

CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
OCTOBER 15, 2013 AGENDA

Subject:	Type:	Submitted By:
POSITION DESCRIPTIONS UPDATED	RESOLUTION ORDINANCE ◆ RECEIVE/FILE	RITA M. RAMIREZ ASSISTANT CITY ADMINISTRATOR

SYNOPSIS

The position description for the Secretary II position has been updated. A new position description for the Police Records Manager/Office Manager has been created. Both are attached for your review.

FISCAL IMPACT

No change in salary range for the Permit Technician position (formerly Secretary II). The FY2014 general fund budget contains funding for the Police Records Manager/Office Manager at a salary range of 165.

RECOMMENDATION

Approval.

BACKGROUND

The Secretary II position at City Hall has been vacant for several months. This position provides clerical support for the Community Development Department as well as the front office. The administrative workload for this position has increased with the addition of the Rental Inspection Program and we have struggled with how best to meet the needs of both Community Development and Administration.

Consequently, we have made some changes to the Secretary II position description, including re-titling it to Permit Technician, which is more reflective of the associated Community Development duties. We have also included the coordination of the Rental Inspection Program, which was not on the previous description. Other changes are more for clarifications purposes.

The position of Police Records Manager/Office Manager was approved as part of the FY2014 budget process and involves giving the current Executive Assistant more managerial responsibility over the police records division, including supervision of the records staff. The existing job description was updated to add these duties, change the position title and change the position status to exempt.

With regard to hiring in general, we have had internal discussions about how to best utilize the positions we currently have to meet the changing needs of the organization. When a position opens up we are thinking more strategically about how to take advantage of the opportunity that a vacancy presents rather than just filling the position. This takes additional time and analysis, but we feel it results in better decisions overall. You will likely see us doing this with all open positions in the future.

POSITION DESCRIPTION CITY OF LA VISTA

POSITION TITLE: Permit Technician Secretary II

POSITION REPORTS To: Office Manager/Community Development Director

POSITION SUPERVISES:

DESCRIPTION:

Under the direction of the Community Development Director, provides administrativesecretarial support for the Community Development Department. Under the direction of the Office Manager, performs general front office duties and provides back-up support to City Hall receptionist.

ESSENTIAL FUNCTIONS: (with or without reasonable accommodation)

1. Provides general administrativeclerical support for Community Development Department to include scheduling inspections and related customer contact via telephone or in person.
2. Processes building, remodeling, electrical, plumbing and mechanical permits.
3. Processes billings for and issues contractor occupation, plumbing and mechanical licenses and maintains current lists of same.
4. Electronically Maintains computer and paper files for recording and maintains information on effective dates of insurance and bond certificates for master plumbers and mechanical contractors.
5. Issues occupational, master plumber and mechanical licenses and maintains current lists of same.
5. Coordinates Rental Inspection Program to include registration process, inspection process, issuance of rental certificates and maintenance of program files.
6. Accepts applications for rezoning and replatting and prepares case files for the Planner.
7. Publishes notices for Planning Commission and assists with packet preparation.
8. Records and transcribes meeting minutes for the Planning Commission and Board of Adjustment.
- 8-9.
9. Prepares monthly building reports.
- 10.
10. Provides back-up support to City Hall receptionist by answering and handling telephone and directs calls and greeting visitors to appropriate parties or takes messages.
11. Greets visitors, determines nature and purpose of visit in order to direct them appropriately.
11. Receives and responds to citizen inquiries via telephone or in person.
- 12.
13. Responsible for service request follow up and tracking.
- 12.
14. Provides back-up support to City Hall receptionist in the absence of the City Hall receptionist performs such.
15. In the absence of City Hall Receptionist performs such duties as: receiving money, opening and closing City Hall, opening and processing mail, and processing various permits and licenses including but not limited to handicapped parking, public assembly, fire/security alarm and occupation applications and receiving money for billings, parking violations and permits.
- 16-13. Conducts or assists with special projects as required.
- 17-14. Performs other duties as directed or as the situation dictates.

Note: Physical examination and drug screening tests will follow all conditional offers of employment.

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop,

Note: ~~Physical examination and drug screening tests will follow all conditional offers of employment.~~

- Kneel, crouch, or crawl; talk and hear. Hearing abilities must be correctable to levels adequate to perform essential functions.
- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE

1. Graduation from an accredited high school or GED.
2. Minimum two (2) years administrative support/secretarial/receptionist experience.
- 2.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of basic building construction methods and practices preferred.
2. Knowledge of standard office policies and procedures.
- 2.3. Basic knowledge of word-processing, spreadsheets and databases, preferably MS Office, Word, Excel and Access.
- 3.4. Basic alphabetization and filing skills.
- 4.5. Basic money changing skills.
- 5.6. Ability to type 60 words per minute.
- 6.7. Basic mathematical skills.
- 7.8. Ability to effectively communicate and provide information to supervisors, peers and subordinates in person, by telephone, in writing and via email.
- 8.9. Ability to be pleasant with supervisors, peers and subordinates and display a good-natured, cooperative attitude.
- 9.10. Ability to work effectively as part of a team, making positive contributions to the group and supporting other members.
- 10.11. Good telephone and customer service skills.
- 11.12. Ability to follow instructions.
- 12.13. Ability to read and write proficiently.
- 13.14. Ability to work independently without direct supervision.
- 14.15. Ability to operate office equipment such as personal computer, postage meter, telephone, photocopier and fax machine.
- 15.16. Ability to work a varying schedule, including evenings.
- 16.17. Ability to develop constructive and cooperative working relationships with supervisors, peers and subordinates and maintain them over time.
- 17.18. Ability to establish and maintain effective working relations with elected and appointed officials and the public.
- 18.19. Ability to maintain regular and dependable attendance on the job.

I have read and understand the requirements of this position description.

(Signature)

(Date)

POSITION DESCRIPTION CITY OF LA VISTA

POSITION TITLE: Permit Technician

POSITION REPORTS To: Office Manager/Community Development Director

POSITION SUPERVISES:

DESCRIPTION:

Under the direction of the Community Development Director, provides administrative support for the Community Development Department. Under the direction of the Office Manager, performs general front office duties and provides back-up support to City Hall receptionist.

ESSENTIAL FUNCTIONS: (with or without reasonable accommodation)

1. Provides general administrative support for Community Development Department to include scheduling inspections and related customer contact via telephone or in person.
2. Processes building, remodeling, electrical, plumbing and mechanical permits.
3. Processes billings for and issues contractor occupation, plumbing and mechanical licenses and maintains current lists of same.
4. Electronically records and maintains information on effective dates of insurance and bond certificates for master plumbers and mechanical contractors.
5. Coordinates Rental Inspection Program to include registration process, inspection process, issuance of rental certificates and maintenance of program files.
6. Accepts applications for rezoning and replatting and prepares case files for the Planner.
7. Publishes notices for Planning Commission and assists with packet preparation.
8. Records and transcribes meeting minutes for the Planning Commission and Board of Adjustment.
9. Prepares monthly building reports.
10. Provides back-up support to City Hall receptionist by answering and handling telephone calls and greeting visitors.
11. Receives and responds to citizen inquiries via telephone or in person.
12. In the absence of the City Hall receptionist performs such duties as: receipting money, opening and closing City Hall, opening and processing mail, and processing various permits and licenses including but not limited to handicapped parking, public assembly, fire/security alarm and occupation Conducts or assists with special projects as required.
13. Performs other duties as directed or as the situation dictates.

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear. Hearing abilities must be correctable to levels adequate to perform essential functions.

- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Note: Physical examination and drug screening tests will follow all conditional offers of employment.

EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE

1. Graduation from an accredited high school or GED.
2. Minimum two (2) years administrative support experience.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of basic building construction methods and practices preferred.
2. Knowledge of standard office policies and procedures.
3. Basic knowledge of word-processing, spreadsheets and databases, preferably MS Office, Word, Excel and Access.
4. Basic alphabetization and filing skills.
5. Basic money changing skills.
6. Ability to type 60 words per minute.
7. Basic mathematical skills.
8. Ability to effectively communicate and provide information to supervisors, peers and subordinates in person, by telephone, in writing and via email.
9. Ability to be pleasant with supervisors, peers and subordinates and display a good-natured, cooperative attitude.
10. Ability to work effectively as part of a team, making positive contributions to the group and supporting other members.
11. Good telephone and customer service skills.
12. Ability to follow instructions.
13. Ability to read and write proficiently.
14. Ability to work independently without direct supervision.
15. Ability to operate office equipment such as personal computer, postage meter, telephone, photocopier and fax machine.
16. Ability to work a varying schedule, including evenings.
17. Ability to develop constructive and cooperative working relationships with supervisors, peers and subordinates and maintain them over time.
18. Ability to establish and maintain effective working relations with elected and appointed officials and the public.
19. Ability to maintain regular and dependable attendance on the job.

I have read and understand the requirements of this position description.

(Signature)

(Date)

POSITION DESCRIPTION CITY OF LA VISTA

POSITION TITLE: Police Records Manager/Office Manager

POSITION REPORTS To: Support Service Police Captain

POSITION SUPERVISES: Police Data Entry Personnel and All Other Front Office Staff

DESCRIPTION:

Under the direction of the Support Services Police Captain, performs a variety of administrative and clerical duties. This individual is responsible for oversight and daily management of the front office.

ESSENTIAL FUNCTIONS: (with or without reasonable accommodation)

1. Answers telephone and directs calls to appropriate parties or takes messages.
2. Receives and responds to citizen, city staff and department inquiries.
3. Processes travel requests, makes travel arrangements for department.
4. Processes purchases orders and oversees handling of department payroll.
5. Distributes departmental mail.
6. Types a wide variety of drafts and finished documents, including confidential materials from recorded dictation, brief instructions or written materials.
7. Prepares departmental correspondence.
8. Greets visitors, determines nature and purpose of visit in order to direct them appropriately.
9. Reviews finished material for completeness, accuracy, and format, compliance with policies and procedures and appropriate English usage.
10. Performs general filing duties.
11. Organizes and coordinates front office operations and develops work schedules to ensure maximum efficiency.
12. Participates in the hiring process of front office staff, supervises the training of new employees and the ongoing training of other employees.
13. Monitors the accuracy, completeness and timeliness of work activities in the front office.
14. Identifies problems, develops solutions, determines training needs for performance improvement, makes recommendations to Support Service Police Captain for misconduct or formal discipline.
15. Acts as a liaison with senior management to review office performance and communicate back to office staff.
16. Responsible for the supervision of front office staff and the performance evaluation process.
17. Follows up on projects, transmits information and keeps informed of department activities.
18. Schedules meetings and appointments and arranges for facilities and supplies.
19. Oversees and coordinates preparation, approval, compilation, reproduction and distribution of various documents and reports.
20. Monitors and orders office supplies and furnishings and distributes goods received.
21. Conducts or assists with special projects as required.
22. Performs other duties as directed or as the situation dictates.

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear.

- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Must be able to hear and understand voices at normal conversational levels.

Note: Physical examination and drug screening tests will follow all conditional offers of employment.

EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE

1. Graduation from an accredited high school or GED.
2. Associate or Bachelor's degree in any area is preferred. Job related work experience may be substituted for education.
3. Minimum of two years of increasingly responsible office and computer experience is required. Executive or Administrative Assistant experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of modern office procedures, methods and equipment, including personal computer.
2. Computer skills, including basic word-processing, spreadsheet and database skills and ability to use MS Office products.
3. Good organizational skills and the ability to prioritize and handle multiple tasks.
4. Conflict resolution skills.
5. Good public relations and customer service skills.
6. Basic business letter writing, report preparation and record keeping skills.
7. Basic English usage, spelling, grammar and punctuation skills.
8. Basic alphabetization and filing skills.
9. Basic mathematical skills.
10. Ability to maintain confidentiality.
11. Ability to type 65 words per minute.
12. Ability to apply common sense understanding in carrying out written and oral instructions.
13. Ability to communicate effectively, both orally and in writing.
14. Ability to work independently prioritizes work, meet deadlines, and make decisions on the basis of established policies and procedures.
15. Ability to operate office equipment such as personal computer, postage meter, photocopier and fax machine.
16. Good telephone and customer service skills.
17. Ability to develop constructive and cooperative working relationships with supervisors, peers and the public and maintain them over time.
18. Ability to maintain regular and dependable attendance on the job.
19. Ability to follow instructions.

I have read and understand the requirements of this position description.

Signature

Date