain a positive and flexible approach to changing needs within the community and to an evolving information environment.
 - B. Ability to manage the daily operations of a library service area.
 - C. Ability to make public presentations and to establish positive public media relations.
 - 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: TS	Union: Supervisory	EEOC: Professionals	CSB:	Class No: 1369
WC: 8810	Pay:	EEOF: Other	CC:	Resolution:

LIBRARY SUPERVISOR

SUMMARY/PURPOSE

To manage the operations of a service area within the Duluth Public Library system; to maintain awareness of changing trends, developments and technology, collaborating and to collaborate with the Library Manager in the development and implementation of state-of-the-art library-wide/modern library services and programs; to direct, support and evaluate the work activities of assigned staff; and to serve as senior staff person in the division, as assigned.

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. Lead a service area within the library and serve on the library's leadership team.
2. ~~Develop library services, programs, and collections based on analysis of community needs and interests and evaluation of trends in library service delivery.~~
3. ~~Review, develop and implement service area procedures and workflows.~~
4. ~~Advocate for the needs of the public and service area's staff to the Library Manager and management team.~~
5. ~~Participate in the preparation of the budget and manage assigned budget areas.~~
6. ~~Direct the evaluation, revision and implementation of service area collection policies.~~
7. ~~Establish and enforce local standards and practices related to the organization, inventory and retrieval of library resources, taking into consideration national and international standards.~~
8. ~~Maintain awareness of changing trends, developments and technology to aid the Library Manager in formulating, recommending, implementing and evaluating the effectiveness of new or revised methods and plans to increase productivity, improve performance and reduce costs.~~
9. ~~Research funding opportunities, develop proposals and administer grant-funded projects.~~
- 10-2. Represent the library at professional, governmental and community events and meetings.
11. ~~Organize and implement outreach to individuals, organizations, agencies and businesses in the community.~~
12. ~~Prepare and maintain various reports, records and correspondence as needed.~~
13. ~~Monitor the division's effectiveness and recommend changes.~~
14. ~~Participate in short- and long-range library planning to meet community needs.~~
15. ~~Develop, implement and revise policies and procedures.~~
16. ~~Plan, manage and evaluate projects or programs.~~
17. ~~Evaluate and respond to requests and complaints from the public, City staff and other entities.~~
- 18-3. Participate in developing and adjusting the division budget, allocating resources to achieve goals and objectives. Research funding opportunities, develop proposals and administer grant-funded projects.
19. ~~Serve as the senior staff person within the division in absence of the Manager, Library Services.~~
20. ~~Participate in seminars, conferences and professional organizations to continue professional growth and development.~~
- 21-4. Manage employee performance, and provide training, coaching, and mentoring for employees.

- 22-5. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
- 23-6. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
- 24-7. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
- 25-8. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
- 26-9. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
- 27-10. 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.
- 28-11. 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. Master's Degree in Library Science from an American Library Association accredited school and three-five years of related professional library experience;
 - B. Two years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Current, comprehensive knowledge of the principles and practices of the American Library Association's Code of Ethics, as well as principles and practices of library science. Specific knowledge and experience in the type of services within the area of supervision.~~library science, including cataloging and classification; reference and research; reader's advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.~~
 - ~~B. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.~~
 - ~~C. Knowledge of the principles and practices of budget development and administration.~~
 - ~~D-B.~~ Knowledge of problem solving and conflict resolution techniques.
 - ~~E-C.~~ Knowledge of applicable safety requirements.
 - ~~F-D.~~ Knowledge of, or the ability to learn, City policies and procedures.
 - ~~G-E.~~ Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - ~~H-F.~~ Knowledge of effective leadership and personnel practices.
 - ~~I-G.~~ Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - ~~J-H.~~ Knowledge of budgetary, and management principles, practices, and procedures.
 - ~~K-I.~~ 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 the use and application of library-specific technology and equipment, ~~and the use of a personal computer and standard applications software.~~
 - B. Skill in effectively prioritizing and managing multiple projects.
 - C. Skill in organizing, analyzing and evaluating data, ~~to formulate and execute plans.~~
 - D. 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.
 - E. Skill in managing one's own time and the time of others.
 - F. Skill in completing assignments accurately and with attention to detail.
 - G. Skill in mediation and dispute resolution.
 - H. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - I. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to maintain a positive and flexible approach to changing needs within the community and to a ~~changingan~~ evolving information environment.
 - B. Ability to manage the daily operations of a library service area.
 - C. Ability to make public presentations and to establish positive public media relations.
 - 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:



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

218-730-5210
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@duluthmn.gov

DATE: August 24, 2021
TO: Civil Service Board
FROM: Theresa Severance
Manager, Human Resources, Healthcare and Safety
SUBJECT: Revised Job Classification of Measurement Services Supervisor

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

Background Information

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

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

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

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

Outline of Duties

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

Recommendation

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

Utility Services Supervisor

SUMMARY/PURPOSE

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

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise the utility's scheduled reading of meters using mobile collection, network collection and visual readings and the transfer of collected data into the billing system software.
2. Plan, direct, and supervise activities to ensure compliance with governmental regulations, record retention and reporting of gas leaks, gas leak detection, repairs and safety/maintenance of the gas distribution system and pipeline for state and federal regulatory agencies.
3. Investigate, identify, and repair malfunctions of meter reading hardware, software, mesh network, and causes of water and gas meter and gas regulator/relief malfunctions reported by customers or department staff and investigate and review abnormal utility consumption for customer billing inquiries, resolve complaints and questions from the public and determine whether billing adjustments are required and prepare and present oral and written reports and testify as required.
4. Prepare and monitor budgets, write specifications, request quotes, and write requisition necessary for supplies, parts, and equipment needed for water and gas measurement, HVAC servicing and the Service Division fleet vehicles and equipment.
5. Assess current operations, procedures, problems, or needs and recommend improvements to increase productivity, improve performance, reduce costs, and comply with federal, state, and local requirements.
6. Supervise appliance service crew activities, promote, monitor, and analyze market trends of the Comfort Policy maintenance program.
7. Organize and direct sizing and installation of new and replacement water and gas meters, meter proving/testing and the scheduled maintenance of all measurement devices, the operation and calibration of all leak detection and monitoring equipment and the installation of water and gas meters, gas regulators, and relief valves.
8. Create and maintain dispatch and service employees' schedules to ensure 24-hour emergency response.
9. Identify lead within the water system for remediation, gauge testing and thawing of water services and water mains utilizing the appropriate equipment and maintain concise records in accordance with the 2011 Clean Water Act.
10. Manage employee performance, and provide training, coaching, and mentoring for employees.
11. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
12. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.

13. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
14. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
15. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
16. 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.
17. Other duties may be assigned.

JOB REQUIREMENTS

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

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

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

Physical Demands

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

Work Environment

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

vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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

MEASUREMENT UTILITY SERVICES SUPERVISOR

SUMMARY/PURPOSE

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

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

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

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

JOB REQUIREMENTS

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

1. Education & Experience Requirements

- ~~A. Five (5) years of experience in water and gas utility service operations, including at least three (3) years at a supervisory or leadworker level. Associate's Degree in Business Administration/Management or a related professional field, and four years of related professional experience; OR a minimum of six years of related education and/or full-time, verifiable professional mechanical, electrical or other trade shop experience.~~
- ~~B. Three years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.~~
- C. Experience in water and gas utility service operations preferred.

2. License Requirements

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

3. Knowledge Requirements

- ~~A. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.~~
- B. Knowledge of the principles, methods, equipment and materials used to read meters.
- C. Knowledge of the methods, equipment and materials used to install, maintain and repair meters, regulators, and related equipment.
- D. Knowledge of gas and water distribution systems and equipment supplying water and gas throughout the City of Duluth and surrounding communities.
- E. Knowledge of application process to obtain a MN Department of Labor, Mechanical Contractor Bond.
- F. Knowledge of dispatch, emergency response and incident command procedures.
- G. Knowledge of defensive driving methods, confined space entry procedures, and other applicable safety precautions and safe work methods related to meter reading and installation and repair work.
- ~~H. Knowledge of budget and purchasing to maintain inventory for appliance servicing, water and gas meter/distribution maintenance and projects.~~
- I. Knowledge of gas appliance repair and Comfort Policy maintenance program.
- ~~J. Knowledge of applicable laws, regulations, and standards related to meter reading and to the installation, maintenance and repair of meters and regulators.~~
- ~~K. Knowledge of computer applications including word processing, spreadsheet, and database used to develop schedules and budgets, assign meter reading routes, bill customer accounts, and maintain inventory.~~
- L. Knowledge of plumbing and electrical disciplines.
- M. Knowledge of problem solving and conflict resolution techniques.
- N. Knowledge of applicable safety requirements.
- O. Knowledge of, or the ability to learn, City policies and procedures.
- P. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- Q. Knowledge of effective leadership and personnel practices.
- R. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- S. Knowledge of budgetary, and management principles, practices, and procedures.
- T. 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 supervising assigned personnel.~~
- ~~B. Skill in troubleshooting and repair of plumbing, electrical and HVAC.~~
- C. Skill in the use of equipment used to install, repair, and maintain water & gas meters and testing equipment.
- D. Skill in the programming and use of meter reading equipment.
- E. Skill in using computers to install, repair and calibrate telemetry, to generate reports, and to operate handheld meter reading system.
- F. Skill in diagnosing and repair water and gas meters, test equipment, and gas regulators.
- ~~G. Skill in preparing and presenting accurate and concise written and oral reports.~~
- H. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- 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 perform mathematical calculations for the purpose of estimating costs, calculating budget projections, computing charges for water and gas consumption, and computing customer load requirements to properly size meter, regulator and pressure.
- B. Ability to monitor operations, maintain accurate records and prepare required reports.
- C. Ability to diagnose, repair, calibrate and operate water, gas and HVAC equipment, including handheld, mobile and network meter reading system.
- D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- G. Ability to recognize, analyze, and problem-solve a variety of situations.
- H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- I. Ability to handle difficult and stressful situations with professional composure.
- J. Ability to establish goals and objectives.
- K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to manage a budget and work within the constraints of that budget.
- N. Ability to enforce safety rules and regulations.
- O. Ability to maintain confidential information.
- P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Q. Ability to exercise sound judgment, critical decisions in work projects involving both internal and external stakeholders.
- R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- S. Exhibits leadership qualities of dependability and accountability
- T. Ability to attend work as scheduled and/or required.

Physical Demands:

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

Work Environment:

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

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



Human Resources

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DATE: August 24, 2021
TO: Civil Service Board
FROM: Matt Silverness
Human Resources Generalist
SUBJECT: Revised Job Classification of Plumbing Inspector

**RECOMMENDATION:
APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF PLUMBING INSPECTOR.**

Background Information

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

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and vary 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.

Plumbing Inspector was last revised in February 1998. Only minor updates were made to this description.

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

Outline of Duties

To conduct inspections, review permits and plans, and provide technical assistance for plumbing in commercial, industrial, and residential construction and building projects.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Plumbing Inspector.

Plumbing Inspector

SUMMARY/PURPOSE

To conduct inspections, review permits and plans, and provide technical assistance for plumbing in commercial, industrial, and residential construction and building projects.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Inspect plumbing and fuel gas piping installations, materials, venting, fixtures, plumbing appliances, and apparatus inside or running to building or structures for compliance with codes and ordinances governing plumbing and fuel gas piping work.
2. Review diagrams, plans, and specifications to ensure that they meet established codes and regulations. Communicate effectively with the public, coworkers, and contractors to provide exceptional service and promote public safety.
3. Determine conformance problems, issue orders regarding correction of defective work, and citations for violations of applicable codes as required.
4. Ensure that all work is performed in a safe manner using approved methods.
5. Consult with the Building Official, other team members, and state and other agencies when necessary.
6. Operate City vehicle to, from, and around inspection sites.
7. Maintain written and/or computerized records, forms, or reports of inspections made, actions taken, and other information as needed.
8. Review permit applications and monitor work valuations provided by contractors to ensure proper fees are assessed.
9. Attend training sessions and review technical and professional literature to upgrade knowledge necessary for effective job performance and to keep abreast of new developments and requirements.
10. Serve as a technical expert, conduct presentations, and provide information to other City divisions, contractors, engineers, architects, homeowners and others regarding codes, ordinances, and proper methods governing plumbing and related work.
11. Attend and participate in division meetings, and serve as a member of the Construction Services and Inspections team.
12. 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.
13. 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. Three (3) years of experience as a master plumber. This experience must include a combination of residential plumbing work and commercial plumbing work; or equivalent training and experience.

2. License Requirements
 - A. Possession of a valid Minnesota Master Plumber's license by the date of appointment and thereafter.
 - B. Possess and maintain a valid Minnesota Class D driver's license or privilege.

3. Knowledge Requirements
 - A. Thorough knowledge of Minnesota Building Code and other related codes, ordinances, laws, regulations, and manuals governing plumbing work.
 - B. Thorough knowledge of safe and proper methods of plumbing construction, installation, and repair.
 - C. Thorough knowledge of proper inspection methods and procedures.
 - D. Thorough knowledge of legal procedures involved in the enforcement of plumbing codes and ordinances.
 - E. General knowledge of math for the purpose of measuring and computing construction costs.
 - F. General knowledge of traffic rules and regulations.
 - G. General knowledge of code requirements and inspection methods in other construction trades.
 - 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.

4. Skill Requirements
 - A. Skill in inspecting plumbing work for adherence to regulations, requirements, ordinances, and procedures.
 - B. Skill in communication with permit holders, homeowners, and coworkers.
 - C. Skill in reading and interpreting plumbing plans, specifications, blueprints, diagrams, and technical codes and ordinances. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - D. Skill in managing one's own time.
 - E. Skill in completing assignments accurately and with attention to detail.
 - F. Skill in estimating construction costs, including materials and labor, and completion schedules.

5. Ability Requirements
 - A. Ability to read and write reports regarding inspections and permits.
 - B. Ability to read, understand, and discuss building codes and other regulations.
 - C. Ability to maintain accurate and complete records.
 - D. Ability to transport oneself to, from, and around various work sites.
 - E. Ability to participate in training to update plumbing knowledge and expertise.
 - F. Ability to interpret safety rules and apply them to various hazardous situations.
 - G. Ability to use a computer to maintain inspection records and write reports.
 - H. 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.
 - I. Ability to communicate and interact effectively with members of the public.
 - J. Ability to communicate effectively both orally and in writing.
 - K. Ability to understand and follow instructions.
 - L. Ability to problem-solve a variety of situations.
 - M. Ability to set priorities and complete assignments on time.
 - N. 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 construction sites, offices, meeting and training rooms, libraries, residences, commercial buildings, 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: MS	Union: Basic	EEOC: Skilled Craft Workers	CSB:	Class No: 5101
WC: 9410	Pay:	EEOF: Housing	CC:	Resolution:

PLUMBING INSPECTOR

SUMMARY/PURPOSE

To conduct inspections, review permits and plans, and provide technical assistance for plumbing in commercial, industrial, and residential construction and building projects.

SUPERVISION RECEIVED

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

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Inspect plumbing and fuel gas piping installations, materials, and venting, fixtures, plumbing appliances, and apparatus inside or running to building or structures for compliance with codes and ordinances governing plumbing and fuel gas piping work.
- ~~2. Inspect the quality of materials for approved plumbing installation.~~
- ~~3. Review diagrams, prepared plans, and specifications to ensure that they meet established codes and regulations.~~
2. Communicate effectively with the public, coworkers, and contractors to provide exceptional service and promote public safety.
- ~~4.3. Conduct maintenance inspections of existing industrial, commercial, and residential establishments or structures.~~
- ~~5.4. Determine conformance problems, issue orders/notices regarding correction of defective work, and perform re-inspection citations for violations of applicable codes as required.~~
- ~~6. Issue citations or orders to stop work that is in violation of the proper codes.~~
- ~~7.5. Ensure that all work is performed in a safe manner using approved methods.~~
- ~~8.6. Approve certification of final inspection when required.~~
- ~~9.7. Consult with the Building Official, other team members, and state and other agencies and State Department of Public Health Plumbing Unit when necessary.~~
- ~~10.8. Operate City vehicle to, from, and around inspection sites.~~
- ~~11.9. Maintain written and/or computerized records, forms, or reports of inspections made, and actions taken, and other information as needed.~~
- ~~12.10. Write and prepare forms and reports as required.~~
- ~~13.11. Review permit applications and estimate building costs for accurate fee estimates; monitor work valuations provided by contractors to ensure proper fees are assessed.~~
- ~~14.12. Attend training sessions and review technical and professional literature to upgrade knowledge necessary for effective job performance and to keep abreast of new developments and requirements.~~
- ~~15.13. Serve as a technical expert, conduct presentations, and provide information to other City divisions, contractors, engineers, architects, homeowners and other the public regarding codes, ordinances, and proper methods governing plumbing and related work.~~
- ~~16.14. Attend and participate in division meetings, and serve as a member of the Building Inspection team on related projects. Construction Services and Inspections team.~~
- ~~17. Perform inspections, review permits, and provide technical assistance in other construction areas as needed.~~
- ~~18.15. 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.~~
- ~~19.16. Other duties may be assigned.~~

JOB REQUIREMENTS

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

1. Education & Experience Requirements

- A. ~~Successful completion of a certified plumbing apprentice program plus three (3) years of experience as a master plumber. This experience must include a combination of three (3) years in residential plumbing work and three (3) years in commercial plumbing work; or equivalent training and experience.~~

2. License Requirements

- A. Possession of a valid Minnesota Master Plumber's license ~~from the State Board of Health~~ by the date of appointment and thereafter.
- B. Possess and maintain a valid Minnesota Class D driver's license or privilege.

3. Knowledge Requirements

- A. ~~Extensive-Thorough~~ knowledge of Minnesota Building Code and other related codes, ordinances, laws, regulations, and manuals governing plumbing work.
- B. ~~Extensive-Thorough~~ knowledge of safe and proper methods of plumbing construction, installation, and repair.
- C. ~~Thorough Kk~~ knowledge of proper inspection methods and procedures.
- D. ~~Thorough Kk~~ knowledge of legal procedures involved in the enforcement of plumbing codes and ordinances.
- E. ~~Knowledge-General knowledge~~ of math for the purpose of measuring and computing construction costs.
- F. ~~General Kk~~ knowledge of traffic rules and regulations.
- G. ~~General Kk~~ knowledge of code requirements and inspection methods in other ~~trade areas construction trades~~.
- 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.

4. Skill Requirements

- A. Skill in inspecting plumbing work for adherence to regulations, requirements, ordinances, and procedures.
- ~~A-B.~~ Skill in communication with permit holders, homeowners, and coworkers.
- C. Skill in reading and interpreting plumbing plans, specifications, blueprints, diagrams, and technical codes and ordinances. ~~Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.~~
- D. Skill in managing one's own time.
- E. Skill in completing assignments accurately and with attention to detail.
- ~~B.~~
- ~~C-E.~~ Skill in estimating construction costs, including materials and labor, and completion schedules.
- ~~D-A.~~ 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.
- ~~E-A.~~ Skill in managing one's own time.
- ~~F-A.~~ Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- A. Ability to read and write reports regarding inspections and permits.
- A-B. Ability to read, understand, and discuss building codes and other regulations.
- B-C. Ability to maintain accurate and complete records.
- C-D. Ability to transport oneself to, from, and around various work sites.

- D.E. Ability to participate in training to update plumbing knowledge and expertise.
- E.F. Ability to interpret safety rules and apply them to various hazardous situations.
- F.G. Ability to use a computer to maintain inspection records and write reports.
- G.H. 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.I. Ability to communicate and interact effectively with members of the public.
- I.J. Ability to communicate effectively both orally and in writing.
- J.K. Ability to understand and follow instructions.
- K.L. Ability to problem-solve a variety of situations.
- L.M. Ability to set priorities and complete assignments on time.
- M.N. 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 [construction sites](#), offices, meeting and training rooms, libraries, ~~and~~ [residences](#), [commercial buildings](#), ~~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: MS	Union: Basic	EEOC: Skilled Craft Workers	CSB:	Class No: 5101
WC: 9410	Pay:	EEOF: Housing	CC:	Resolution:



Human Resources

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DATE: August 25, 2021
TO: Civil Service Board
FROM: Matt Silverness
Human Resources Generalist
SUBJECT: Revised Job Classification of Financial Systems Administrator

**RECOMMENDATION:
APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF FINANCIAL SYSTEMS ADMINISTRATOR.**

Background Information

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

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

Financial Systems Administrator was last revised in March 2011. Updates were made to this description to include the broad scope of work this individual performs across all financial systems.

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

Outline of Duties

The Financial Systems Administrator automates and makes processes more accountable through system administration, development, and support to the Finance Department and its customers and supervises assigned functions within the department.

This classification is responsible for operational ownership and assessing the effectiveness of software systems functions, researching and testing new features and functions, and serving as the Finance Department point person for system implementations and upgrades. This classification also supervises staff and directs the processing of all Citywide payroll functions. Requires a high level of independence and decision-making in carrying out job responsibilities.

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 Financial Systems Administrator.

Financial Systems Administrator

SUMMARY/PURPOSE

To automate and make processes more accountable through system administration, development and support to the Finance Department and its customers and supervise assigned functions within the department.

This classification is responsible for operational ownership and assessing the effectiveness of software systems functions, researching and testing new features and functions, and serving as the Finance Department point person for system implementations and upgrades. This classification also supervises staff and directs the processing of all Citywide payroll functions. Requires a high level of independence and decision-making in carrying out job responsibilities.

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. Serve as key department contact for all financial system issues and questions; troubleshoot and escalate issues as necessary.
2. Research, oversee development, test, implement and maintain all current and new financial systems and determine best practices for system maintenance and usage.
3. Actively represent the City on the City's software vendor's Advisory Board to provide input on current issues and future enhancement needs.
4. Establish security requirements and user profiles for all financial system users within the established security policies and procedures.
5. Administer and configure all financial systems applications while complying with and ensuring all contractual, federal, state, and local legal requirements and accounting and payroll principles are met.
6. Prioritize, coordinate, and organize input, output, filing, storage, and other daily payroll functions to meet deadlines for payroll processing and reporting.
7. Create ad hoc reports and validate new and existing reports to ensure financial accuracy.
8. Develop, implement, and audit process controls.
9. Develop and maintain user procedure documentation manuals and assist in the development of other financial policies and procedures.
10. Maintain employee confidence and protect payroll operations by keeping information confidential.
11. Manage employee performance, and provide training, coaching, and mentoring for employees.
12. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
13. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
14. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
15. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
16. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.

17. 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.
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 computer information systems, business/accounting, or equivalent, plus at least three (3) years of full-time related work experience, or an Associate's Degree in a related professional field, and at least five (5) years of full-time related work experience.
 - B. Three (3) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
 - C. Enterprise Resource Planning experience preferred.
 - D. New World Systems experience preferred.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Comprehensive knowledge of applicable computer software systems related to payroll and finance, including but not limited to Accounts Payable, Cash Receipts, Purchasing, Budget, General Ledger, Auditing, and Payroll.
 - B. Thorough knowledge of payroll and accounting principles and practices as they apply in the public sector.
 - C. Knowledge of research and data analysis methods.
 - D. Knowledge of problem solving and conflict resolution techniques.
 - E. Knowledge of applicable safety requirements.
 - F. Knowledge of, or the ability to learn, City policies and procedures.
 - G. Thorough knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - H. Knowledge of effective leadership and personnel practices.
 - I. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - J. Knowledge of budgetary, and management principles, practices, and procedures.
 - K. 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. Strong computer skills and application of finance specific technology including the use of large enterprise-wide financial management systems, Microsoft Office Suite (with an emphasis on Excel).
 - B. Skill in the use of report writer utility tools such as Crystal and Business Analytics.
 - C. Strong skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving issues and conflicts.
 - D. Skill in preparing accurate and concise written reports.
 - E. Strong mathematical and financial skills related to payroll processing.
 - F. Proven problem-solving skills with demonstrated ability to gather, analyze and interpret information, generate reports and proposals, collaborate with and advise management, and effectively respond to user requests.

- G. Skill in training others in the use of software 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 prioritizing and completing assignments accurately 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 quickly learn and incorporate new computer software applications and technologies.
 - B. Ability to learn processes of all divisions in the department to meet their user needs.
 - 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 problem-solve a variety of situations.
 - G. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - H. Ability to handle difficult and stressful situations with professional composure.
 - I. Ability to establish goals and objectives.
 - J. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - K. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - L. Ability to manage a budget and work within the constraints of that budget.
 - M. Ability to enforce safety rules and regulations.
 - N. Ability to maintain confidential information.
 - O. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - P. Ability to exercise sound judgment in making critical decisions.
 - Q. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - R. Exhibits leadership qualities of dependability and accountability.
 - S. Ability to attend work as scheduled and/or required.

Physical Demands

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

Work Environment

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

HR: MS	Union: Supervisory	EEOC: Professionals	CSB:	Class No: 1341
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:
FLSA Exemption Type: Administrative		<i>Job Title change from Assistant City Auditor (03/14/2011; 11-0119R)</i>		

Financial Systems Administrator

SUMMARY/PURPOSE: — Provide

To automate and make processes more accountable through system administration, development and support to the Finance Department and its internal customers and supervise assigned functions within the department.

This classification is responsible for operational ownership and assessing the effectiveness of software systems functions, researching and testing new features and functions, and serving as the Finance Department point person for system implementations and upgrades. This classification also supervises assigned staff and directs the processing of all City wide payroll functions such as payroll and accounts payable. Requires a high level of independence and decision-making in carrying out job responsibilities.

FUNCTIONAL AREAS:

~~1. Provide system administration and support.~~

A. 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. Serve as key department contact for all financial system issues and questions; troubleshoot and escalate issues as necessary.
- *2. ~~B. Research, oversee development, test, implement and maintain all current and new system features~~ financial systems and determine best practices for system maintenance and usage.
- *3. ~~C. Actively~~ represent the City on the City's software vendor's Advisory Board to provide input on current issues and future enhancement needs ~~enhancements.~~
- * ~~D. Represent the Finance Department on the MIS "Logistics Team".~~
- * ~~E. Coordinate, test, troubleshoot and implement Finance system upgrades.~~
- *4. ~~F. Establish security requirements and user profiles for all financial system users; within the established security policies and procedures.~~
- * ~~G. Use system capabilities to determine and implement streamlined processes.~~
- 5. ~~H. Administer and configure all financial systems applications while complying with and ensuring all contractual, federal, state and local legal requirements and accounting and payroll principles are met.~~
- 6. Prioritize, coordinate and organize input, output, filing, storage and other daily payroll functions to meet deadlines for payroll processing and reporting.
- *7. Create ad hoc reports and validate new and existing reports to ensure financial accuracy.
- 1.8. Develop, implement and audit process controls.
- *9. ~~I. Develop and maintain user procedure documentation manuals and assist in the development of other financial policies and procedures.~~
- * ~~J. Train system users both within and outside the Finance Department.~~

~~2. Supervise assigned staff.~~

- ~~* A. Prioritize, assign and direct work and projects.~~
- ~~* B. Coordinate work schedules and approve or reject leave requests.~~
- ~~10. C. Effectively Maintain employee confidence and protect payroll operations by keeping information confidential.~~
- ~~11. Manage employee performance, and provide training, coaching, and mentoring for employees.~~
- ~~12. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.~~
- ~~13. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.~~
- ~~*14. Recommend the hire, transfer, assignment, promotion, reward, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.~~
- ~~* D. Establish work standards, provide coaching and feedback and conduct employee performance evaluations.~~
- ~~*15. E. Provide for ongoing training of employees in emerging methods, trends and technologies, and proper and safe work methods and procedures.~~
- ~~* F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.~~
- ~~* G. Effectively recommend adjustments or other actions in employee grievances.~~
- ~~* H. Delegate authority and responsibilities to others as needed.~~
- ~~* I. Disseminate instructions and information to employees through verbal and written communications.~~

~~3. Manage accounts payable and payroll activities.~~

- ~~* A. Supervise input, output, filing and storage of accounts payable.~~
- ~~* B. Supervise daily payroll operations.~~
- ~~* C. Establish and implement best practices for accounts payable and payroll processing.~~
- ~~16. D. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.~~
- ~~17. 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.~~
- ~~* Other duties may be Develop, implement and audit process controls.~~
- ~~* E. Review and approve all account reconciliations.~~
- ~~* F. Ensure that all statutory and contractual requirements are met.~~
- ~~* G. Maintain intranet time keeping scheduler and human resources/payroll module.~~

~~4. Perform related duties.~~

- ~~* A. Research and evaluate technology, software products and equipment to ensure departmental needs are met and to improve productivity.~~
- ~~* B. Assist in the development of policies and procedures.~~
- ~~* C. Develop and maintain user defined reports.~~
- ~~* D. Assist in the development of the City's Business Continuity Plan.~~
- ~~* E. Maintain awareness of trends and developments in the field and ensure compliance with laws and regulations.~~
- ~~18. F. Perform other tasks as 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. Four-year Bachelor's Degree in computer information systems, business/accounting, or equivalent, plus at least three (3) years of full-time related work experience; or an Associate's Degree in a related professional field, and at least five (5) years of full-time related work experience.
- ❖ B. B. Two-year degree in computer information systems, accounting, or equivalent, plus at least five (5) Three (3) years of related work experience; must be in a supervisory/lead position of similar complexity and level of responsibility.
- ❖ C. C. ERP Enterprise Resource Planning experience preferred.
- D. D. New World Systems experience preferred.

2. License Requirements

- A. No specific licenses required.

3. Knowledge Requirements

- ❖ A. A. Comprehensive knowledge of applicable computer software systems related to payroll and finance including but not limited to Accounts Payable, Cash Receipts, Purchasing, Budget, General Ledger, Auditing and Payroll.
- ❖ B. B. Extensive Thorough knowledge of payroll and accounting principles and practices as they apply in the public sector.
- ❖ C. Knowledge of pertinent federal, state and local laws, codes and regulations.
- ❖ D. Knowledge of accepted supervisory and personnel management practices and ability to use them effectively.
- ❖ C. E. Knowledge of research and data analysis methods.
- D. F. Knowledge of problem solving and conflict resolution techniques.
- E. Knowledge of applicable safety requirements.
- F. Knowledge of, or the ability to learn, City policies and procedures.
- G. Thorough knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- H. Knowledge of effective training methods leadership and personnel practices.
- I. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- J. Knowledge of budgetary, and management principles, practices, and procedures.
- ❖ K. 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. A. Strong computer skills, and application of finance specific technology including the use of large enterprise-wide accounting and financial management systems, Microsoft Office Suite (with an emphasis on Excel) and HRIS.
- ❖ B. B. Skill in the use of report writer utility tools such as Monarch and Crystal and Business Analytics.
- ❖ C. C. Strong skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving issues and conflicts.
- ❖ D. D. Skill in preparing accurate and concise written reports.
- ❖ E. Strong mathematical and analytical financial skills.

- ❖ ~~E. F.~~ related to payroll processing. Proven problem-solving skills with demonstrated ability to gather, analyze and interpret information, generate reports and proposals, collaborate with and advise management, and effectively respond to user requests.
- ❖ ~~F. G.~~ Skill in training others in the use of software programs.
- ~~G. H.~~ Skill in evaluating and analyzing operations and procedures, the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- ~~H.~~ Skill in managing ones own time and the time of others.
- ❖ ~~I.~~ Skill in prioritizing, scheduling and coordinating work projects completing assignments accurately with attention to detail.
- ~~J. I.~~ Skill in applying sound business judgment mediation and dispute resolution.
- ❖ ~~K.~~ Skill in decision-making using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- ~~L.~~ Skill in motivating, developing, and leading people.

5. Ability Requirements

- ❖ ~~A. A.~~ Ability to quickly learn and incorporate new computer software applications and technologies.
- ❖ ~~B. B.~~ Ability to learn processes of all divisions in the department to meet their user needs.
- ❖ ~~C.~~ Ability to identify create and solve problems quickly, decisively and independently.
- ❖ ~~D.~~ Ability to maintain confidentiality.
- ❖ ~~C. E.~~ Ability to develop and maintain effective a positive working relationships and to environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work effectively as a team player practices, and developing trusting work relationships.
- ❖ ~~F.~~ Ability to adapt to changing needs communicate and to handle multiple projects simultaneously.
- ❖ ~~D. G.~~ Ability to plan, organize, coordinate, meet deadlines and follow up interact effectively with attention to detail members of the public.
- ~~E. H.~~ Ability to communicate effectively both orally and in writing.
- ~~F.~~ Ability to use logic recognize, analyze, and creativity to develop solutions to requests problem-solve a variety of situations.
- ❖ ~~G.~~ Ability to consistently and problems, independently prioritize ones own work and the work of others, including scheduling, assigning staff, and securing resources.
- ~~H. I.~~ Ability to handle difficult and stressful situations with professional composure.
- ❖ Ability to stay current on developing technology and its application for Finance users.

Physical Requirements

- ❖ ~~A.~~ Ability to sit for extended periods.
- ❖ ~~I. B.~~ Ability to transport oneself to, from and around sites of projects, meetings establish goals and presentations objectives.
- ❖ ~~C.~~ Fine dexterity to operate computer, calculator and other office equipment.
- ❖ ~~J. D.~~ Ability to hear set expectations and provide training in safe and speak sufficiently to exchange information in person proper work methods, development, and by telephone coaching for employees.
- ~~K. E.~~ Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- ~~L.~~ Ability to manage a budget and work within the constraints of that budget.
- ❖ ~~M.~~ Ability to occasionally stoop, bend and reach for supplies, files, etc enforce safety rules and regulations.
- ❖ ~~F.~~ Ability to occasionally transport, usually by lifting and carrying, materials/equipment such as file boxes weighing up to 40 pounds.
- ~~N. G.~~ Ability to maintain confidential information.

- O. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- P. Ability to exercise sound judgment in making critical decisions.
- Q. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- R. Exhibits leadership qualities of dependability and accountability.
- ❖S. Ability to attend work on a regular basis as scheduled and/or required.

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

Physical Demands

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

Work Environment

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

HR: <u>JAMS</u>	Union: Supervisory	EEOC: Professionals	CSB: 40304 204	Class No: 1341
WC: 8810	Pay: 4085	EEOF: Admin/Finance	CC: 40314 204	Resolution: 0119R 44
<u>FLSA Exemption Type: Administrative</u>				

Revised from Assistant City Auditor



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

218-730-5210
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DATE: August 31, 2021
TO: Civil Service Board
FROM: Aimee Ott
Human Resources Technician
SUBJECT: Request for 2021 calendar year temporary employment period for one individual to exceed 67 days in two separate temporary positions.

Civil Service Code

Sec. 13-30. Temporary Positions

During any calendar year, no person shall be employed in a temporary position as defined by the Minnesota Public Employment Labor Relations Act (PELRA) for more than 67 days worked; no person shall be employed in more than one temporary position during a calendar year for a total period that exceeds 67 days worked without board approval. (Added by Ord. No. 10213, 4-1-2013, § 9.)

Background Information

Sophia Grenz was employed over the winter with the Parks & Recreation Division as a 67-day non-bargaining unit temporary Recreation Instructor. She was hired January 8, 2021, and completed her temporary assignment on April 21, 2021.

The Parks & Recreation Division's recreation program load changes seasonally depending on the time of year, which affects the number of hours available for non-bargaining unit staff. Parks & Rec runs programs where multiple staff can be needed at once, and hours can range from being only a few days and a few hours per week to a more consistent weekly schedule. At this time, Parks & Rec hires temps under the Recreation Instructor title, which refers generically to Recreation Programs, but does not specify how the programs differ from one another from season to season.

Sophia's role in the winter as a Recreation Instructor was mainly focused on staffing the Bayfront Family Center Warming House/Ice Rink. Duties included leading staff at Bayfront Warming House, handing out and sanitizing ice skates, running the concession stand, and assisting with other recreation programs as able/assigned.

During her previous employment with the City, Sophia proved herself to be a dependable employee and strong team member with a willingness to learn. Parks & Recreation would like to hire Sophia this fall as a Recreation Instructor, which will assist mainly with fall sports leagues (flag football, kickball, etc.), and other fall recreation programs as needed. As Parks & Rec has already invested time into her training as a Parks employee, and the fact that Sophia proved herself to be a great employee, they believe hiring her would be a benefit to the Parks & Rec team this fall.

Recommendation

Based on the above information, and in accordance with Section 13-30 of the Civil Service Code, I recommend that the Civil Service Board approve the 2021 calendar year temporary employment period for Sophia Grenz to exceed 67 days in two separate temporary positions.