

TO: James L. App, City Manager

FROM: Meg Williamson, Assistant City Manager

SUBJECT: Establishment of a Technical Supervisor Classification within the S.E.I.U. bargaining group

DATE: March 20, 2007

NEEDS: For the City Council to consider establishing a new employee classification of Technical Supervisor within the S.E.I.U. collective bargaining unit.

FACTS:

1. In 2005-06 the City undertook a comprehensive classification and compensation Study. Implementation of the study included synthesizing the existing City classes into a broadband system which generally defined classification levels by similar duties, responsibility and accountability.
2. After adoption of the classification and compensation Study, the city encountered difficulties in recruiting an adequate pool of candidates for the newly created Wastewater and Water Supervisor positions. The disappointing results of these recruitments indicated the need to reassess the market in attracting for these positions.
3. The City engaged the services of Avery Associates to conduct a focused classification and compensation analysis for these utility oriented Supervisor positions. The purpose behind the updated analysis was to examine similar classes in comparative cities and the relationship between utility supervisor positions and their counterparts in other Public Works Maintenance positions such as buildings, parks and/or streets.
4. Reanalysis of the utility oriented positions was an outgrowth of a changing market and recognition that the City's classification and compensation system is not a static document, but rather, a dynamic one that must be responsive to flux in workforce influences.
5. The focused study concluded that a new classification of Technical Supervisor be established at a salary range consistent with the Tech IV Classification within the S.E.I.U. bargaining unit. This new classification would stand independent from the existing Supervisor/Professional/Coordinator Classification. A copy of the study and the resultant new and revised Job Classifications is attached.
6. On March 2, 2007, the City engaged in a "meet and confer" process with representatives of the S.E.I.U. Local 620. The result of that process was agreement by the Union that the new Technical Supervisor Classification and salary range was appropriate.

ANALYSIS &

CONCLUSION: Creation of the new Technical Supervisor Classification within the S.E.I.U. employee group will place these utility oriented supervisory positions at a salary level approximately 10% higher than the current salary range for Supervisor/Professional/Coordinator. Such differentiation is common in the utility service industry based on the structure of State regulations and certification requirements involved in operating treatment and distribution facilities.

Modification of the City's classification and compensation structure to recognize and reflect these market differentiations will place the City in a more favorable position to fill these key public works positions. The S.E.I.U. bargaining group has concurred with the revised job classification(s) and salary range that was independently determined through a Human Resource specialist.

POLICY

REFERENCE: City of Paso Robles Personnel Rules and Regulations; Reclassification Policy; and 2006 Classification and Compensation Study.

FISCAL

IMPACT: Costs for filling the two vacant Water and Wastewater Supervisor positions at the modified compensation level are expected to be within established budget parameters.

OPTIONS:

- a. Adopt Resolution No. 07-XX approving the focused Classification and Compensation Study performed by Avery Associates, thereby establishing a new/modified classification and salary differentiation for Technical Supervisor and Supervisor/Professional/Coordinator.
- b. Amend, modify or reject above option.

Attachment:

1. Resolution approving new/modified Classifications for Technical Supervisor and Supervisor/Professional/Coordinator.
2. Avery Associates Focused Classification and Compensation Study dated February 2007

RESOLUTION NO. 07-XXX

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PASO ROBLES
ESTABLISHING THE JOB CLASSIFICATION FOR
TECHNICAL SUPERVISOR AND MODIFYING THE
SUPERVISOR/PROFESSIONAL/COORDINATOR CLASSIFICATION
WITHIN THE SERVICE EMPLOYEE INTERNATIONAL UNION
(S.E.I.U. LOCAL 620)

WHEREAS, in 2005-06 the City undertook a comprehensive classification and compensation Study which synthesized the existing City job classes into a broadband system that generally defined classification levels by similar duties, responsibility and accountability; and

WHEREAS, after adoption of the classification and compensation Study, the city encountered difficulties in recruiting an adequate pool of candidates for the newly created Wastewater and Water Supervisor positions, resulting in the recognized need to reassess the market in attracting for these positions; and

WHEREAS, the City engaged the services of Avery Associates to conduct a focused classification and compensation analysis for these utility oriented Supervisor positions;

WHEREAS, the purpose behind the updated analysis was to examine similar classes in comparative cities and the relationship between utility supervisor positions and their counterparts in other Public Works Maintenance positions such as buildings, parks and/or streets; and

WHEREAS, reanalysis of the utility oriented positions was an outgrowth of a changing market and recognition that the City's classification and compensation system is not a static document, but rather, a dynamic one that must be responsive to flux in workforce influences; and

WHEREAS, the focused study concluded that a new classification of Technical Supervisor be established at a salary range consistent with the Tech IV Classification within the S.E.I.U. bargaining unit, and this new classification would stand independent from the existing Supervisor/Professional/Coordinator Classification; and

WHEREAS, on March 2, 2007, the City engaged in a "meet and confer" process with representatives of the S.E.I.U. Local 620 which resulted in agreement by the Union that the new Technical Supervisor Classification and salary range was appropriate; and

WHEREAS, modification of the City's classification and compensation structure to recognize and reflect the market differentiations between utility oriented supervisory duties will place the City in a more favorable position to fill these key public works positions.

NOW, THEREFORE, LET IT BE RESOLVED by the City Council of the City of El Paso de Robles that a new Job Classification of Technical Supervisor (as shown in Attachment C of the Avery Associates February 2007 study) be established within the S.E.I.U. bargaining group at a Salary Range of 330 consistent with the Technician IV Salary Range as established by Resolution 06-115; and

LET IT BE FURTHER RESOLVED, by the City Council of the City of El Paso de Robles that the Classification of Supervisor/Professional/Coordinator shall be amended (as shown in Attachment D of the Avery Associates February 2007 study) to eliminate reference of utility oriented job skills, certifications and working titles with no other changes to the classification.

PASSED AND ADOPTED by the City Council of the City of El Paso de Robles this 20th day of March 2007 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN

Frank R. Mecham, Mayor

ATTEST:

Deborah Robinson, Deputy City Clerk



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CITY MANAGER
FEB 26 2007
CITY OF PASO ROBLES

**Classification and Compensation Study
of the
Water and Wastewater Supervisor Positions
for the
City of Paso Robles**

By
William Avery and Associates, Inc.
February 2007

In 2005-6, the City of Paso Robles undertook a comprehensive classification and compensation study. Implementation of the study included synthesizing the existing City classes into a broadband system. This process created generally defined classification levels distinguished by similar duties, responsibility, and accountability. Broad banding classifications was intended to allow for flexibility in assignments, eliminate the need for reclassification for marginal changes in duty, and establish equal inter-departmental compensation levels within the City organization.

After implementation, the City encountered difficulties in recruiting for Wastewater Supervisor. It is believed that similar difficulties would occur in recruitment for the recently vacated position of Water Supervisor. In an effort to determine if the Utilities supervisors are appropriately placed within the Professional /Coordinator/Supervisor band, the City contracted with Avery and Associates to provide a focused classification and compensation study not only examining similar classes in the comparison cities but also the relationship between the Water and Wastewater Supervisor positions and their counterparts in Public Works Maintenance Division, such as buildings, parks and/or streets.

The City has identified 12* cities as comparators. They are:

Arroyo Grande	Pismo Beach
Atascadero	Salinas
Grover Beach	San Luis Obispo
King City	Santa Barbara
Monterey	Santa Cruz
Morro Bay	Santa Maria

*We had insufficient matches using just the nine city comparison.

William Avery & Associates, Inc.
Labor Relations/Executive Search

3-1/2 N. Santa Cruz Ave., Suite A
Los Gatos, CA 95030
408.399.4424
Fax: 408.399.4423
www.averyassoc.net

Each agency was contacted, and after a review of the job specifications, which included required certifications for the positions, matches were made in seven cities. Each of the seven cities had classified their Utilities Supervisors in separate classes from their Public Works Supervisors.

Of those seven cities with Wastewater and Water Supervisors (with a variety of job titles) the City of Arroyo Grande was the only agency that compensated their supervisors at the same level. The positions are classified as Public Works Supervisor (Water) and Public Works Supervisor (Streets).

Of the remaining six, each agency compensated their utilities supervisors at a higher rate of pay than their public works supervisors. This disparity was anywhere between 2.2% to over 31% higher. The average percentage was 13.3% higher. (See Attachment A.) When the cities of Santa Barbara, Monterey and Santa Cruz are eliminated from the comparators, as they were in the original Koff compensation study, the disparity is adjusted to 11.3%.

In addition to examining the difference in pay between the Utilities Supervisors and the Public Works Supervisors, top monthly salaries for both classes were also compiled. The data indicated that the rate of pay for the Paso Robles Supervisor/Professional Coordinator class (effective April 2007, including the 6.16% increase) when compared to the pay for the comparison cities' public works supervisors was very close to the market rate (less than ½ percent lower). This is particularly encouraging since this survey included larger cities that were not included in the Koff analysis upon which the Paso Robles pay levels were based. Given that many agencies will be adjusting salaries upward mid-year, the Paso Robles pay rate should remain comparable to the market when eliminating the cities of Santa Barbara, Santa Cruz and Monterey from the mix. Attachment B shows a comparison of top monthly salaries without the cities of Santa Barbara, Monterey and Santa Cruz and the Paso Robles' salary improves in relation to the market at 3.6% above the market.

Comparing the Paso Robles' Supervisor/Professional/Coordinator top monthly pay with the average monthly pay for the various utilities Supervisors tells a different story. The Paso Robles' salary is almost 14% below the average of what other cities are paying their utilities supervisors. When Santa Barbara, Santa Cruz and Monterey are not included, the Paso Robles' top monthly salary for Supervisor/Professional/Coordinator is approximately 10.4% lower than the average top monthly salary in the smaller market.

Based on these findings as illustrated in the chart found in Attachment A and B, it is recommended to:

1. Create a new classification called Technical Supervisor. A proposed class specifications is attached, Attachment C.
2. Modify the current class specification for Supervisor/Professional/Coordinator as suggested in Attachment D.
3. Place the new Technical Supervisor class at a salary level that is approximately 10% higher than the current salary range for Supervisor/Professional/ Coordinator. With a



10% increase, the salary would fall into the same range (330) as the Tech IV band. The justification for a slightly lower increase than might otherwise be suggested from the data is that the differential between utilities and public works supervisors is slightly inflated by the San Luis Obispo salary data for classes that require higher certification than required by Paso Robles. The size and complexity of their treatment plants and processes are the reason for that. Therefore, an increase of 10% is appropriate.

Implementation of these recommendations would necessitate the duty to bargain with the SEIU unit. Having met that obligation, the City should proceed with recruitments for these supervisor positions with a favorable outlook due to the competitive salaries and improved organizational pay placement.



City of Paso Robles
 Utilities Supervisor Data
 February 2007

Agenda Item No. 15 - 8 of 17

Comparison City	Utilities Supervisors Class Title	Top Monthly Salary	Public Works Supervisors Class Title	Top Monthly Salary	% Difference between Utilities and PW Supervisors
San Luis Obispo	Water Distribution Supervisor (Grade D-4)	6112	Streets Maintenance Supervisor	5640	8.4%
	Water Treatment Plant Supervisor (Grade V)				
	Wastewater Collection Supervisor (T-5)				
Pismo Beach	WRF Plant Supervisor (Grade IV)	6483	Maintenance Supervisor	4987	14.9%
	Water Systems Supervisor	5239			5.1%
Santa Maria	Wastewater Supervisor	5783			16.0%
	Water Resources Supervisor (Grade 3 either Water or WW)	6398	Streets Maintenance Supervisor	5171	23.7%
Morro Bay	Water Systems Supervisor (SEIU) (Grade D-3)	4553	Streets Maintenance Leadworker (SEIU)	4089	11.3%
Arroyo Grande	PW Supervisor (Water) (Grade T-3; D-4)	5001	Public Works Supervisor (Streets)	5001	0.0%
Santa Barbara	Waste Water Treatment Supervisor (Grade III)		Maintenance Supervisor I,II	5458	31.6%
	Wastewater Collection Supervisor (Grade 3 Collection)	7180			
	Water Distribution Supervisor (Grade D-5)		Facilities Maintenance Supervisor	6002	19.6%
Santa Cruz	Water Treatment Plant Supervisor (Grade T-5)				
	Water Distribution Field Supervisor (Grade D-3)	5841	Streets Maintenance Supervisor	5709	2.3%
Salinas	Water Production Field Supervisor (Grade T-3)	5837			
	Senior Wastewater Operator (Grade III) Supervisory Unit		Maintenance Supervisor	5231	
Monterey	no match		Streets and Utilities Supervisor	5204	
Grover Beach	no match		PW Supervisor	4218	
Atascadero	no match		Building Maintenance Supervisor	4904	
King City	no match				
	Average Salary-Utilities Supervisor	5843	Average Salary-Public Works Supervisors	5134	Average % Difference between Utilities and PW
					13.3%
Paso Robles Supv/Prof/Coordinator (effective 4/07)		5117		5117	
	% below market	-13.93	% below market	-0.34%	

City of Paso Robles
 Supervisor Data without all Comparison Cities
 February 2007

Comparison City	Utilities Supervisors Class Title	Top Monthly Salary	Public Works Supervisors Class Title	Top Monthly Salary	% Difference between Utilities and PW Supervisors
San Luis Obispo	Water Distribution Supervisor (Grade D-4)				
	Water Treatment Plant Supervisor (Grade V)	6112	Streets Maintenance Supervisor	5640	8.4%
	Wastewater Collection Supervisor (T-5)				
Pismo Beach	WRF Plant Supervisor (Grade IV)	6483			14.9%
	Water Systems Supervisor	5239	Maintenance Supervisor	4987	5.1%
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Arroyo Grande	PW Supervisor (Water) (Grade T-3; D-4)	5001	Public Works Supervisor (Streets)	5001	0.0%
Salinas	no match		Maintenance Supervisor	5231	
Monterey	no match		Streets and Utilities Supervisor	5204	
Grover Beach	no match		PW Supervisor	4218	
Atascadero	no match		Building Maintenance Supervisor	4904	
King City	no match		Maintenance Superintendent	4802	
	Average Salary-Utilities Supervisor	5653	Average Salary-Public Works Supervisors	4925	
Paso Robles Supv/Prof/Coordinator (effective 4/07)		5117		5117	Average % Difference between Utilities and PW Supervisors 11.3%

% below market 10.47% % above market 3.91%

ATTACHMENT C

City of Paso Robles

February 2007
FLSA: Non-Exempt

TECHNICAL SUPERVISOR

DEFINITION

Under general supervision, directs the daily activities of a Public Works Utilities division through appropriate delegation, technical skills training and/or work supervision; provides administrative, skilled, and/ technical expertise and performs a variety of support tasks involving the operation, enforcement, maintenance, customer service and problem resolution of City-wide water and wastewater systems and functions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from the Utilities Manager within a framework of legal requirements, policies and established standards protocols and processes with independence of action to meet changing operational conditions. Provides direct supervision to various levels of plant operations, field maintenance, and technical staff.

CLASS CHARACTERISTICS

Class oversees day-to-day operations related to water and wastewater treatment, water distribution and wastewater collection systems. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as specific technical knowledge of federal, state and local water quality, biosolids and air quality regulations as well as departmental and City activities. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Plans, oversees and evaluates the operation and maintenance of the City's potable water treatment plan, wells and off-site potable water storage facilities.
- Plans oversees and evaluates the operation and maintenance of the City's wastewater treatment plant, lift stations, and collection systems.
- Provides factual information, guidance, or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures and ordinances to staff or external organizations, agencies and businesses related to area of assignment.
- Researches and resolves difficult service problems which include internal and external issues, applying rules, laws ordinances, regulations, policies and procedures and appropriate judgment to meet service needs.
- Confers with department representatives, other agencies and employees regarding administration and interpretation of department policies and procedures.
- Assists with the development of performance standards, operating procedures, and reporting systems.

- Ensures that the administrative and technical functions and daily operations of the department/division are effectively carried out.
- Compiles budget estimate information for staffing, supply, and equipment requirements for a work unit; monitors budget and expenditures for compliance with department goals and policies.
- Prepares a variety of special technical reports and studies.
- Informs management of departmental issues including present and potential work problems and suggestions for new or improved way of addressing such problems.
- Organizes and maintains various administrative, confidential, reference and follow-up files, records and databases; purges as required.
- Receives visitors and telephone calls; responds to written and verbal requests from a variety of agencies and organizations, City staff, and the public.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to water and wastewater activities.
- Conducts field inspections to evaluate compliance with City ordinances, State and federal laws, and other requirements, including suggestions for correcting non-compliance.
- Monitors changes in laws, regulations and technology that may affect division operations; implements changes to policies and procedures after approval.
- May identify alternative funding sources, coordinate and complete grant applications, and monitor funds for compliance with goals and policies.
- Attends meeting, conferences, workshops and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Provides input regarding long term performance goals associated with water and wastewater activities.
- Performs other duties as assigned.

Examples of duties when performing the supervisory function include, but are not limited to:

- Screens and assigns workload; plans, prioritizes and assigns tasks and projects; counsels, trains and coaches staff, assists in developing performance standards; monitors work, develops staff skills and evaluates performance; identifies training needs and provides training for staff.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council.
- Federal, state, and City codes, regulations, policies, agreements, technical processes and procedures related to City and its public utilities.
- Operation, cleaning and preventive maintenance of water and/or wastewater treatment plants and related equipment.
- The operation and preventive maintenance of piping systems, including hydraulics, telemetry valves and related equipment.
- Supervisory principles and practices, including work, planning, assignment, review and evaluation.
- Applicable laws, rules and regulations.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing, techniques for preparing informational materials and the standard format for reports, correspondence and other written materials.

- English usage, spelling, grammar and punctuation.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Occupational safety and health rules and regulations including safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone.

Skill in:

- Providing varied and responsible work requiring the use of independent judgment, tact and discretion.
- Interpreting, applying, explaining and implementing policies, procedures, technical processes and computer applications related to the City, and the utilities' division to which assigned.
- Leadership, coordinating staff, and delegating tasks.
- Trouble shooting maintenance problems and determining materials and supplies required for repair,
- Reading and interpreting construction drawings and specifications.
- Conducting standard chemical and physical tests of water, wastewater and related materials.
- Collecting, compiling, analyzing and summarizing varied information, proposing and considering alternatives and reaching sound conclusions.
- Effectively representing the department and the City in meetings with community groups and various business, professional, educational, regulatory and legislative organizations.
- Effectively communicating verbal and written instructions.
- Compiling information from varied sources and preparing accurate records and reports.
- Composing correspondence, informational materials and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Establishing and maintaining a records management system for an organizational unit.
- Taking a proactive approach to customer service issues.
- Word processing and entering data into standard computer formats and producing correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school and four years of skilled maintenance experience of facilities and/or equipment. Supplemental education in supervisory or business coursework is desirable.

Experience in dealing with the public, working in a public agency setting and in working in an organization that will have provided a knowledge of the departmental function to which assigned is desirable.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Wastewater Supervisor: Must possess a Wastewater Treatment Operator III certification.

Water Supervisor: Must possess a Water Treatment Certification I and Distribution Certification III.

Physical Demands:

Must possess strength, stamina and mobility to work in a water treatment plant, wastewater facility and/or field and office settings and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and a two way radio. Must possess mobility to work in a standard shop setting and use power and hand tools and equipment; mobility to inspect various field sites; physical stamina to perform maintenance repair work, work on uneven terrain and lift and carry equipment and materials weighing up to 100 pounds.

Other Requirements:

Attendance at off-hours meetings and response to off-hours emergencies may be required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Typical Working Titles included in this classification:

Wastewater Supervisor

Water Supervisor

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.

City of Paso Robles

March 2006
FLSA: Non-Exempt

SUPERVISOR/PROFESSIONAL/COORDINATOR

DEFINITION

Under general supervision, directs the daily activities of a work division through appropriate delegation, technical skills training and/or work supervision; provides administrative, skilled, and/or technical expertise and performs a variety of support tasks involving the operation, enforcement, maintenance and problem resolution of departmental and/or City-wide systems and functions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from assigned administrative and or management staff. Provides supervision and/or technical and functional lead direction, instructs and reviews lower level classes within the division/department.

CLASS CHARACTERISTICS

Class oversees day-to-day operations and participates in all activities of assigned work function. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as specific technical knowledge of departmental and City activities. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Provides factual information, guidance, or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures and ordinances to staff or external organizations, agencies and businesses related to area of assignment.
- Researches and resolves difficult service problems which include internal and external issues, applying rules, laws ordinances, regulations, policies and procedures and appropriate judgment to meet service needs.
- Confers with department representatives, other agencies and employees regarding administration and interpretation of department policies and procedures.
- Assists with the development of performance standards, operating procedures, and reporting systems.
- Ensures that the administrative and/or technical functions and daily operations of the department/division are effectively carried out.
- Compiles budget estimate information for staffing, supply, and equipment requirements for a work unit; monitors budget and expenditures for compliance with department goals and policies.
- Prepares a variety of special technical reports and studies.
- Informs management of departmental issues including present and potential work problems and suggestions for new or improved way of addressing such problems.

- Organizes and maintains various administrative, confidential, reference and follow-up files, records and databases; purges as required.
- Receives visitors and telephone calls; responds to written and verbal requests from a variety of agencies and organizations, City staff, and the public.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to City or department activities.
- May conduct field inspections to evaluate compliance with City ordinances, State laws, and other requirements, including suggestions for correcting non-compliance.
- May design, implement, promote, and coordinate special projects, programs, and events, including fund-raising activities that vary depending on department to which assigned.
- May identify alternative funding sources, coordinate and complete grant applications, and monitor funds for compliance with goals and policies.
- Attends meeting, conferences, workshops and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Performs other duties as assigned.

Examples of duties when performing the supervisory function include, but are not limited to:

- Screens and assigns workload; plans, prioritizes and assigns tasks and projects; counsels, trains and coaches staff, assists in developing performance standards; monitors work, develops staff skills and evaluates performance; identifies training needs and provides training for staff.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council.
- Federal, state, and City codes, regulations, policies, agreements, technical processes and procedures related to City and departmental activities.
- Applicable laws, rules and regulations.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing, techniques for preparing informational materials and the standard format for reports, correspondence and other written materials.
- English usage, spelling, grammar and punctuation.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Principles and practices of management and supervision.
- Occupational safety and health rules and regulations.
- Basic theories and methods associated with functional regulation and research.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone.

Skill in:

- Learning the functions and procedures for the department to which assigned.
- Providing varied and responsible work requiring the use of independent judgment, tact and discretion.

- Interpreting, applying, explaining and implementing policies, procedures, technical processes and computer applications related to the City, department or organizational unit to which assigned.
- Leadership, coordinating staff, and delegating tasks.
- Collecting, compiling, analyzing and summarizing varied information, proposing and considering alternatives and reaching sound conclusions.
- Effectively representing the department and the City in meetings with community groups and various business, professional, educational, regulatory and legislative organizations.
- Effectively communicating verbal and written instructions.
- Compiling information from varied sources and preparing accurate records and reports.
- Composing correspondence, informational materials and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Establishing and maintaining a records management system for an organizational unit.
- Taking a proactive approach to customer service issues.
- Word processing and entering data into standard computer formats and producing correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Maintenance Supervisors: Equivalent to graduation from high school and four years of skilled maintenance experience of facilities and/or equipment. Supplemental education in supervisory or business coursework is desirable.

All other Supervisors/Professionals/Coordinators: Equivalent to graduation from an accredited four year college or university and two years responsible experience in a related field.

Experience in dealing with the public, working in a public agency setting and in working in an organization that will have provided a knowledge of the departmental function to which assigned is desirable.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Street, Building and Fleet Supervisor: Must possess a valid California Class A driver's license and have a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and

speech to communicate in person and over the telephone. May need to possess mobility to work in a standard shop setting and use power and hand tools and equipment; mobility to inspect various field sites; physical stamina to perform maintenance repair work, work on uneven terrain and lift and carry equipment and materials weighing up to 100 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone and a two-way radio.

Other Requirements:

Attendance at off-hours meetings and response to off-hours emergencies may be required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Typical Working Titles included in this classification:

Administrative Services Coordinator
Adult Services Librarian
Airport Services Coordinator
Assistant Planner
Buildings/Fleet Maintenance Supervisor
Children's Services Librarian.
Community Services Coordinator
Parks Maintenance Supervisor
Recreation Marketing Coordinator
Reference Librarian
Senior Center Recreation Coordinator
Sports Recreation Coordinator
Street Maintenance Supervisor
Volunteer & Events Coordinator
Youth Recreation Coordinator

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.