

TOWN OF DAVIE TOWN COUNCIL AGENDA REPORT

TO: Mayor and Councilmembers

FROM/PHONE: Mark Alan, Human Resources Director/797-1024

SUBJECT: Resolution

TITLE OF AGENDA ITEM: A resolution of the Town of Davie, Florida reclassifying the position of Lead Permit Clerk in the White Collar Pay and Classification Plan to Office (Permit Clerk) Supervisor in the Non-Represented Pay and Classification Plan.

REPORT IN BRIEF: In the FY 2000-2001 Budget, the Town Administrator and Development Services Director recommended a reclassification for the incumbent Lead Permit Clerk to Office (Permit Clerk) Supervisor to accurately reflect the duties performed by the incumbent and as part of a future plan to restructure the Building Division Permit Clerks by creating a Monitoring Section in said Division. This reclassification from Lead Permit Clerk, current Grade/Step 808/7, (\$36,756. - \$17.6710) in the White Collar Pay Plan to current Grade/Step 513/4 (\$38,297. - \$18.4120) in the Non-Represented Pay & Classification Plan.

PREVIOUS ACTIONS: N/A

CONCURRENCES: N/A

FISCAL IMPACT: Yes

If yes, expected cost: \$ 1,541.00

Account Name: Salaries; 001-0423-515-0101

RECOMMENDATION(S): Motion to approve resolution

Attachment(s): Resolution and Office (Permit Clerk) Supervisor job description

RESOLUTION _____

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, RECLASSIFYING THE POSITION OF LEAD PERMIT CLERK IN THE WHITE COLLAR PAY AND CLASSIFICATION PLAN TO OFFICE (PERMIT CLERK) SUPERVISOR IN THE NON-REPRESENTED PAY AND CLASSIFICATION PLAN AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Town of Davie recommends reclassification and pay grade assignment of the Lead Permit Clerk; and

WHEREAS, the Town has evaluated the class specification and recommends the class specification of the Lead Permit Clerk in the White Collar Pay and Classification Plan be reclassified to the classification of Office (Permit Clerk) Supervisor in the Non-Represented Pay and Classification Plan; and

WHEREAS, the recommended reclassification results in a modification from current grade/step 808/7 to proposed grade/step 513/4; and

WHEREAS, the Town of Davie, White Collar Pay and Classification Plan and the Non-Represented Pay and Classification Plan needs to be amended to reflect such changes.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF DAVIE, FLORIDA:

SECTION 1. The Class specification for Lead Permit Clerk, White Collar Pay and Classification Plan be reclassified to Office (Permit Clerk) Supervisor in the Non-Represented Pay and Classification Plan and attached hereto as Exhibit "A".

SECTION 2. This resolution shall take effect immediately upon its passage and adoption.

PASSED AND ADOPTED THIS _____ DAY OF _____, 2001.

MAYOR/COUNCILMEMBER

ATTEST:

TOWN CLERK

APPROVED THIS _____ DAY OF _____, 2001.

CLASS SPECIFICATION

OFFICE SUPERVISOR

EXHIBIT "A"

GENERAL STATEMENT OF JOB

Under general supervision, performs supervisory and administrative assistance work requiring an awareness of virtually everything happening in department of assignment. Is responsible for coordinating and supervising all office assistance activities in department of assignment. Reports to department director.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

(The first set of essential job functions are applicable to all positions covered under this job class. Individual departments' additional essential job functions follow as noted by department name.)

Assigns, directs, trains and supervises clerical staff.

Screens and independently handles calls and visitors; receives inquiries and provides information concerning department's policies and procedures.

Screens and routes materials according to content of communications; routing duties require detailed knowledge of organizational operations and individual staff members' assignments and status of work.

Performs various bookkeeping duties which include overseeing all divisions which maintain records of accounts receivable; and assigns, prepares and reviews purchase orders, logging necessary follow-up records.

Files and retrieves materials based on full knowledge of organization and activities.

Reviews and processes division/department employee payroll records.

Summarizes information for standard reports; selects data from varied sources.

Types narrative, statistical or tabular material making independent decisions regarding matters of form and arrangement.

Types materials from typed or handwritten copy or manual dictation using of a variety of complicated formats for preparing correspondence and reports, with responsibility for accuracy of spelling, punctuation, format and grammar.

DEVELOPMENT SERVICES/BUILDING

Supervises Permit Clerk personnel in the performance of their duties relating to issuing building permits, certificates of occupancy, and occupational licenses.

DEVELOPMENT SERVICES/ENGINEERING

Assists in the preparation of agenda packets for various governing and advisory boards and sends packets to

board members and other concerned parties.

Coordinates the operational activities of the department, performing administrative and secretarial duties for the department director.

Coordinates meetings and schedules appointments for supervisors and staff members; maintains daily log of supervisors to keep track of time off.

Coordinates capital project files; coordinating purchase orders and payments to contractors.

Reviews and processes travel and educational expenses of department employees.

POLICE

Maintains inventory of office supplies and equipment.

Maintains inventory of property/evidence unit, controlling issuance of equipment to officers and deciding disposal of other items through public auction; supervises maintenance and repair of equipment.

Manages activities of purchasing, records unit, dispatch unit, court unit and maintenance unit; schedules and manages off-duty officer details.

UTILITIES

Compiles and maintains a variety of records and files to assist departmental operations including, but not limited to, water/sewer payment agreements, files on special projects and clients, industrial permit applications, expansion projects, residential customers and various correspondence.

Assists in organizing and coordinating paperwork for special projects, special assessments, water/sewer agreements and capital projects; files and retrieves material based on full knowledge of department and its activities.

Processes and records business transactions in journals, ledgers and on special forms, including billings and purchase orders.

Screens and independently handles calls and visitors; receives inquiries and provides information concerning operation of department.

Processes and records licenses and permit renewals for Town water and wastewater plants.

Coordinates and assigns work orders for Field Customer Service Technicians.

Perform the daily function of retrieving meter readings from the computerized meter reading system and to set up hand held meter reading system for reading technician.

Performs special projects as assigned by the Utilities Director.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school supplemented by courses in secretarial sciences, business practices or a related field and 3 to 5 years of responsible experience in administrative assistance work, including experience in the

operation of computers using popular word processing, spreadsheet and file maintenance programs; or any equivalent combination of training and experience which provides the necessary skills, knowledge and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including typewriter, copier, word processor, calculator, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are those for Light Work usually requiring walking or standing to a significant degree.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, letters and memos, journals, ledgers, etc. Requires the ability to prepare correspondence, reports, forms, ledger reports, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style.

Intelligence: Requires the ability to apply principles of rational systems such as accounting and secretarial science in order to solve problems and deal with a variety of concrete variables in situations where standardized practices exist. To interpret a variety of instruction furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via a telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the organization and functions of the area of assignment. Has considerable knowledge of modern office practices, procedures, equipment and standard clerical techniques including a knowledge of popular computer-driven word processing, spreadsheet and file maintenance programs. Has considerable knowledge of arithmetic, grammar, spelling, punctuation and vocabulary. Has

considerable knowledge of the principles and practices of modern office management. Has general knowledge of Town and departmental rules, regulations, policies and procedures, and the ability to interpret them. Has some knowledge of the principles of supervision, administration and organization. Is skilled in the operation of a computer, typewriter or electronic data-entry equipment. Is able to make administrative decisions in accordance with laws, ordinances, regulations and departmental policies and procedures. Is able to type with accuracy at the speed required by the particular position. Is able to maintain a variety of moderately complex records and to compile data from such records. Is able to exercise independent judgment, discretion and initiative in completing assignments. Has ability to understand and follow moderately complex oral and written instructions. Is able to deal tactfully and courteously with the public. Is able to establish and maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Illustrative Examples of Work."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions

and recommendations to encourage and improve cooperation between all staff persons within the department.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the department and project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the Town. Interacts effectively with fellow employees, supervisor, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, directs and uses information effectively in order to enhance activities and production of the

department. Knows and understands the expectations of the Town regarding the activities of the division and works to see that these expectations are met. Designs and formulates ways, means and timing to achieve the goals and objectives of the department and the division. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving division and departmental objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals and objectives of the division and department.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

Staffing: Works with other department officials and management to select and recommend employment of personnel for the division who are qualified both technically and philosophically to meet the needs of the division and the department. Personally directs the development and training of division personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of department goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet division goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the division. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the division and the department. Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the division, department and Town function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews division policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.