

TO: James L. App, City Manager  
FROM: Meg Williamson, Assistant City Manager  
SUBJECT: Revisions to Job Classification system  
DATE: March 18, 2014

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NEEDS: For the City Council to consider revisions to the employee job classification system.

- FACTS:
1. The City organizes and deploys employee resources in accordance with work demands and categorizes the resulting work assignments in a manner consistent with a Job Classification system.
  2. The last comprehensive Job Classification Study for the City was conducted in 2005/06 when all but "safety" job classifications were evaluated/updated into their current format.
  3. Since 2006, there have been changes in the way the City organizes work assignments and deploys its resources.
  4. To properly align designated work qualifications / skill set / education / licensure & working titles with the prescribed work needs of the organization, the following revisions to the City's Job Classification system are proposed:
    - **Technical Supervisor I/II** – The Technical Supervisor I classification already exists for the working titles of Wastewater and Water Supervisors. The proposal is to add the Technical Supervisor II tier to this classification.

**Explanation** - The need arises from the planned expansion of the City's Waste Water Treatment Plant & the planned construction of the new Water Treatment Plant Facility. In each case, the State of California will require plant operators to hold additional certification and experience levels for operating plants of their complexity. To appropriately describe and compensate for the increased work qualifications and skill set needed by the City to operate these changing facilities, the Technical Supervisor II classification will be added and will include the working titles of Water Chief Plant Operator and Wastewater Chief Plant Operator. This Technical Supervisor II job classification would remain a non-exempt position within the SEIU represented labor group and the salary would be set at Range 368, approximately 10% above the Technical Supervisor I.

- **Technician I/II** – The proposal is to reclassify the working title of Code Enforcement Officer (currently within the Admin Assistant III job classification) to the working title of Community Services Officer within the Technician II job classification.

**Explanation** - The need arises from changes within the Police Department in how they deploy these individuals to assist with the work load of the department, and the requisite skills of this position to fill that need. The Community Services Officer position would continue to address community code enforcement needs, but also would assist with some

of the more routine work of the department that sworn officers might otherwise be required to do. The reclassification of this position will appropriately define the increased work qualifications/skill set/certifications needed to serve the needs of the department and would set the compensation level accordingly. This position will stay within the SEIU represented labor group.

*Tourism Coordinator* – The proposal is to reclassify the tourism coordinator duties from an Administrative Assistant II to the Supervisor/Professional/Coordinator classification.

*Explanation* - An administrative position was created in 2007 to provide hospitality and tourism services while the City developed its Tourism and Promotions program. The Tourism program has significantly evolved/expanded over the past five (5) years after formation of the hotel and lodging BID. The responsibilities of the tourism position have expanded to include implementation of a social media program, development and execution of marketing and promotional plans for City sponsored events, and increased support and coordination to/among various tourism partners (including, but not limited to those represented on the Travel Paso Robles Alliance and the Promotions Coordinating Committee). The increased scope and complexity of the tourism program necessitates the reclassification.

- *Professional Manager I/II/III* – The proposal is to add working titles to the PM II job classification where positions are already filled/exist and/or planned for. The existing working titles proposed to be added are: Industrial Waste Manager and Water Conservation Manager. The new working title to be added is Stormwater Manager.

*Explanation* - The need for this latter position arises from the City's obligation to implement its adopted Stormwater Management Plan as mandated by the State of California. These working titles are each exempt professional/technical positions, where appropriate requisite certifications/licensures are also identified to match the work needs of the organization.

5. The Job Classifications that are proposed for revision are each attached. Revisions are shown in "track change" format.
6. The City engaged in a "meet and confer" process with representatives of the SEIU Local 620. The result of that process was agreement on the new and revised job Classifications, including salary range.

ANALYSIS &  
CONCLUSION:

The proposed revisions to the City's job classification system will properly align designated work qualifications / skill set / education / licensure & working titles with the prescribed work needs of the organization, as follows:

- Creation of the new Technical Supervisor II will address the expanding skills needed for operation of the future Water and Wastewater Plants.
- Revisions to the Technician II classification to establish a Community Services Officer position will assist the Police Department in managing work load within the department.

- Reclassification of the tourism position to the Coordinator classification is necessary to manage the expanded complexity of the tourism program.
- Revisions to the working titles within the Professional Manager I/II/III will properly assign requisite works skills needed by the organization to accomplish certain technical/professional work assignments.

POLICY

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

FISCAL

IMPACT: The cost for filling a Water or a Wastewater Chief Plant Operator position would be an increase of approximately \$11,000 annually (each charged to the respective water and wastewater enterprise funds).

The cost for filling a Community Service Officer position under the revised classification would be an increase of approximately \$5,700 annually to the general fund. Resultant operational efficiencies are projected for sworn officers that cannot be financially quantified.

The cost for reclassification of the tourism position from an administrative assistant to a coordinator classification is approximately \$7,500 annually to the general fund. The tourism program targets increase to the City's visitor stays which results in Transient Occupancy Tax (TOT) revenue. TOT has averaged a 9% increase year over year since 2011, and currently exceeds \$3 million in annual General Fund revenue to the City.

The annual costs for these classification modifications and reassignment of work are within the established budget/financial forecast.

OPTIONS:

- Adopt Resolution No. 14-XX approving the revisions to the Job Classification system to properly align designated work qualifications with the prescribed works needs of the organization.
- Amend, modify or reject above option.

Attachment:

- Resolution approving new/modified Classifications for Technical Supervisor I/II, Technician I/II, Professional Manager I/II/III and reclassification of the tourism position from Administrative Assistant II to Supervisor/Professional/Coordinator.
- Job Classification Revisions

## **TECHNICAL SUPERVISOR I/II**

### **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 Water Resources Manager or Wastewater Resources 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 operation, 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.

Technical Supervisor I is the entry-level supervisory class in the series and is characterized by the handling of a reduced variety and complexity of assignments and requires a lower level of professional certification.

Technical Supervisor II is the advanced level supervisory class in the series and is characterized by the higher level of responsibility, professional certification and experience necessary to be a Chief Plant Operator. Incumbent handles a higher range of assignment variety and complexity and displays increasing professional/technical knowledge and skills.

### **ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

- Plans, oversees and evaluates the operation and maintenance of the City's potable water treatment plant, 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.
- Attends meetings, 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 maintenance of water and/or wastewater treatment plants and related equipment.
- The operation and 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, and technical processes.
- 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.
- Using English to communicate effectively both verbally and in writing
- 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 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..
- Taking a proactive approach to customer services issues.
- The use of standard computer software including word processors, spreadsheets, and databases.
- 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:

#### Technical Supervisor I:

Equivalent to graduation from high school and four years of skilled operations and/or maintenance experience of facilities and/or equipment.

#### Technical Supervisor II:

Equivalent to four years' experience as a Technical Supervisor I and two years of increasingly responsible experience in a related field; including two years in a supervisory or lead capacity. Equivalent to an Associate's Degree from an accredited college, university or trade school in a field related to the work assigned is desired.

Supplemental education in supervisory or business coursework along with 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 the appropriate level of certification to serve as Wastewater Supervisor. Currently, this position requires a Wastewater Treatment Operator III certification.

Water Supervisor: Must possess the appropriate level of certification to serve as Water Operation Supervisor. Currently, this position requires a Water Treatment Certification II and Distribution Certification IV.

Wastewater Chief Plant Operator: Must possess a valid operator certificate at a grade level necessary to serve as Chief Plant Operator of the Paso Robles Wastewater Treatment Plant, in accordance with the State of California’s wastewater treatment plant classification and operator certification regulations (currently Grade III, anticipated to be Grade IV in October 2015).

Water Chief Plant Operator: Must possess the appropriate level of certification to serve as Chief Plant Operator. Currently, this position requires a Water Treatment Certification III and a Distribution Certification IV.

**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:**

Technical Supervisor I:

Wastewater Supervisor  
Water Supervisor

Technical Supervisor II:

Water Chief Plant Operator  
Wastewater Chief Plant Operator

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.

## TECHNICIAN I/II

### **DEFINITION**

Under direct or general supervision provides technical expertise and performs a variety of technical and field support tasks involving the operation, enforcement, maintenance and problem resolution of departmental and/or Citywide systems and functions; and performs related work as required. Responsibilities differ, depending upon the technical expertise required within the department or function assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

This classification receives direct or general supervision from assigned administrative and/or management staff.

### **CLASS CHARACTERISTICS**

Technician I is the entry and first working level in the Technician series. Incumbents work under supervision and learn the basic assignments of a functional area or assist with the conduct of the more challenging and technically difficult assignments. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. The work requires the application of policies, procedures and regulations and involves frequent contact with city employees and the public. This class is alternately staffed with the Technician II class and incumbents may advance to the higher-level class after obtaining the knowledge, skills, experience, licenses and certifications, if required, that meet the qualifications for the higher-class level and demonstrating the ability to perform the work of the higher-level class.

Technician II is the journey-level class in the Technician series. Incumbents coordinate and participate in technical support work for a department or function by performing multiple duties to ensure efficient City service provision. 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. This class is distinguished from the Technician III in that the latter requires a deeper understanding of specific technical functions, and an ability to supervise and lead the technical support function within the organization or assigned department.

### **ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

- Performs, monitors and coordinates the daily technical operations of assigned areas and maintains appropriate records.
- Receives visitors and telephone calls; and/or provides factual information or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures and ordinances.
- Responds to written and verbal requests from a variety of sources; provides information to City staff, regulatory agencies, other organizations and the public.



- May provide information and assistance to the general public, businesses, school communities, and other government agencies regarding codes, laws, and ordinances as well as department services, programs, and practices.
- May perform routine and preventative maintenance on equipment and facilities; diagnose, troubleshoot, and repair problems within assigned area of expertise.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to City or department activities.
- Calculates, checks and tabulates standard arithmetic or statistical data related to field and office work; may summarize such information and prepare periodic numerical reports.
- Performs technical field, office and computer-aided studies, evaluates data collected and makes recommendations to appropriate staff and prepares periodic and special reports based on findings.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; and may operate a two-way radio or other department-specific equipment.
- Organizes and maintains various administrative, reference and follow-up files, records and databases; purges as required.
- May prepare specifications, plans, estimates, presentations, technical illustrations, and reports related to specific area of expertise.
- May conduct inspections to evaluate compliance with City ordinances, state and federal governmental laws and other requirements; reports failures or operating difficulties and makes suggestions for correcting non-compliance.
- May operate, adjust and maintain electrical, mechanical or computer equipment to execute job-related responsibilities and to assure maximum efficiency of processes, standards, and regulations.
- May perform a variety of moderately complex and standard tests and analysis on samples, following approved procedures.
- May calculate, collect, and account for fees and other monies collected using City ordinances and fee schedules.
- May secure and compare information regarding price, quality, availability and other pertinent data for material, supply and equipment purchases; analyzes and makes recommendations; ensures items are properly stored; may update inventory and generates inventory reports for reference.
- Attends meetings, 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.
- Observes safe work methods and safety precautions related to the work.
- May coordinate special projects that vary depending on department to which assigned.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Federal, state, county, and City codes, regulations, policies, laws, rules, agreements, technical processes and procedures related to City and departmental activities.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Occupational safety and health rules and regulations.

- Principles, practices, and safe work methods used in collecting, processing, logging, storing, and safeguarding property and materials including hazardous materials.
- Procedures and methods for providing services and information to the public including those related to collecting, maintaining, and releasing information, files, and documents.
- Geographic features and locations within the area served.
- English usage, spelling, grammar, and punctuation.
- Standard broadcasting procedures of a radio system.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- 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.
- Interpreting, applying, explaining and implementing policies, procedures, technical processes and computer applications related to the City, department or organizational unit to which assigned.
- Collecting, compiling, analyzing and summarizing varied information, proposing and considering alternatives and reaching sound conclusions.
- Responding to and effectively prioritizing multiple phone calls, visitors and other requests for service.
- Compiling information from varied sources and preparing accurate records and reports.
- 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 assigned work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Collecting and analyzing data and making appropriate recommendations.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Preparing clear, concise, factual, and thorough reports and statements.
- Entering and maintaining accurate data and information in communication systems.
- Operating an assigned vehicle in a safe manner.
- Exercising tact and judgment in responding to public inquiries and resolving complaints and problems.
- Remaining calm under emergency situations.
- Working under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Understanding and following oral and written instructions.

**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:

Technician I and II: Equivalent to graduation from high school. Completion of 12 semester units from an accredited college, university or trade school in a field related to work assigned is desired.

Technician I: One year of technical support or experience related to the work assigned. Experience working in a public agency setting is desirable.

Technician II: Three years of responsible technical experience working in an organization which will have provided knowledge of the departmental function to which assigned. Experience working in a public agency setting is desirable.

**Licenses and Certifications:**

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

Wastewater Plant Operator I: Must possess the ability to obtain a California class B driver's license with tanker & airbrake endorsement within 6 months of employment. Requires the possession of or the ability to obtain and maintain, a Grade I Wastewater Treatment Plant Operator certification within a one-year timeframe. May also require Confined Space Entry and Self Contained Breathing Apparatus certifications.

Water Plant Operator I: Requires the possession of or ability to obtain a Grade II Water Treatment and Grade II Water Distribution Certifications within a one-year timeframe. Also requires Confined Space Entry certification.

Wastewater Plant Operator II: Must possess a California class B driver's license, with a tanker and air brake endorsement. Requires the possession of or the ability to obtain and maintain a Grade II Wastewater Treatment Plant Operator certificate within a one-year timeframe. Also requires Confined Space Entry and Self Contained Breathing Apparatus certifications.

Water Plant Operator II: Requires the possession of or ability to obtain a Grade III Water Treatment and Grade II Water Distribution Certifications within a one-year timeframe. Also requires Confined Space Entry certification.

Building Inspector: Ability to obtain certification as a Building Inspector by an accredited body within a one-year timeframe.

Equipment Mechanic: Requires the ability to obtain and maintain, an ASE certification within a one-year timeframe.

Community Services Officer: Must possess and maintain a P.O.S.T. approved Penal Code 832 certification as well as a CPR and First Aid within six months of appointment. A California Association of Code Enforcement (CACE) or Southern California Association of Code Enforcement Officers (SCACEO) certification as a Code Enforcement Officer is desirable.

The one-year time frame for certification may be extended at the discretion of the Executive Manager.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 and/or a two-way radio; and/or possess mobility to work in a standard shop setting and use power and hand tools and equipment and a computer; and/or mobility to inspect various field sites; and/or mobility to work in a standard wastewater treatment plant setting, and use specialized test equipment, hand and power tool and instrumentation; physical stamina to work in confined spaces, around machines, and to climb and descend ladders; and/or ability to perform maintenance repair work, operate heavy equipment, work on uneven terrain and lift and carry equipment and materials weighing up to 60 pounds, unassisted; and/or vision to read charts and gauges and smell to identify odors.

**Other Requirements:**

Attendance at off-hours meetings may be required. Must be available for regular and emergency standby, weekend assignments, and work emergency overtime as required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Plant Operator I/II: Work in this class requires wearing respiratory protective equipment at times; when assigned to such work, facial hair must be shaven when it interferes with the safe fitting of respiratory protective equipment.

Community Services Officer: Must be able to work rotating shifts for days and evenings.

**Typical Working Titles included in this classification:**

Technician I:

Equipment Mechanic  
Plant Operator I, Wastewater/Water

Technician II:

Community Services Officer  
Engineering Technician  
Equipment Mechanic  
Planning Technician  
Plant Operator II, Wastewater/Water

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.

## PROFESSIONAL/MANAGER I/II/III

### DEFINITION

Under administrative direction, assists, organizes, oversees, and coordinates the operations of a division of the assigned department; reviews the work of staff performing difficult and complex technical and office support related to the departmental function; performs professional work such as analyzing cost, revenue and relevant economic data; maintains and improves related systems; assumes responsibility for a variety of programs, projects and special assignments; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from an either an Executive Manager or Professional Manager III. Directly or indirectly supervises administrative and technical support staff.

### CLASS CHARACTERISTICS

The Professional/Manager organizes and oversees day-to-day activities and is responsible for providing professional-level support to the reporting manager in a variety of areas. The incumbents are accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within policy and procedural guidelines. Responsibilities include coordinating the activities of the department with those of other departments.

Some positions in this series may be assigned special projects or activities which do not involve the direct supervision of staff but which involve leadership of major professional or highly technical activities having significant City impact; such assignments may involve supervision, leadership, control or coordination of contracted service providers or other governmental agencies.

Professional/Manager I is the entry-level managerial class and may serve as a bridge class for professional and technical supervisors. Incumbents have responsibility for one or more major components of the assigned function and/or department and directly supervise at least two lower-level positions. They are expected to work under minimal management supervision and instruction, to exercise considerable independent judgment and initiative while supervising staff, to review and evaluate work procedures, and to recommend and implement improvements.

Professional/Manager II maintains operational control of a discrete, multi-faceted work unit and is greatly involved in program, policy and procedural development in addition to assistance in the day-to-day management of departmental activities.

Professional/Manager III is a senior managerial class and under general direction, incumbents manage a complex, varied, multi-faceted, fully developed program or division. The scope and complexity of the program is such that there are subordinate supervisors to assist in the administration of the division; provides work direction and assistance to department staff; participates in department management at the policy-making level; analyzes community needs

and designs strategies to prioritize programs and services to meet them; may act as Executive Manager in his/her absence.

**ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

- Assists in the development and implementation of goals, objectives, policies, procedures and work standards for the department.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of departmental operations.
- Assists in compiling and administering the budget for the department; conducts short and long-term departmental planning.
- Plans, schedules, assigns, supervises and reviews the work of assigned staff.
- Recommends selection of staff, trains staff in work procedures; authorizes discipline as required; provides policy guidance and interpretation.
- Performs complex and difficult support work within programmatic and procedural guidelines.
- Oversees processes; ensures adherence to quality standards.
- Reviews and researches a variety of reports, records and documents; produces a variety of specialized reports; may develop report formats and utilize varied databases.
- Assists in monitoring various researches and analyzes transactions to resolve concerns.
- Updates City records and procedures in assigned areas pursuant to change in law, City policies and procedures, Memorandums of Understanding, and other pertinent rules and regulations.
- Confers with other departments on questions regarding, and other matters related to assigned areas of responsibility.
- Conducts or directs various research studies; analyzes results; evaluates alternatives, makes recommendations and prepares narrative and statistical reports.
- Plans and develops policies, procedures and events for assigned department.
- Advises and guides management to resolve problems and recommends solutions related to departmental or Citywide issues.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, ordinances and other written materials.
- Confers with department representatives, other agencies and employees regarding administration and interpretation of department policies and procedures.
- Prepares designs, specifications and cost estimates for assignments and projects.
- Provides quality control of City functions by reviewing reports, applications, studies, design and construction; provides enforcement actions to ensure that the quality standards of the City are achieved.
- Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures, answers questions and resolves concerns.
- May act as the Executive Manager on a relief or assigned basis.
- Attends meetings, 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.
- Acts as the liaison to other public agencies and private organizations relevant to the assigned project and department.
- Interacts with the public and/or community groups in response to complaints, requests for information, and conflict resolution; develops and participates in activities/programs with community partners.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development and supervision of staff.
- Principles and practices of public agency budget development, administration and accountability.
- Computer applications related to the work, including word processing, spreadsheet and data base applications.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable federal, state and local laws, codes and regulations.
- Standard office support practices and procedures, including the use of standard office equipment.
- Records management principles and practices.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

### **Skill in:**

- Assisting in developing and implementing goals, objectives, policies, procedures, work standards.
- Planning, organizing, scheduling, assigning, reviewing and evaluating the work of staff.
- Selecting, training and providing professional development to staff in work procedures.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.
- Perform complex, analytical and legal research work and analysis.
- Making accurate arithmetic, financial and statistical computations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Preparing clear and concise reports, correspondence, policies, procedures and other written materials.
- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Working in a team atmosphere and participating on a variety of citywide committees to enhance the provision of City services.
- Effectively representing the department and the City in meetings with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Entering and retrieving data from a computer with sufficient speed and accuracy 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 a four-year college or university with major course work in a field related to the functional area assigned. Masters degree may be required for some positions, i.e. City Librarian.

Professional/Manager I: Four years of increasingly responsible experience that includes a minimum of one year in a lead or supervisory role.

Professional/Manager II: Equivalent to two years experience as a Manager I and five years of increasingly responsible experience in a related field.

Professional/Manager III: One year of experience as a Manager II and six years of increasingly responsible experience in a related field.

Additional experience as outlined above may be substituted on a year-for-year basis for the educational requirement up to a maximum of two years.

**Licenses and Certifications:**

Certifications may be required for selected assignments: i.e. Police Lieutenant-Basic POST with Supervisory Certification; City Engineer and Public Works Utilities Manager-Professional Engineer registration; City Engineer-Professional Land Surveyor registration; Building Official-Building Official certification. Stormwater Manager – Certified Professional in Erosion and Sediment Control or Qualified SWPPP Practioner.

Must possess a valid California class C driver’s license and have a satisfactory driving record.

**Physical Demands:**

Must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; mobility to inspect City field sites, to operate a motor vehicle and to visit various City meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone.

**Other Requirements:**

Most work is performed in an office setting, although there may be occasional exposure to inclement weather conditions, noise, dust and potentially hazardous materials. Attendance at off-hours meetings and occasional travel are required. May be required to respond to off-hours emergency situations.

**Typical Working Titles included in this classification:**

Professional/Manager I:

No incumbent positions

Professional/Manager II:

Associate Planner  
Deputy Building Official  
GIS Analyst  
Recreation Services Manager



Professional Manager I/II/III

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Industrial Waste Manager

Stormwater Manager Water Conservation Manager

Professional/Manager III:

Battalion Chief

Building Official

Capital Projects Engineer

City Engineer

City Librarian

City Planner

Finance Manager

Human Resources Manager

Information Systems Manager

Maintenance Superintendent

Police Lieutenant.

Water Resources Manager

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.

RESOLUTION NO. 14-XXX

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PASO ROBLES  
REVISING THE JOB CLASSIFICATION SYSTEM FOR TECHNICAL SUPERVISOR I/II,  
TECHNICIAN I/II, AND RECLASSIFICATION OF A TOURISM POSITION FROM  
ADMINISTRATIVE ASSISTANT II TO SUPERVISOR/PROFESSIONAL/COORDINATOR  
WITHIN THE SERVICE EMPLOYEE INTERNATIONAL UNION (LOCAL 620) AND  
REVISION OF WORKING TITLES WITHIN THE PROFESSIONAL MANAGER I/II/II  
CLASSIFICATION

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WHEREAS, the City organizes and deploys employee resources in accordance with work demands and categorizes the resulting work assignments in a manner consistent with a Job Classification system; and

WHEREAS, the last comprehensive Job Classification Study for the City was conducted in 2005/06 when all but "safety" job classifications were evaluated/updated into their current format; and

WHEREAS, since 2006 there have been changes in the way the City organizes work assignments and deploys its resources; and

WHEREAS, to properly align designated work qualifications / skill set / education / licensure & working titles with the prescribed work needs of the organization, the following revisions to the City's Job Classification system are proposed:

- New Technical Supervisor II to address the expanding skills needed for operation of the future Water and Wastewater Plants; and
- Revisions to the Technician II classification to establish a Community Services Officer position; and
- Reclassification of the tourism position from Administrative Assistant II to the Supervisor/Professional/Coordinator classification to address the expanded complexity of the tourism program; and
- Revisions to the working titles within the Professional Manager I/II/III to properly assign requisite work skills needed by the organization to accomplish certain technical/professional work assignments; and

WHEREAS, the City engaged in a "meet and confer" process with representatives of the SEIU Local 620 which resulted in agreement on the classification descriptions including salary range; and

WHEREAS, the annual costs for these classification modifications and reassignment of work are within the established budget/financial forecast.

NOW, THEREFORE, LET IT BE RESOLVED by the City Council of the City of El Paso de Robles that the revised Job Classifications (as shown in Attachments A through C) are to be established;

LET IT BE FURTHER RESOLVED, by the City of El Paso de Robles that the Salary Range of Range 368 will be established for the newly introduced Technical Supervisor II classification; and

LET IT BE FURTHER RESOLVED, by the City Council of the City of El Paso de Robles that the tourism position within Program 100-130-XXXX-104 shall be reclassified from Administrative Assistant II to the Supervisor/Professional/Coordinator classification.

PASSED AND ADOPTED by the City Council of the City of El Paso de Robles this 18<sup>th</sup> day of March 2014 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Duane Picanco, Mayor

ATTEST:

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Caryn Jackson, Deputy City Clerk