

ACCOUNT CLERK II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a variety of clerical and technical accounting duties which, depending on the assigned duties, may include accounts payable, accounts receivable, cashiering, utility accounts, and general accounting duties; provides customer services; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Account Clerk II** is a journey level classification in which incumbents are expected to perform the full scope of assigned duties, including accounts payable, accounts receivable, utility billing, and related support duties with minimum supervision. Assignments are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision when required. This classification is distinguished from the next higher classification of Accounting Specialist in that the latter is responsible for the more complex technical accounting duties, including payroll and providing assistance with the budget.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Director of Finance. Incumbents do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs a variety of clerical and technical accounting duties which, depending on the area of assignment may include accounts payable, accounts receivable, cashiering, utility accounts, and general accounting duties; provides customer services.
- Prepares accounts payable; sorts and distributes invoices from vendors; contacts vendors regarding invoices and payments; prepares 1099's for vendors as required on an annual basis; processes and codes invoices; receives departmental approval; enters all pertinent information into the City's computer system; generates, prints, and mails checks for payment; files and maintains copies of checks with invoice backups; creates various accounts payable reports; reconciles accounts payable to the general ledger.
- Processes new accounts and closes accounts for water and sewer services; collects and tracks utility deposits for new accounts; processes meter reads, reviewing for accuracy and processing necessary verifications and corrections; prepares work orders; process water and sewer bills; sends electronic file of billings to contract billing company for printing and mailing; prepares notices and letters for

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delinquent accounts and non-sufficient check customers for payment; handles collections as necessary.

- Receives and enters utility and permit payments and fees; issues receipts, balances cash and prepares daily bank deposits; gathers payments and documents from the mail and over the counter; performs data entry and posts receipts to various City accounts and funds.
- Purchases office and janitorial supplies; arranges printing orders for all City departments; researches vendors to ensure the best pricing, provides assistance during the annual audit.
- Answers a variety of questions, including questions on utility service and business licenses; processes customer requests; sorts all incoming City mail, assists in processing departmental incoming and outgoing mail; maintains a variety of records and files; prepares various month end reports.
- Assists the public by phone and receives visitors at the counter; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the City to all callers and visitors in a professional and customer friendly manner.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position. The level and scope of the knowledge and abilities listed below vary between the I and II levels.)*

Knowledge of: Modern principles and practices of financial record keeping, report writing, bookkeeping and basic governmental accounting; utility billing; standard office and administrative procedures and practices; bank deposits and cash handling procedures; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Prepare, maintain, and reconcile various financial, accounting, and statistical records; learn and excel in computer applications and software for accounts payable/receivable and reporting; keep accurate records; write reports; track and compile data; perform cashiering duties accurately; respond to questions from the public and City personnel regarding policies and procedures for assigned area; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate an office computer and a variety of word processing, spreadsheet, and software applications, including billing and financial systems.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Account Clerk II**. A typical way of obtaining the required qualifications is to possess the equivalent of:

One year of clerical experience, including public contact and some financial record keeping and report preparation, and a high school diploma or equivalent. In addition, one year of general clerical experience equivalent to that of an Account Clerk I in the City of Cotati supplemented by college level course work in accounting, bookkeeping or a related field.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data, and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

ACCOUNTING SPECIALIST

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DEFINITION:

Under general supervision, coordinates and performs the duties of the City's payroll functions; administers the City's benefits; performs duties related to business licenses; assists with the budget and other general accounting and financial reporting duties; prepares a variety of journal entries; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Accounting Specialist** is the journey level classification expected to perform the full scope of paraprofessional financial assignments. Assignments are characterized by the presence of fairly clear guidelines from which to make decisions, and the availability of supervision when required. This classification is distinguished from the next higher classification of Accountant in that the latter is a professional level class responsible for the more complex and difficult technical and professional duties within the Department.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Director of Finance. Incumbents may exercise technical and functional supervision over assigned staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Coordinates and performs the duties of the City's payroll functions; administers the City's benefits; performs duties related to business licenses; assists with the budget and other general accounting duties; prepares a variety of journal entries.
- Processes the City's bi-weekly payroll; issues and collects bi-weekly time sheets; enters overtime rates, retroactive pay, and step increases; validates vacation, sick leave, and comp time accruals; processes changes to pay rates, retroactive payments, deductions, and benefits; sends payroll information to a contract payroll company for final processing and printing of checks, journal entries and reports; monitors and maintains FMLA.
- Assists in the processing of and monitoring of Workers' Compensation claims; prepares a variety of quarterly and annual reports, including PERS reports and reports for EDD and the state; prepares a variety of general ledger journal entries, including the miscellaneous payroll and payroll transfers, cash and investment activity, and reclassifications and corrections.

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- Participates in open enrollment; monitors deductions for maximum contributions; may meet with benefit providers; explain programs to employees; enrolls employees in CALPERS and other benefits; goes over paperwork with new hires.
- Oversees and processes business licenses; works with other City staff to identify noncompliant businesses, checks applications for accuracy and completeness; prepares annual business license billing; prepares late notices and possible citation letters; prints and mails licenses; reconciles and monitors special deposit accounts for developers.
- Assists with budget preparation; updates spreadsheets and inputs data, including payroll and benefit cost spreadsheets; prepares monthly and quarterly reconciliation to the general ledger for payroll, fixed asset and special deposit accounts; assists with the annual audit.
- Assists the public by phone and at the counter as required; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the City to all callers and visitors in a professional and customer friendly manner.
- Maintains personnel files, which includes Workers' Compensation and medical files; maintains performance evaluations; provides recruitment supports, including placing ads, preparing letters to candidates, and collecting applications.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Modern principles and practices of financial record keeping, report writing, and basic governmental accounting, including payroll; computer operations and databases; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office practices, methods, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Prepare the City's payroll and related functions; administer the City's benefits; prepare, maintain, and reconcile various financial, accounting, and statistical records; keep accurate records; respond to questions from the public and City personnel regarding policies and procedures for assigned areas; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate standard office equipment, including an office computer and a variety of word processing, spreadsheet, and software applications, including billing and financial systems.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Accounting Specialist**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of responsible experience in payroll, accounts payable, accounts receivable, clerical accounting, and budgeting, which included financial and statistical record keeping, public contact, and the application of policies and procedures, and an associate's degree or equivalent.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data, and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

ADMINISTRATIVE SECRETARY

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DEFINITION:

Under general supervision, performs a wide variety of routine and complex office, clerical, and administrative support tasks and duties for management and other staff requiring knowledge of a specialized function or service in order to support an assigned department; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs, and maintains records and other documents; learns policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Administrative Secretary** is the journey level class in which incumbents are expected to independently perform the full scope of duties in an assigned department. Incumbents perform a full range of office and administrative support duties, including organization and coordination of work load, preparation of reports and agenda items, review of plan submittals, public hearing notices, and explanation of City ordinances, all requiring considerable department/program knowledge. This classification is distinguished from the next higher classification of department director in that the latter has overall responsibility for an assigned department.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Director of an assigned department. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs a wide variety of routine and complex office, clerical, and administrative support tasks and duties, including organizing and coordinating work; sets priorities and meets deadlines.
- Assists the public by phone and receives visitors at the counter; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the City to all callers and visitors in a professional and customer friendly manner.
- Uses computers to enter, prepare, and proofread drafts, labels, forms, envelopes, and a variety of documents, which may include complex correspondence, agendas, press releases, reports, and memos; prepares and distributes a variety of documents; creates logs, databases, and forms; complies public notice mailing lists utilizing Assessor Parcel Maps and a variety of available software to identify current owners of property and ensure appropriate recipients; prepares and distributes public hearing notices, ensuring that required timeframes are met; maintains accurate files and records.

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- Orders supplies; sorts and distributes mail; maintains a variety of files and records.
- Schedules meetings and appointments; maintains a calendar for meetings and other events; arranges travel to meetings and conferences.
- Depending on the area of assignment, may oversee and administer the City's Annual Weed Abatement Program; prepares contract for private abatement contractor; prepares maps to identify properties with potential weed problems; sends notification and letters to affected property owners; monitor responses; coordinates billing for abatement with the Finance Department.
- Prepares agendas as requested; distributes agendas; attends and takes minutes at meetings; transcribes meeting minutes.
- When assigned, reviews all plan submittals from developers to ensure compliance with application requirements; tracks submittals through the review process; calculates and collects fees for submittals; assist customers with applications.
- Drafts contracts for professional services using templates provided by the City Attorney's Office; works with consultant/contractor in securing appropriate insurance certificates; maintains and monitors associated documents and payment schedules.
- Assist with special projects as necessary; assists in supporting other departments as needed.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Standard office and administrative policies and procedures as related to an assigned department; City codes and ordinances related to assigned division/department; records processing and maintenance procedures and systems; public hearing requirements; preparation of complicated documents; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Provide general clerical support; read, understand, and review documents for accuracy and relevant information; use applicable office terminology, forms, documents, and procedures in the course of the work; learn the policies, procedures, and guidelines of the assigned department in a timely manner; maintain accurate office files; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns, and needs; attend evening meetings as required; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, ordinances, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make

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sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate standard office equipment, including an office computer and a variety of word processing and software applications.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Administrative Secretary**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of significant, directly related, and progressive clerical experience, and a high school diploma or equivalent, supplemented by training/education in the clerical field.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

ASSISTANT PLANNER

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DEFINITION:

Under general supervision, learns to perform and performs professional urban planning and land use work, including current and advance planning, and implementation of the City's General Plan; reviews zoning and development applications; may present projects to the Planning Commission; coordinates special projects; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Assistant Planner** is the entry-level class in the professional planning series that allows the incumbent to develop journey level municipal planning knowledge and abilities. Initially, under immediate supervision, incumbents learn to perform and perform a variety of fundamental support activities in the area of current and advance planning. This classification is alternatively staffed with Associate Planner and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher level class.

SUPERVISION RECEIVED/EXERCISED:

Receives immediate supervision from the Planning Director or from higher level planning staff. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Plans, organizes, and conducts research studies; prepares reports and recommendations regarding land use, zoning regulations, urban design, population trends, transportation, community needs, and housing; prepares and reviews environmental documents in compliance with the California Environmental Quality Act; recommends the use of land for residential, commercial, industrial, and community uses.
- Reviews and processes various plans and applications for subdivision, housing, and commercial developments; reviews and processes variances, use permits, and business licenses; determines conformity with laws, regulations, policies, and procedures; recommends approval; identifies problems and analyzes alternatives; conducts project site checks; prepares recommendation reports.
- Provides information and assistance to developers, property owners, and the public regarding laws, regulations, standards, policies, and procedures related to the submission of plans, processing of applications, and implementation requirements; investigates and responds to complaints of zoning code violations; performs site inspections; communicates and coordinates with other City departments and outside agencies; coordinates the development review process on public and private projects.

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- Maintains, updates, and analyzes data required for community planning; participates in the review, development, revision, and maintenance of general plan elements, environmental impact reports, plans, ordinances, and other policies and procedures.
- Researches, analyzes, and interprets social, economic, demographic, and land use data and trends.
- Coordinates preparation of meeting agendas for various commissions, boards, and community groups, including reviewing draft materials and preparing comments; organizes meetings and work sessions ensuring timely notification of appropriate parties; prepares material for the City Council, commissions, boards, and community groups; makes presentations as necessary.
- May provide work coordination and project direction for other planning personnel and contract consultants.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Modern principles, practices, and techniques of current and advanced planning; land use, physical design, demographic, environmental, economic, and social concepts as applied to municipal planning; statistical methods and research techniques applicable to the preparation of municipal planning studies; applicable federal, state and local laws, codes, and regulations, including the City Municipal Code, the California Environmental Quality Act, and California laws relating to subdivisions, annexations, zoning, and land use; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Learn and apply policies, procedures, and standards pertaining to the municipal planning process; interpret maps, site and building plans and specifications, graphs, and statistical data; attend evening meetings as required; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate an office computer and a variety of word processing and software applications, including graphic and presentation programs.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Assistant Planner**. A typical way of obtaining the required qualifications is to possess the equivalent of one year of professional planning experience in a municipal, county, or regional planning operational and a bachelor's degree in urban or regional planning, or a related field.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting, and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot, and cold. The nature of the work also requires the incumbent to drive motorized vehicles. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: EXEMPT

BUILDING INSPECTOR

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DEFINITION:

Under general supervision, conducts field inspections and checks residential, commercial and industrial construction, alteration, or repair of buildings and other structures; enforces codes related to building, plumbing, electrical, mechanical, structural, and finish trade areas; performs plan review and provides building code information to the public; performs code enforcement duties as necessary; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Building Inspector** is the journey level class in which incumbents are expected to independently, as a combination inspector, perform the full scope of assigned building inspection duties. Incumbents are responsible for performing the full range of residential, commercial, and industrial inspections, including electrical, plumbing, mechanical, and structural code compliance. The work requires independence and discretion in working with the public and in conducting field inspections, and involves a proactive implementation of applicable building codes and regulations. This class is distinguished from the next higher classification of Senior Building Inspector in that the latter performs the more complex and difficult inspections and serves in a lead capacity.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Director of Building and Safety. Incumbents do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs the full array of residential, commercial, and industrial building construction, remodel, and repair field inspections to ensure the health, safety, and welfare of the public; determines existence and type of various building code violation; compiles, analyzes, and evaluates findings of investigations and inspections; interacts with architects, developers and construction contractors to ensure code compliance; performs follow-up inspections as required; ensures compliance with all applicable municipal building related codes and regulations; issues standard construction and occupancy permits and approves final inspection certificates.
- Conducts periodic residential and commercial field inspections before and during construction, remodeling or repair; ensures compliance with building and related codes and regulations; checks the safety of construction and installation practices; inspects the quality of materials and methods of construction for footings and foundations, excavations, wood framing, concrete work, steel erection, lathing, plastering, tile work, pools and spas, masonry, electrical, plumbing, and other construction work; makes final inspections to clear permits.

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- Interprets, applies, and explains applicable federal, state, and municipal electrical, plumbing, structural, and mechanical codes, and other related laws, codes, and regulations to the public, departmental staff, and other agencies; advises architects, contractors, and property owners on the requirements for compliance; explains processes and procedures for obtaining compliance or appropriate permits; collects fees and issues permits.
- Maintains clear, concise, and comprehensive records and reports related to inspection activities; enters and retrieves information from records systems.
- Assists in the checking of building plans and specifications for residential, and non-residential structures for compliance with applicable Building, Electrical, Plumbing, Occupancy, and Zoning Codes; checks for grade and quality of materials used in construction.
- Abates homes and businesses and issues stop work orders and correction notices; prepares notices and orders for substandard housing.
- Responds to questions and concerns from the public, departmental staff, and other agencies; assists at the front counter and on the phone; answers questions regarding building permitting, code requirements, or related building compliance; provides information as appropriate and resolves plans and building code issues and complaints; cooperates with other agencies.
- Prepares a variety of reports and correspondence, including notices of violations and follow-up letters; attends various meetings and training seminars; keeps informed of changes and new legislation pertaining to building codes and related regulations; responds to emergency situations as required.
- Respond, investigate and follows through with code enforcement complaints and issues.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Principles, practices, and methods used in various building construction areas, including plumbing, electrical, and mechanical; operational characteristics and use of standard equipment used in building inspection and the building trades; building and construction standards and materials; construction materials and testing procedures; principles and practices of code enforcement; basic principles of mathematics; applicable federal, state, and local laws, codes, and regulations, including construction code manuals and specifications; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; and occupational hazards and standard safety procedures.

Ability to: Apply policies, procedures, codes, and regulations pertaining to building inspection; plan and prioritize daily inspections; read, interpret, and explain maps, sketches, plans, drawings, specifications, and technical manuals; maintain I.C.C. certification through continuing education programs; keep accurate records; learn more complex principles, practices, techniques, and regulations pertaining to assigned duties; implement, explain, and apply applicable laws, codes

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and regulations; read, interpret, and record data accurately; perform mathematical calculations quickly and accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; respond to issues and concerns from contractors, homeowner, and the community; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate an office computer and variety of word processing and software applications; and safely and effectively operate a variety of tools and equipment used in building inspection.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Building Inspector**. A typical way of obtaining the required qualifications is to possess the equivalent of two years of building inspection experience, and a high school diploma or equivalent.

License/Certificate: Possession of a valid California Class C driver's license and a safe driving record. Possession of an I.C.C. Building Inspection certificate is required within six months of appointment.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping, and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision when inspecting work and operating assigned equipment. The need to lift, carry, and push tools, equipment, and supplies weighing 25 pounds or more is also required. Additionally, the incumbent in this outdoor position works in all weather conditions, including wet, hot, and cold. The position entails working in situations that may expose the employee to fumes or airborne particles, electrical shock or mechanical hazards. The nature of the work also requires the incumbent to climb ladders, drive motorized vehicles, operate in heavy vehicle traffic conditions, and often work with constant interruptions.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

CHIEF OF POLICE

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DEFINITION:

Under administrative direction, plans, manages, oversees, and directs the emergency and nonemergency operations and services of the Police Department, which include law enforcement and crime suppression and prevention; coordinates activities with other City officials, departments, outside agencies, organizations and the public; provides responsible and complex staff support to the City Council and City Manager; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Chief of Police** is the administrative management level class, which oversees all functions and operations of the Police Department and is responsible for the activities of all sworn and non-sworn personnel in preserving order, protecting life and property, preventing crime and enforcing laws, and municipal ordinances. This classification is distinguished from the next higher classification of City Manager in that the latter has overall responsibility for administering the City's operations.

SUPERVISION RECEIVED/EXERCISED

Receives administrative direction from the City Manager. Exercises direct and indirect supervision over assigned staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Accepts full responsibility for all Police Department activities and services, including preserving order, preventing crime, protecting life and property and enforcing laws and municipal ordinances; coordinates activities with other City officials, departments, outside agencies, organizations and the public.
- Develops, implements and maintains departmental goals, objectives, policies, and procedures; works directly with sworn and non-sworn personnel in the development and interpretation of City and department policies; reviews and evaluates work methods and procedures for improving organizational performance, enhancing services, and meeting goals; ensures that goals are achieved.
- Plans, directs, and coordinates the Police Department's work plan; assigns work activities and responsibilities to appropriate personnel; identifies and resolves law enforcement problems and/or issues; oversees the maintenance and proper disposition of records and property; provides for the conduct of internal investigations as necessary.
- Confers with citizens and City officials on law enforcement related issues and concerns; assists in the development of innovative strategies to address issues and concerns.

CHIEF OF POLICE

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- Oversees the selection, training and evaluation programs for all sworn, and non-sworn personnel; provides or coordinates in-service training and employee recognition programs; identifies and resolves staff deficiencies; fulfills discipline procedures; reviews the work of department personnel to ensure compliance with applicable federal, state and local laws, codes, and regulations; interprets and enforces a variety of laws, codes, ordinances, and regulations.
- Prepares, manages, and coordinates the development of the Police Department's budget; prepares forecasts of necessary funds for staffing, materials, and supplies; presents, justifies and defends programs, operations, and activities; monitors and approves expenditures; discusses and resolves budget issues with appropriate staff, and implements adjustments as necessary; manages grant applications and grant administration activities.
- Serves as a resource for law enforcement personnel, City staff, other organizations and the public; coordinates pertinent information, resources and work teams necessary to support a positive, productive, and cooperative work environment.
- Attends and participates in professional and community meetings; stays current on issues relative to the field of law enforcement, crime prevention, and service delivery responsibilities; responds to and resolves sensitive and complex community and organizational inquiries, issues, and complaints; establishes and maintains a customer service orientation within the Department.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Principles, practices and techniques of police administration, organization, and operation; technical and administrative phases of crime prevention and law enforcement, including investigation and identification, patrol, traffic control, juvenile programs, record keeping, automated law enforcement information systems, search and seizure, code violations and care, and custody of persons and property; functions and objectives of federal, state, and local law enforcement agencies; applicable federal, state and local laws, codes, and regulations, including the California Penal Code, Government Code, Vehicle Code, and other related regulations and court decisions; principles and practices of budget administration; care, maintenance, and operation of a variety of law enforcement equipment; methods and techniques of supervision, training, and motivation; concepts of human relations and interaction; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Plan, direct, manage, and coordinate the work of the Police Department in law enforcement, crime protection, and crime prevention; supervise and participate in the establishment of Department goals, objectives and methods for evaluating achievement and performance levels; analyze complex law enforcement issues, evaluate alternatives, and implement sound solutions; make adjustments to standard operating procedures as necessary to improve organizational effectiveness; act quickly and calmly in emergency situations; facilitate group participation and consensus building; plan, organize, train, evaluate, and direct work of assigned staff; interpret, explain, and apply applicable laws, codes, and regulations; read,

interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate an office computer and a variety of word processing and software applications; safely and effectively operate a variety of law enforcement equipment, firearms, and a police vehicle in emergency situations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities for a **Chief of Police**. A typical way of obtaining the required qualifications is to possess the equivalent of six years of broad and extensive experience in all major phases of municipal police work, including at least three years in a responsible management capacity, and a bachelor's degree in criminology, public administration, or a related field.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license; possession of a Management Certificate from P.O.S.T.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, running, jumping, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires both near and far vision and acute hearing. Additionally, incumbents may work outdoors in all weather conditions, including wet, hot, and cold. The position entails working in hazardous situations, and may involve abusive persons, potential physical violence, and the potential risk of exposure to blood borne pathogens in the performance of law enforcement duties. The nature of the work also requires the incumbent to drive motorized vehicles, operate a variety of law enforcement equipment, work in heavy vehicle traffic conditions, and often work with constant interruptions; work flexible hours, including evenings, and weekends.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: EXEMPT

CITY MANAGER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under policy direction, serves as the Chief Administrative Officer of the City and directs the activities and operation of all departments; advises and assists the City Council in the conduct of City business; provides administrative oversight to the operational and policy functions of City government; coordinates City business with various programs, officials, and outside agencies; serves as the Executive Director for the Redevelopment Agency; provides a variety of other responsible and complex administrative support to the City Council; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **City Manager** is the highest administrative management level position in the City and has responsibility for the administrative operation of City departments, which may include developing, recommending and implementing policies, program planning, fiscal management, administration, and operations of all City functions and services. The incumbent is responsible for accomplishing the City's goals and objectives and for ensuring that the citizens are provided with desired and mandated services in an efficient and cost-effective manner.

SUPERVISION RECEIVED/EXERCISED:

Receives policy direction from the City Council. Exercises direct and indirect supervision over all Department Heads and City staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Accepts full responsibility for all City activities, programs, and services, including directing the development and implementation of goals, objectives, policies, and procedures; ensures that established goals and priorities are achieved; serves as the Executive Director of the Redevelopment Agency.
- Provides advice and consultation to the City Council on the development and implementation of City programs and services.
- Represents the City on a number for local, regional, and state committees and boards ensuring the City's interests are addressed.
- Directs and participates in the preparation and administration of the City budget; prepares and submits to the City Council reports of finances and administrative activities; keeps Council advised of financial conditions, program progress, and present and future needs of the City.

CITY MANAGER

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- Reviews and evaluates program service delivery methods and systems within the City, including administrative and support systems and internal relationships; identifies opportunities for improvement, and implements changes to standard operating procedures to enhance services.
- Coordinates the preparation of the agenda for the City Council; addresses the City Council on behalf of City staff; represents the City Council to employees, community groups, individual members of the public, and other governmental agencies; responds to the most difficult complaints and requests for information.
- Directs the implementation, maintenance, and enforcement of City personnel policies and practices as prescribed by the City Council; selects, supervises, trains, and evaluates assigned staff.
- Confers with Department Heads and managers concerning administrative and operational problems, work-plans, and strategic plans; makes appropriate decisions or recommendations; oversees the preparation and implementation of long-range plans for the City.
- Serves as a resource for the City Council, department personnel, City staff, other organizations, and the public; coordinates pertinent information, resources, and work-teams necessary to support a positive and productive environment.
- Performs all duties as prescribed by City Council actions; directs the preparation of plans and specifications for work, which the City Council requests.
- Attends and participates in professional and community meetings as necessary; stays current on issues relative to public administration and relative service delivery responsibilities; responds to and resolves sensitive and complex community and organizational inquiries, issues, and complaints; establishes and maintains a customer service orientation within the City organization.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Modern public administration methods, procedures, organizations, and functions; current social, political, and economic trends and operating characteristics of municipal government; Redevelopment laws, rules, and regulations; principles and practices of municipal budgeting and finance; methods and techniques for goal setting and program evaluation; redevelopment laws and practices; economic development practices, guidelines, and regulations; local and state legislative processes; principles of effective public relations and interrelationships with community groups and agencies, the private sector and other levels of government; methods and techniques of supervision, training and motivation; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations regarding local government operations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Provide effective leadership and coordinate the activities of a full-service municipal organization; develop and administer sound citywide goals, objectives, policies, and methods for evaluating achievement and performance levels; properly interpret and make decisions in accordance with laws, regulations, and policies; work with and coordinate the activities of administrative officials while encouraging their development as administrators; prepare clear and comprehensive written reports; serve effectively as the administrative agent of the City Council; represent the City Council to the general public and representatives of other agencies; facilitate group participation and consensus building; plan, organize, train, evaluate, and direct work of assigned staff; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate an office computer, and a variety of word processing and software applications.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **City Manager**. A typical way of obtaining the required qualifications is to possess the equivalent of eight years of directly related experience at an administrative, management or staff level in municipal government, with at least five years as a manager or supervisor, and a bachelor's degree in public administration, business administration, public finance or a related field. A master's degree is highly desirable.

License/Certificate: Possession of, or the ability to obtain, a valid Class C California driver's license.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: EXEMPT

COMMUNITY SERVICES OFFICER/EVIDENCE TECHNICIAN

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a variety of non-sworn law enforcement support duties and specialized support work related to the custody, control, and disposition of property and evidence held by the Police Department; receives, inventories, stores, seals, maintains, releases, and destroys all property coming into the possession of the Department; produces evidence for court, attorney's and investigators; serves as the court liaison for the department; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Community Services Officer/Evidence Technician** is the journey level class responsible for performing assigned non-sworn police support functions and the operation of the police evidence room including maintenance of property, evidence, inventories, and chain of custody. The incumbent performs a variety of duties to relieve sworn staff of enforcement duties. This classification is distinguished from the next higher classification of Chief of Police in that the latter is a sworn position responsible for overseeing all functions and operations of the Police Department.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a Police Sergeant of Police Lieutenant. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs specialized support work related to the custody, control, and disposition of property and evidence held by the Police Department; receives, inventories, stores, seals, maintains, releases, and destroys all property coming into the possession of the Department; produces evidence for court attorneys and investigators.
- Performs a variety of duties such as animal control, vehicle abatement, parking enforcement; assists with tows, accident and crime reports.
- Oversees the disposition of property and evidence, including release, auction, disposal, sealing, and conversion; operates the police evidence and property room; notifies owners and disposes of evidence and property according to applicable laws, codes, rules, and regulations; conducts ongoing research on evidence disposal regulations; coordinates and schedules appointments with the public for release of property; coordinates the annual weapon, narcotics, bio-hazard, and hazardous chemical destruction; processes and deposits cash.
- Prepares and transports evidence; performs data entry of evidence and property movement; maintains the chain of custody; prepares and maintains logs and records of property received, stored or

COMMUNITY SERVICES OFFICER/EVIDENCE TECHNICIAN

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destroyed/sold; processes and/or transports property and blood and urine tests received in evidence to crime lab and identification unit and to court.

- Prepares special reports, such as the booking of seized monies and/or evidence from other law enforcement agencies; maintains various files and inventories.
- Serves as the parking enforcement officer; patrols City streets and enforces laws and regulations applicable to non-moving vehicles; writes citations for overtime parking and illegal parking; assists in identifying and removing abandon vehicles; assists directing traffic.
- Maintains, monitors, and orders supplies for the evidence room and evidence counter; orders, receives, and issues department equipment to employees.
- Remains informed of laws, regulations, and policies relating to property and evidence preservation, storage, and disposal.
- May testify in court.
- Responds to questions and concerns from the general public, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Modern office administrative practices and procedures; chain of custody; property and evidence disposition; methods and techniques of lead direction, training, and motivation; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Lead and perform a variety of complex evidence and property control functions; maintain the chain of custody for evidence and property; oversee the disposition of property and evidence; learn and apply departmental rules and regulations; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate an office computer and a variety of word processing and software applications.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Community Services Officer/Evidence Technician**. A typical way of obtaining the required qualifications is to possess one year of experience in a law enforcement agency, which includes the processing of reports, records and/or evidence and property, and a high school diploma or equivalent.

License/Certificate: Possession of, or ability to obtain, a valid Class C California drivers license.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, documents and equipment weighing 25 pounds or more is required. The incumbent may be exposed to chemical and biological hazards, and the nature of the work requires incumbents to use ladders in the storage of property.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

DEPUTY CITY CLERK

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under direction, performs a variety of highly responsible, confidential and complex administrative support for the City Manager (who serves as the City Clerk), Mayor, and City Council; performs professional administrative and technical duties in providing staff assistance to a City department; performs records management duties; assists with municipal elections; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Deputy City Clerk** is the journey level class responsible for assisting the City Manager in official document recording and retention, production and publication of agendas, and minutes for the City Council meetings, as well as assisting in the enforcement of laws and regulations pertaining to municipal elections. The incumbent also provides administrative support to the City Council and performs special projects. This classification is distinguished from the next higher classification of Assistant City Manager in that the latter is responsible for the most complex professional duties.

SUPERVISION RECEIVED/EXERCISED:

Receives direction from the City Manager and the Assistant City Manager. Incumbents in this position do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include, but are not limited to the following)*

- Performs highly responsible administrative support duties of a complex legal nature for the City Council in the office of the City Manager; performs records management duties; assists with municipal elections.
- Attends City Council meetings; records minutes during City Council and other various meetings; drafts agendas and assembles City Council agenda packets.
- Assists the public at the counter and over the phone; processes mail; responds to sensitive requests for information and assistance; resolves citizen concerns and complaints; responds to requests for documents under the Public Records Act; prepares press releases and public statements.
- Performs a variety of special projects and research for the City Manager; prepares staff reports, ordinances and resolutions.
- Helps to plan, organize, direct, and participate in the work involved in maintaining official City documents and records, including but not limited to agendas, minutes, ordinances, resolutions, contracts, agreements, deeds, and other legal documents and official records of the City Council.

DEPUTY CITY CLERK

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- Oversees a variety of special projects; prepares a wide variety of reports, procedures, and conducts policy and legislative analysis
- Prepares and processes correspondence and routine administrative reports; responds to inquiries from management, staff, and the general public regarding matters pertaining to City Council legislative actions and/or related information retained in the Office of the City Manager.
- Ensures compliance with government codes for records retention and destruction; maintains index of legislative history and official records; assists with preparation of record retention schedules; administers the storage, retrieval and destruction of documents under the supervision of the Office of the City Manager; directs and participates in file research and document certification; assists in and oversees the maintenance of administrative files, including City and Redevelopment Agency legal documents, archival materials, resolutions, ordinances, minutes, agreements, contracts, deeds, and annexations.
- Recommends and administers policies and procedures.
- Compiles, organizes, and interprets data; writes reports; prepares correspondence; processes claims for damage against the City; prepares reports to City Council for action on claims. Administers the Rent Control Program for mobile home parks; prepares all reports and non-invoice correspondence related to the Rent Control Program, provides Finance department with information for cost calculation and invoice preparation.
- Assists the City Manager's Office in planning and conduction of Municipal elections; maintains election records and campaign disclosure statements and candidate filings; maintains and facilitates statements of economic interests for all elected officials and designated employees as required by the Fair Political Practices Commission; coordinates the Honorary Mayor Program.
- Assists the public by phone and receives visitors at the counter as required; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the City to all callers and visitors in a professional and customer friendly manner.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of: Principles, practices, and techniques of municipal records management and legislative processes; modern administrative, secretarial, and complex support functions; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Provide information and organize material in compliance with laws, regulations,

policies, and procedures; develop effective working relationships with elected officials and the public; handle multiple deadlines and multiple projects; collect, compile, and analyze data, initiate and compose reports and correspondence; establish and maintain comprehensive computerized and manual files and records systems; attend evening or weekend meetings as required; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate standard office equipment, including an office computer and a variety of word processing and software applications; operate a variety of automated record keeping systems.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Deputy City Clerk**. A typical way of obtaining the required qualifications is to possess the equivalent of four years of responsible administrative and technical experience, two years of which included city clerk-related responsibilities, and a bachelor's degree in business, public administration or a related field.

License/Certificate: Possession of, or the ability to obtain, a valid Class C California driver's license. Certification, or prior or current work towards certification, from the International Institute of Municipal Clerks as a Certified Municipal Clerk and/or a Master Municipal Clerk is desirable.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence and statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper and documents weighing up to 25 pounds, as well as speech sufficient to communicate in group settings without the aid of a microphone, is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON EXEMPT

DIRECTOR OF PUBLIC WORKS / CITY ENGINEER

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DEFINITION:

Under administrative direction, plans, manages, organizes, directs and performs professional level work in support of all City public works activities, including engineering design, public works construction and inspection, the repair and maintenance of City infrastructure, including streets, water, wastewater, parks, and facilities. Ensures safe work practices, coordinates activities with other City officials, departments, outside agencies, contractors, organizations, and the public; establishes department goals, objectives, policies, and procedures; provides highly complex staff assistance to the City Manager and the City Council; serves as a technical resource for assigned staff; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Public Works Director** is the administrative management level class who manages, either directly or through subordinate supervision, the full range of public works functions for the City. In addition, the incumbent serves as the City Engineer and in this role oversees and ensures the provision of expert professional assistance to City staff by consultants and others in engineering design, public facility construction and review of plans and specifications. Responsibilities include formulating policy, developing goals and objectives and supervising staff in addition to representing the City in a variety of meetings and contacts with public agencies, private groups, and individual citizens. This classification is distinguished from the next higher class of City Manager in that the latter has overall responsibility for administering the City's operations.

SUPERVISION RECEIVED/EXERCISED:

Receives administrative direction from the City Manager. Exercises direct and indirect supervision over assigned staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Develops, recommends and implements goals, objectives, policies, operating procedures and controls for engineering design and review, capital construction, and inspection, infrastructure and equipment maintenance and related functions.
- Plans, organizes, assigns, directs, reviews and evaluates the work of staff; selects personnel and provides for their training and development; interprets City policies to employees.
- Serves as City Engineer; oversees and coordinates the work of City engineering staff and contract professional experts providing technical services to the City; negotiates and administers consultant contracts.
- Prepares and administers capital improvement budgets and projects; ensures that such projects are completed within plans, specifications, and budgets and in a timely manner; directs and coordinates public works inspection activities.

- Develops and administers the Department's budgets; oversees and completes the preparation, submission, and implementation of all budgets for building and equipment maintenance, and the water, wastewater, parks, and streets operations; prepares and/or reviews contracts, agreements, resolutions, ordinances, and bid documents for the various functions; monitors the approved department budget; coordinates with outside vendors for various supplies and services; requisitions and orders needed materials, parts, and equipment.
- Directs and coordinates the work of staff involved in the maintenance and repair of City streets, storm and sanitary sewers, water production and distribution facilities; landscaped areas, facilities and equipment; recommends and oversees contract maintenance and repair services as appropriate.
- Directs and monitors contract services for park and landscape assessment districts' maintenance.
- Develops and implements work standards, reporting procedures and related internal controls to support effective management of assigned functions.
- Oversees the selection, training, motivation, and evaluation of personnel; assumes responsibility for motivating and evaluating assigned personnel; provides necessary training; initiates disciplinary procedures as is appropriate.
- Maintains complete records of the water system and wastewater collection infrastructure; provides coordination of water and wastewater utility programs and projects.
- Attends meetings and makes oral presentations before the City Council, commissions, committees, community groups, boards, and other governmental agencies.
- Monitors legislation and developments related to planning, building, and public works related matters; evaluates their impact upon City activities; recommends and implements improved policies and procedures.
- Responds to difficult questions and concerns from the general public, contractors, vendors, and outside agencies; provides information as is appropriate and resolves public service or operational complaints; establishes and maintains a customer service orientation within assigned department.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Administrative principles and practices, including goal setting, program development, implementation, and employee supervision; principles and practices of engineering design and construction management; principles and practices of public facility construction, and maintenance in a municipal setting; applicable federal, state, and local laws and regulations; capital and operating budget development and implementation; funding sources impacting program development; principles of contract negotiation and administration; principles of building inspection and plan review; computer applications related to assigned functions; basic principles and terminology of water production and distribution; basic principles and terminology of wastewater treatment and disposal.

Ability to: Plan, direct, manage, and coordinate the work of the Public Works Department; develop and administer sound departmental goals, objectives, policies, and methods for evaluating achievement and performance levels; provide professional and technical advise regarding program activities to the City Manager and the City Council; attend evening meetings as required; negotiate and oversee consultant contracts; estimate time, materials, and equipment needed to complete projects; read and understand plans and specifications; assist in the develop and administration of a budget; supervise and participate in the establishment of division and/or department goals, objectives, and methods for evaluating achievement and performance levels; negotiate and oversee contracts; coordinate and conduct training programs for staff; respond to issues and concerns from the community; perform mathematical calculations quickly, and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate an office computer and a variety of word processing and software applications.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Public Works Director**. Equivalent to graduation from a four year college or university with major coursework in civil engineering or a field related to the work and EITHER three years of administrative or managerial engineering experience, preferably in a municipal or similar public works setting; OR five years of professional engineering or related experience, including two years in a supervisory or administrative capacity. Some experience with the planning and/or building inspection functions is desirable.

License/Certificate: Registration in the State of California as a Professional Civil Engineer. Registration in the State of California as Land Surveyor is highly desirable, if civil engineering license does not cover land surveying. Possession of a valid California driver's license.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. Additionally, need to lift, drag, and push files, paper, documents, tools and equipment weighing in excess of 50 pounds is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: EXEMPT

ENGINEERING TECHNICIAN I

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a variety of plan reviewing, designing, drafting, preparing layouts and color renderings, maintaining files and tracking statistics; demonstrates a full understanding of all applicable policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Engineering Technician I is an entry-level class to the Engineering Technician I / II series. Although this class is designated as entry level, the class performs moderately complex procedures in carrying out a variety of engineering work. This technician independently performs a variety of office and field assignments requiring knowledge of engineering project design and the City's construction standards and ordinances. This classification is distinguished from the next higher classification of Engineering Technician II by the level, skill and knowledge with which the incumbent is expected to perform the work.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Director of Public Works / City Engineer. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS *(include but are not limited to the following):*

- Performs plan checking for a variety of private projects; reviews improvement plans, checks plans for compliance with City's engineering criteria, plan check list, ordinances and construction standards, along with Title 24 and Americans' with Disabilities Act requirements. Reviews Community Development conditions of approval, subdivision improvement agreements, documents accompanying the plans, recorded maps and deeds, tentative parcel and subdivision maps, lot line adjustments and annexation maps, commercial and residential plans, civil and landscape improvements, requests other governing agencies' review and approval.
- Assists in construction administration for public works projects, including review of submittals, requests for information, payment requests, and processing construction change orders; maintains construction cost estimate database.
- Assists in the drafting, review, and administration of agreements and construction contracts.
- Researches, tracks, and administers grant applications for a variety of public works projects.
- Tracks, updates and organizes engineering data, design standards, and infrastructure base maps. Maintains map, deed, subdivision, parcel, assessment district, and street light log files.

ENGINEERING TECHNICIAN I

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- Maintains and updates City's Geographic Information System (GIS) for all City infrastructure, and responds to information requests from other departments and the general public.
- Drafts miscellaneous City documents for both the Engineering Department and other departments; performs special projects and creates exhibits, including designs, color renderings, and drawings as required.
- Performs data collection and management; tracks, updates, and organizes various statistical data.
- Performs routine regulatory reporting.
- Explains and interprets applicable City codes and construction standards with developers, engineers, landscape architects or their representatives to resolve plan check differences.
- Makes field inspections; provides input on construction inspection punchlists; prepares and files correspondence and reports.
- Responds to questions and concerns from City staff and the general public; provides information as is appropriate and resolves public service complaints.
- Attends local and regional forums and establish a positive working relationship with representatives of community organizations, state/local agencies, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.):*

Knowledge of: Subdivision Map Act and principles of the subdivision of land; County and City codes and ordinances relating to civil construction and plan review; computer aided drafting and GIS; grant administration; City's construction specifications, policies, rules, engineering criteria, construction standards, and ADA requirements; principles of construction and applications of engineering mathematics; reviewing title reports, deeds, lot calculations, engineer's estimates, record of survey maps, including assessment parcel maps, microfiche data, and recorded maps; practices and principles applicable to basic civil engineering, including civil works design and specifications.

Ability to: Read, interpret, and explain construction plans, diagrams, specifications, codes, and ordinances; understand and check moderately complex construction computations; review and check plans for design and ordinance compliance; make arithmetic calculations quickly and accurately; organize information and tasks, manage time and information, and coordinate multiple projects; operate a variety of computer programs, including computer aided drafting and GIS software; administer grants; establish and maintain cooperative working relationships; perform work in a professional manner with a minimum of supervision; resolve work-related problems; communicate and negotiate with others, write clear and concise reports.

Skill to: Safely and effectively operate a variety of equipment and tools.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Engineering Technician I**. A typical way of obtaining the required qualifications is to possess an undergraduate degree in engineering or the equivalent of a high school diploma with some specialized training in engineering techniques and engineering

mathematics and a minimum of two years of responsible work experience in civil works design and plan review checking.

License/Certificate: Possession of a valid Class C California driver's license.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking on unlevel and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping, and making repetitive hand movement in the performance of daily duties. Fine coordination is used when the incumbent is preparing construction plans, reviewing and revising statistical data, plans and prints. The position also requires the necessity of acute near, far, and color vision when comparing onsite construction conformance to approved plans and reviewing plans and blueprints. The need to lift, carry and push tools, equipment, and supplies weighing 25 pounds or more is also required. Additionally, the incumbent in this position works in all weather conditions, including wet, hot, and cold. The incumbent may be subjected to dampness and dust.

FLSA: NON-EXEMPT

FIELD MAINTENANCE SUPERVISOR

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DEFINITION:

Under general direction, plans, schedules, and supervises the day-to-day work of field operations staff responsible for construction, repair, maintenance, and operations work in streets, water and wastewater facilities, facilities, traffic, and parks; coordinates and administers maintenance service contracts and general construction contracts in assigned Public Works functions; ensures safe work practices, work quality, and accuracy; serves as a technical resource for assigned work crews and the Public Works Superintendent; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Field Maintenance Supervisor** is a supervisory level class responsible for planning and organizing the day-to-day work activities of operations staff engaged in construction, repair, and maintenance work. Areas of responsibility include streets, storm drains, sidewalks, water wells and distribution, wastewater collection, facilities, and fleet operations. The incumbent of in this class will frequently participate directing in maintenance and operations activities. This classification is distinguished from the next higher classification of Public Works Superintendent in that the latter is responsible for the overall management of the department.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Public Works Superintendent. Exercises direct and indirect supervision over assigned staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Plans, schedules, and supervises the work activities of operations staff responsible for the construction, maintenance, repair and/or operation of streets, storm drains, buildings, fleet operations and water, and wastewater systems; coordinates the work of the department with other City departments and divisions, outside agencies, community groups, and the public.
- Assists in the development of policies and procedures; recommends programs, projects, and work assignments to the Public Works Superintendent; monitors work activities to ensure safe work practices, work quality, and accuracy; develops and maintains short and long-range maintenance schedules for assigned areas; ensures compliance with applicable rules, policies, and procedures.
- Establishes performance goals for crews and individual employees; participates in the selection of maintenance personnel; assumes responsibility for motivating and evaluating assigned personnel; provides necessary training; initiates disciplinary procedures as is appropriate.
- Performs the full range of maintenance and repair duties in each of the Department's areas of responsibility.

FIELD MAINTENANCE SUPERVISOR

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- May respond to after hours call-out and assist in the management of major incidents or disasters.
- Develops schedules and methods for performing assigned duties; maintains appropriate work records and documents, which may include time sheets, work orders and inventories; plans, assigns, and directs field construction and maintenance projects.
- Oversees assigned contract services, maintenance, and construction activities; administers provisions and specifications of contracts; prepares technical and/or analytical reports on operations as necessary; participates in budget preparation, administers, and monitors approved budgets; prepares project cost estimates; orders supplies, tools, and materials; participates in the equipment procurement process; monitors and controls supplies and equipment.
- Coordinates the maintenance and acquisition of City vehicles and equipment.
- Manages the City's water wells and distribution system maintenance and operations activities; maintains and adjust the SCADA system; submits required reports and ensures the City's safe water supply; oversees compliance with the urban storm run-off program for public works.
- Serves as a resource for department personnel, City staff, other organizations and the public; coordinates pertinent information, resources, and work teams necessary to support a positive and productive environment.
- Responds to difficult questions and concerns from the general public, contractors, vendors, and outside agencies; provides information as is appropriate and resolves public service or operational complaints; establishes and maintains a customer service orientation within the division.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Modern practices, techniques, and materials used in maintenance, construction, repair or operation of streets, sidewalks, equipment maintenance, buildings, and street lighting; principles and practice of water and wastewater system operation and maintenance; handling and disposal, including hazardous waste; operating characteristics and safety requirements for operation of trucks, construction vehicles, and other heavy and light equipment; contract negotiation and administration; principles and practices of program and budget development, administration, and evaluation; methods and techniques of supervision, training, and motivation; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations, including those specific to water treatment, wastewater collection, and solid waste collection; methods and techniques of scheduling work assignments; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Supervise and direct the operations and activities of all Public Works maintenance workers; estimate time, materials, and equipment needed to complete projects; read and understand plans and specifications; develop and administer a budget; supervise and participate in the establishment of department goals, objectives, and methods for evaluating achievement and

FIELD MAINTENANCE SUPERVISOR

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performance levels; negotiate and oversee contracts; coordinate and conduct training programs for staff; respond to issues and concerns from the community; plan, organize, train, evaluate, and direct work of assigned staff; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Operate standard office equipment, including an office computer and a variety of word processing and software applications.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Field Maintenance Supervisor**. A typical way of obtaining the required qualifications is to possess the equivalent of four years of increasingly responsible experience in public works maintenance, construction, and/or contract administration, including two years as lead or supervisor of maintenance activity and a high school diploma or equivalent. A bachelor's degree with major course work in civil engineering, business administration, public administration, construction management or related field is highly desirable.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license. Possession of a Water Treatment Operator Grade II certification and a Water Distribution Operator Grad III certificate issues by the State of California. A Class A California driver's license may be required within six months of employment.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The nature of the work may require the incumbent to work outdoors in all weather conditions, including wet, hot, and cold, and lift equipment and materials weighing in excess of 25 pounds, and occasionally requires working in heavy traffic conditions.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

MAINTENANCE WORKER II

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DEFINITION:

Under general supervision, performs the full array of duties assigned to classes in the Maintenance Worker series, including maintenance and construction work in one or more Public Works operations; demonstrates a full understanding of all applicable policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Maintenance Worker II** is the journey level class in the Public Works Maintenance series in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of maintenance and construction tasks. This classification is distinguished from the next higher classification of Field Maintenance Supervisor, which is responsible for performing the more complex maintenance assignments and has supervisory responsibility duties.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a Field Maintenance Supervisor. May exercise functional or technical supervision over lower level workers.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs the full range of skilled and semi-skilled maintenance, repair, construction, and installation work in streets and sewers, landscapes, parks, water, and building maintenance.
- Streets and Sewers: Breaks, removes, crack seals, and repairs surfaces; digs, shovels, hauls, loads, and unloads materials; operates jack hammers, tampers, pavement breakers, and other hand and power tools; rolls and irons asphalt; operates trucks, backhoes, rollers, street sweepers, aerial lifts, and other construction vehicles and equipment; assists in the installation and maintenance of City signs, road markings, striping, and delineators; paints street lines and crosswalks; performs concrete sidewalk, curb, gutter, and ramp installation and repair; installs bricks and pavers; installs, maintains and repairs streetlights; installs shoring and trench plates; monitors underground service alert (USA's) and marks when necessary; sweeps streets and sidewalks; cleans storm drains and ditches; hydro flushes and rods; repairs and installs sewer collection lines; mows ditches.
- Water: Performs skilled work in the installation, maintenance, and repair of the City's water distribution system; digs, shovels, hauls, loads and unloads materials, operates jackhammers, asphalt and concrete saws, pipe threaders, cement mixers, and other hand and power tools; inspects for and repairs leaks in meters and lines; inspects water reservoirs and monitor water system pressure; maintains and adjusts control valves manually and through SCADA systems; operates pipe and leak detecting equipment; notifies customers of problems or disruptions of water service; monitors underground service alert (USA's) and marks when necessary; checks pump stations and records

MAINTENANCE WORKER II

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flows; flushes and flow tests hydrants; reads meters on an assigned route and records readings; re-reads meters as necessary and investigates unusual readings and customer complaints; identifies and replaces faulty water meters when required.

- **Buildings, Grounds and Parks:** Performs skilled work in building and facility maintenance, including carpentry, plumbing, mechanical, electrical, and painting; performs general cleaning of buildings, facilities and grounds; repairs and installs electrical outlets, fixtures, switches, and wiring; performs interior and exterior painting and staining; stocks paper supplies and other supplies as needed; mows, edges, and weeds landscaped areas; plants trees, flowers, and shrubs; assists in the installation of new park areas; maintains and upgrades all City parks, pathways, and landscape areas; repairs and installs landscape irrigation systems; assists in the application of herbicides and pesticides; inspects facilities, grounds and park play equipment for conditions needing repair, and maintenance.
- Assists other Public Works maintenance staff when required; performs cement work, installation of bricks and pavers, minor carpentry, tree trimming, and traffic control; operates trucks and other maintenance and construction equipment; maintains and cleans assigned vehicles and equipment; inspects tools and equipment for safety and mechanical defects; assists with City sponsored functions; responds to after hours call-outs as assigned.
- May provide lead direction and training to lower level Maintenance Workers.
- Responds to difficult questions and concerns from the general public; provides information as is appropriate and resolves public service complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Practices, techniques and materials used in maintenance, construction, mechanics and repair of streets, lighting, traffic signs and markings, buildings, parks, grounds, sewer collection and water wells, and distribution facilities; operational characteristics of standard construction and maintenance tools and equipment; practice and procedure used in weed abatement; safety requirements for operation of trucks and other equipment; methods and techniques of scheduling work assignments; methods and techniques for record keeping; occupational hazards and standard safety practices.

Ability to: Perform skilled maintenance, repair, and installation of asphalt, signs, lighting, concrete, and storm drains; operate a variety of tools and equipment used in maintenance and construction; operate hand and power tools competently and safely; perform heavy manual labor; respond to after hours call-outs as assigned; provide lead direction to lower level staff; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Safely and effectively operate a variety of maintenance equipment, tools, and materials.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the*

classification.)

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Maintenance Worker II**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of experience in performing skilled and semi-skilled construction and maintenance of streets, water distribution, parks or buildings and grounds, and a high school diploma.

License/Certificate: Possession of, or the ability to obtain, a valid Class C California driver's license. Possession of, or ability to obtain a Water Treatment Grade II certificate and a Water Distribution Grade II certificate issued by the State of California within two years of employment at this level. Possession of a Class B California driver's license may be required for some positions within two years of employment at this level.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping, and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision when inspecting work and operating assigned equipment. The need to lift, carry and push tools, equipment, and supplies weighing 25 pounds or more is also required. Additionally, the incumbent in this outdoor position works in all weather conditions, including wet, hot, and cold. The incumbent may use chemicals, which may expose the employee to fumes, dust, and air contaminants. The nature of the work also requires the incumbent to climb ladders, use power and noise producing tools and equipment, drive motorized vehicles and heavy equipment, and work in heavy vehicle traffic conditions. The incumbent may be required to respond to after hours emergency call-outs and perform routine standby duties.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

POLICE DISPATCHER/CLERK

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DEFINITION:

Under general supervision, receives and processes routine and emergency calls, including 911 and alarms; dispatches police units as required; enters, retrieves, and uses data from various automated law enforcement information systems; coordinates with and transfers calls to other emergency service providers as appropriate; assists in the training of less experienced personnel; performs a variety of clerical and technical duties in support of the Department's operations; learns applicable policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Police Dispatcher/Clerk** is the journey level class in which incumbents are expected to independently perform the full scope of assigned police dispatching and records duties. Incumbents are responsible for performing the full range of duties with minimum supervision and apply sound judgment regarding their scope of authority in dispatching personnel. This classification is distinguished from the next higher classification of Police Support Services Supervisor in that the latter performs duties involving a higher level of complexity and difficulty, and is responsible for the overall supervision of all police dispatch and records activities.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Police Support Services Supervisor. Incumbents in this class do not routinely exercise supervision, but may assist in the training of less experienced personnel.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Receives and processes routine and emergency calls, including 911 and alarms; dispatches police and public works field units as required; provides pre-arrival information; enters, retrieves, and uses data from various technical automated law enforcement information systems, including the computer aided dispatch system (CAD), Record Management System (RMS), video display terminals, radio dispatching consoles, and related equipment; coordinates with other emergency service providers as appropriate; assists in the training of less experienced personnel when acting as Communications training officer.
- Receives and enters calls for service in CAD; determines call priority and dispatches and monitors the status of field units; receive and transfer medical and fire calls; interprets level of service needed through information obtained from field officers or citizens; retrieves information for officers from CLETS; relays essential and confidential information to officers; monitors officers' safety; coordinates multi-agency responses when necessary; transfers calls to appropriate agencies if warranted.

POLICE DISPATCHER/CLERK

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- Assists citizens with complaints, reports, and requests in person and over the phone; receives fees for reports, repossessions, dog licenses, fingerprints, and vehicle storage.
- Prepares and processes reports to the District Attorney; processes and prepares traffic citations; sends out traffic/loss verification reports.
- Monitors holding cells through the department intercom security system; observes bookings and records when necessary; may conduct searches or monitor urine sampling for individuals of the same sex.
- Perform a variety of record keeping duties, including maintaining files, indexing, and other general clerical work; may update Dispatch Training Manual; enter, update, and retrieve information in local and county RMS systems, CLETS and NCIC.
- Receives, responds to and documents requests for warrants and DMV printouts; documents vehicle impound information.
- Responds to questions and concerns from the general public, department staff, and other agencies; takes and records telephone and counter reports; provides information as appropriate and resolves service issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Police office administrative practices and procedures; dispatching procedures; location of major streets, public places, and landmarks in the City of Cotati; methods of providing services and information; Federal Communications Commission regulations governing voice radio and telephone communications; proper operation and care of voice radio and telephone equipment; principles and practices of police records; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations, including the California Penal Code, Government Code, and Vehicle Code; standard office procedures, practices, and equipment; modern office practices, methods, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Perform a variety of complex work with speed and accuracy; remain calm under emergency situations and multitask; operate specialized law enforcement automated information, communication and dispatch systems; work flexible hours, including holidays, evenings, weekends, overtime, and rotating shifts; perform a variety of clerical and record keeping work; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

POLICE DISPATCHER/CLERK

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Skill to: Effectively operate specialized law enforcement automated information, communication, and dispatch systems.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Police Dispatcher/Clerk**. A typical way of obtaining the required qualifications is to possess two years of work experience involving public contact and record keeping, and a high school diploma or equivalent. Experience law enforcement dispatching and the operation of law enforcement radio equipment and CAD systems are highly desirable.

License/Certificate: Possession of, or ability to obtain a valid Class C California driver's license. Must obtain a Dispatch Certificate from P.O.S.T. within one year of appointment.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch, and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

POLICE OFFICER

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DEFINITION:

Under general supervision, performs tasks and duties related to the protection of public health, safety and welfare, and the enforcement of applicable federal, state, and local laws; provides traffic enforcement and control; carries out special assignments in a particular phase of police work or administration; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Police Officer** is the working level class responsible for the performance of the full scope of assigned law enforcement duties and responsibilities under general supervision. This classification is distinguished from the next higher classification of Police Sergeant in that the latter is responsible for performing the more complex and difficult tasks, as well as the serving as a watch commander of an assigned shift.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a Police Sergeant, or higher ranking position depending upon assignment. May provide technical/training supervision for assigned officers, special programs, or as assigned officer-in-charge.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Patrols assigned areas by car, bicycle or on foot; performs crime suppression and prevention activities; answers special calls; conducts initial and follow-up investigations; interviews victims, complainants, and witnesses; answers complaints, including domestic disturbances, health code, and local ordinance violations; performs surveillance activities; conducts chemical, drug, and alcohol testing; investigates suspicious circumstances.
- Enforces traffic laws; performs crowd control, operates handheld, and stationary radar devices; controls and directs traffic when necessary; assists in crime prevention activities and the control of juvenile delinquency; serves search warrants and subpoenas; administers CPR and first aid in cases of emergency; issues citations and makes arrests; transports, books, and is responsible for the care and custody of detained persons.
- Coordinates and conducts complete and detailed investigation of crimes against persons and property or coordinate these activities with a Police Sergeant; collects, preserves, maintains, and processes evidence; takes written statements; prepares required reports and maintains investigative records; serves warrants and subpoenas; testifies in court in connection with prosecution of offenders; contacts and cooperates with other law enforcement agencies as warranted.

POLICE OFFICER

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- May be assigned to perform K-9 special assignment duties, which include the care, feeding, and training of the dog; utilizing the dog in tactical or nonemergency situations; representing the department in educational or other community events.
- May be assigned to perform Traffic Officer - Motorcycle special assignment duties.
- May be assigned to coordinate or participate in programs such as Neighborhood Watch, Bicycle Patrol, Explorer or Citizen Volunteer.
- Conducts property and building checks for burglary and other criminal activity; responds to questions, concerns, and requests for service from the general public; provides information as appropriate and resolves complaints.
- Trains and assists less experienced personnel as assigned; may serve as a Field Training Officer, officer in charge or in a variety of special program areas.
- Responds to and resolves animal control issues.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Police Officer**. A typical way of obtaining the required qualifications is to possess a high school diploma or equivalent. Prior experience in law enforcement and an associate's degree are desirable.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license and certificate of completion of a Basic Police Academy certified by California Peace Officers Standards and Training (P.O.S.T.).

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Operations and standard operating procedures of a Police Department; principles of crime prevention and suppression; modern law enforcement methods and procedures, including patrol, crime prevention, traffic control, and investigation; applicable federal, state and local laws, codes, and regulations, including the California Penal Code, Government Code, Vehicle Code and other related regulations, and court decisions; technical aspects of law enforcement activities, including juvenile programs, record keeping, automated records systems, search and seizure, code violations and care and custody of persons, and property; care, maintenance and operation of a variety of law enforcement radio, and personal equipment; methods and techniques of scheduling work assignments; police office procedures, practices, and equipment; basic principles of law enforcement information systems, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Gather, analyze and evaluate facts and evidence, and reach sound conclusions; work under pressure, analyze information and act quickly and calmly in emergency, and nonemergency situations; observe and accurately remember names, faces, numbers, incidents, and places; function with a significant degree of independence; interpret, explain and apply applicable laws, codes, and regulations; elicit information from upset and irate people; follow written and oral directions; administer first aid; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Safely and effectively operate a variety of law enforcement equipment, firearms, and a police vehicle in emergency situations; operate an office computer and a variety of word processing and software applications.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, running, jumping, reaching, twisting, turning, kneeling, bending, squatting stooping, and lifting in excess of 50 pounds in the performance of daily activities. The position also requires both near and far vision and acute hearing. Additionally, incumbents may work outdoors in all weather conditions, including wet, hot, and cold. The position entails working in hazardous situations and may involve abusive persons, potential physical violence, and the potential risk of exposure to blood borne pathogens in the performance of law enforcement duties. The nature of the work also requires the incumbent to drive motorized vehicles, operate a variety of law enforcement equipment, work in heavy vehicle traffic conditions, and often work with constant interruptions; work flexible hours, including weekends and split shifts.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

POLICE SERGEANT

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DEFINITION:

Under direction, coordinates, supervises, and participates in the activities and operations of a watch or assigned program of the Police Department, including the implementation of departmental policies and procedures; coordinates activities with other watches, City departments, outside agencies, organizations, and the public; performs complex and responsible law enforcement and crime prevention supervision and planning; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Police Sergeant** is the supervisory level class responsible for supervisory, administrative, investigative, and technical duties within the Police Department. Employees in this class perform patrol duties while being in command of an assigned watch and provide leadership for ongoing law enforcement, crime prevention, investigative, and administrative activities. This classification is distinguished from the next higher classification of Police Lieutenant in that the latter is responsible for the broad management responsibilities within the Department.

SUPERVISION RECEIVED/EXERCISED:

Receives direction from the Chief of Police or Police Lieutenant. Exercises direct and indirect supervision over sworn and non-sworn personnel.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Accepts supervisory responsibility for activities, operations, and services of an assigned watch or program area such as neighborhood watch, explorer program, citizen academy, citizen volunteers, grant administration, training, and background investigation; provides overall technical and administrative direction to officers, community services officers, and dispatcher/clerks on an assigned shift; may supervise and participate in special programs and special assignments; performs patrol duties and investigations.
- Works directly with sworn and non-sworn personnel in the interpretation of City and department policies; coordinates activities with other shifts, units, City departments, outside agencies, organizations, and the public; monitors work activities to ensure safe work practices, quality, and accuracy; ensures compliance with applicable policies and procedures.
- Plans, coordinates, and reviews the work plan for areas of assigned responsibility; supervises and participates in a wide range of patrol, investigative, and other law enforcement activities; receives, prioritizes and coordinates response to complaints, emergency situations, and investigations; supervises and coordinates the allocation of assigned personnel and equipment in response to calls for service, case investigations, and administrative issues; spot checks staff work in the field and

POLICE SERGEANT

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interviews citizens to see how calls were handled; reviews reports, citations, and other written work submitted by employees for completeness.

- Patrols assigned areas by car or on foot; performs crime suppression and prevention activities; answers special calls; conducts initial and follow-up investigations; interviews victims, complainants, and witnesses; answers complaints, including domestic disturbances, health code, and local ordinance violations; performs surveillance activities; conducts chemical, drug, and alcohol testing; investigates suspicious circumstances.
- Enforces traffic laws; controls and directs traffic when necessary; performs crowd control, operates handheld, and stationary radar devices; assists in crime prevention activities and the control of juvenile delinquency; serves search warrants, and subpoenas; administers CPR and first aid in cases of emergency; issues citations and makes arrests; transports, books and is responsible for the care, and custody of detained persons.
- Coordinates and conducts complete and detailed investigation of crimes against persons and property; collects, preserves, maintains, and processes evidence; takes written statements; prepares required reports and maintains investigative records; serves warrants and subpoenas; testifies in court in connection with prosecution of offenders; conducts property and building checks for burglary and other criminal activity; contacts and cooperates with other law enforcement agencies as warranted.
- Reviews and evaluates work methods and procedures for improving organizational performance; prepares work schedules and coordinates vacation and other leave requests; prepares employee performance evaluations; assists in the recruitment and selection of department personnel; conducts and participates in investigations involving department personnel; receives and reviews reports from subordinate staff; participates in the preparation and maintenance of reports and records.
- Manages or participates in the department training program; schedules training based on specific needs; processes P.O.S.T. reimbursements; maintains training records; participates in the writing of training materials; advises and instructs sworn and non-sworn staff on applicable policies, procedures, and tactics.
- Responds to difficult inquiries and complaints; may conduct internal investigations; represents the department with other law enforcement services and allied agencies, other City departments, schools, civic groups, and the public.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Modern principles, practices and techniques of police administration, organization, and operation; principles and practices of program development, administration, and evaluation; administrative and technical aspects of crime prevention and law enforcement activities, including investigation and identification, patrol, traffic control, and juvenile programs; applicable federal, state and local laws, codes, and regulations, including the California Penal Code, Government Code, Vehicle Code and other related regulations, and court decisions; record keeping, automated records systems, search and seizure, code violations and care and custody of persons, and property; care, maintenance, and operation of a variety of law enforcement

equipment; methods and techniques of supervision, training, and motivation; methods and techniques of scheduling work assignments; principles of law enforcement information systems, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Analyze complex law enforcement issues, work under pressure, analyze information and act quickly and calmly in emergency, and nonemergency situations; observe and accurately remember names, faces, numbers, incidents, and places; facilitate group participation and consensus building; plan, organize, train, evaluate, and direct work of assigned staff; interpret, explain and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; elicit information from upset and irate people; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Safely and effectively operate a variety of law enforcement equipment, firearms, and a police vehicle in emergency situations; operate an office computer and a variety of word processing and software applications.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Police Sergeant**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of increasingly responsible law enforcement experience comparable to that of a Police Officer with the City of Cotati, and an associate's degree. Experience as a Field Training Officer is desirable.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license, and possession of an Intermediate Certificate from California Police Officers Standards and Training (P.O.S.T.). Possession of, or ability to obtain, a P.O.S.T. Supervisory Certificate within a required period of time.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, running, jumping, reaching, twisting, turning, kneeling, bending, squatting stooping, and lifting in excess of 50 pounds in the performance of daily activities. The position also requires both near and far vision and acute hearing. Additionally, incumbents may work outdoors in all weather conditions, including wet, hot, and cold. The position entails working in hazardous situations and may involve abusive persons, potential physical violence, and the potential risk of exposure to blood borne pathogens in the performance of law enforcement duties. The nature of the work also requires the incumbent to drive motorized vehicles, operate a variety of law enforcement equipment, work in heavy vehicle traffic conditions, and often work with constant interruptions; work flexible hours, including weekends and split shifts.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT

POLICE SUPPORT SERVICES SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general direction, plans, assigns, participates, and supervises the activities of the Support Services Division, including the processing and maintenance of Police Department records and files and public safety dispatching services; receives and disseminates police information; performs a variety of technical and administrative tasks in support of police operations; coordinates assigned activities with other operations, outside agencies, and the general public; provides general office support functions for the Department; provides training for assigned personnel; assumes responsibility for the more difficult and complex tasks; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Police Support Services Supervisor** is the supervisory non-sworn level class responsible for directing and coordinating a variety of complex technical and office support services and dispatching services. This classification is distinguished from the next higher classification of Police Lieutenant in that the latter is a sworn position and is responsible for the broad management responsibilities within the Department.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Chief of Police or Police Lieutenant. Exercises direct supervision over dispatch and records staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Plans, assigns, participates, and supervises the activities of the Support Services operations, including the processing and maintenance of Police Department records and files and dispatching services; performs a variety of administrative duties in support of the Chief of Police or Police Lieutenant, including payroll processing, equipment issuance, budget coordination, and secretarial functions.
- Prepares the monthly work schedule; oversees and coordinates vacation and other leave requests; ensures adequate staffing is available to cover all shifts; assigns work activities and projects; reviews work performed; prepares employee performance evaluations; assists with the recruitment, selection, training, and motivation of personnel; reviews the work of subordinates to ensure compliance with department policies and procedures; recommends disciplinary action as necessary.
- Supervises and participates in dispatching duties as needed; answers phones and receives emergency, nonemergency, and 9-1-1 requests for assistance; evaluates the information and creates a CAD system event; may transfer the call to the appropriate emergency service provider; relays information to other law enforcement agencies.

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- Maintains all departmental equipment, including phones, computer software and hardware, and all 9-1-1 equipment; orders equipment; administers the CLETS system and reviews entries; serves as system administrator for the countywide CAD, RMS and related systems.
- Acts as the official custodian of criminal justice records; oversees records management; prepares crime statistics; prepares and submits monthly reports to the Department of Justice (DOJ), which include the number of arrests, hate crimes, and domestic violence; prepares and submits reports to the various departments as required; prepares staff reports on operational activities.
- Processes subpoenas and requests for release of information; processes requests for discovery for information, tapes, videos, and reports; oversees record retention schedules; purges and arranges for the destruction of reports and records; processes various permits; collects fees.
- Participates and manages the Department's non-sworn training program; schedules training; participates in the writing of training materials; advises and instructs non-sworn staff on applicable policies, procedures, and tactics.
- Oversees the computerized records management system; modifies the system to conform to state reporting requirements and Department needs.
- Researches, analyzes and interprets laws, and regulations; confers with outside law enforcement agencies; develops and recommends policies related to the dissemination and release of criminal records; ensures the Department complies with current laws and regulations.
- Participates in the development and implementation of policies and procedures; identifies resource needs; makes recommendations to the Chief of Police; assists in the preparation of the Department budget.
- Oversees public services provided both by telephone and at the front counter; receives and investigates citizen complaints; investigates violations of the Department's policy and procedure manual; prepares reports on investigations.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of: Standard and complex law enforcement information and record keeping terminology; automated law enforcement information systems and procedures; dispatching procedures; standard and complex law enforcement information and record keeping terminology; automated law enforcement systems, and procedures; methods and techniques of supervision, training, and motivation; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations, including the Public Records Act; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office practices, methods, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

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Ability to: Plan, organize, direct, and evaluate the work of subordinate non-sworn staff; operate specialized automated law enforcement information equipment; work flexible hours, including evenings, weekends, and rotating shifts; answer nonemergency, emergency and 9-1-1 calls, and dispatch calls appropriate; remain calm under emergency situations and multi-task; train, supervise, and motivate subordinates in assigned areas of activity; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Effectively operate specialized law enforcement automated information, communication, records and dispatch systems.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Police Support Services Supervisor**. A typical way of obtaining the required qualifications is to possess four years of increasingly responsible experience working within law enforcement records and dispatch functions, and a high school diploma or equivalent. Specialized training in law enforcement related courses and experience as a Communications Training Officer are desirable.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license. Possession of a Dispatch Certificate from P.O.S.T. is required.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: EXEMPT