

# TOWN OF DAVIE TOWN COUNCIL AGENDA REPORT

**TO:** Mayor and Council Members

**FROM/PHONE:** Mark Alan, Director of Human Resources Management (954) 797-1169

**PREPARED BY:** Mark Alan

**SUBJECT:** Resolution enacting and formally establishing job classification titles, job classification specifications, and salary ranges

**AFFECTED DISTRICT:** Not Applicable

## **TITLE OF AGENDA ITEM:**

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA AUTHORIZING JOB CLASSIFICATION TITLES, JOB CLASSIFICATION SPECIFICATIONS, AND SALARY RANGES FOR ACCOUNTANT I, ACCOUNTANT II, CREW LEADER, DEPUTY BUILDING OFFICIAL, FIRE SUPPORT SERVICES MANAGER, FIRE ADMINISTRATION SERVICES MANAGER, GIS MANAGER, MAINTENANCE TECHNICIAN, NEIGHBORHOOD RESOURCE SPECIALIST (PART-TIME), NEIGHBORHOOD REVITALIZATION PROGRAM COORDINATOR, PROGRAM MANAGER, PUBLIC INFORMATION OFFICER, AND YOUTH COORDINATOR; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

## **REPORT IN BRIEF:**

The subject item has been agendized under the consent agenda. The adoption of this resolution will enact and formally establish titles, specifications/descriptions, and salary ranges for the indicated job classifications. The adoption of this resolution is necessary since pursuant to Personnel Rules and Regulations of the Town of Davie, Rule III, Section 7 and Rule IV, Section 2, new or revised job classification specifications and salary range adjustments will be submitted to the Town Council for approval.

The establishment of new or amended job classification titles and job classification specifications/descriptions is necessary in order to accurately reflect the general statement of the job classification as well as specific duties and responsibilities, essential job functions, minimum requirements, and performance indicators for the specified job classifications. The establishment of associated salary ranges of the specified job classifications was necessary in order to appropriately compensate individuals employed in these job classifications when competitive market conditions and internal equity issues are taken into consideration. The following includes some of the factors considered during the analyses for the development and establishment of the job classification titles, job classification specifications, and salary ranges for inclusion of the indicated job classifications in the Fiscal Year 2004 Budget: 1) Job tasks (qualitatively/quantitatively); 2) Task significance, variability, and difficulty; 3) Knowledge/skill variety; 4) Level of autonomy; 5) Interaction (co-worker, supervisory); 6) Span of control; 7) Work unit size; 8) Size of organization.

The following are newly proposed job classifications and associated salary range:

Accountant I	Pay Grade 514 / \$38,961 - \$52,211 annually
Accountant II	Pay Grade 516 / \$42,417 - \$56,842 annually
Fire Support Services Manager	Pay Grade 523 / \$54,507 - \$73,045 annually
Fire Administration Services Manager	Pay Grade 523 / \$54,507 - \$73,045 annually
GIS Manager	Pay Grade 524 / \$56,234 - \$75,359 annually
Neighborhood Resource Specialist (Part-time)	Pay Grade 509 / \$14,5790-\$19,5372 hourly
Neighborhood Revitalization Program Coordinator	Pay Grade 516 / \$42,417 - \$56,842 annually
Program Manager	Pay Grade 524 / \$56,234 - \$75,359 annually
Public Information Officer	Pay Grade 525 / \$57,961 - \$77,674 annually
Youth Coordinator	Pay Grade 513 / \$37,234 - \$49,898 annually

The Accounting I and II positions are proposed to provide the department with job classifications at a professional level for accounting practices. The Fire Service Manager job classifications were previously approved by Council in the Fiscal Year 04-05 budget. GIS Manager, Program Manager and Public Information Officer job classifications will assist in enhancing operations in Administration. The Neighborhood Resources Specialist, the Neighborhood Revitalization Program Coordinator, and the Youth Coordinator will work closely with the Davie Police and other Law Enforcement agencies to combat juvenile crimes as well as substance abuse and will augment the existing after-school program. The goal of the program is to provide self-sufficiency programs and opportunities which help people transition from welfare to independent economic status, while simultaneously improving the physical aesthetics of the three targeted neighborhoods.

The following are currently approved job classifications and current associated salary ranges. The job classification specifications/descriptions for these job classifications are being revised solely to contain updated language:

Crew Leader	Pay Grade 406 / \$26,584 - \$39,276 annually
Deputy Building Official	Pay Grade 525 / \$57,961 - \$77,674 annually
Maintenance Technician I	Pay Grade 402 / \$24,582 - \$36,320 annually

The amendments to these job classifications are indicated in the exhibits as underlines and strikethroughs.

<b>PREVIOUS ACTIONS:</b>	None
<b>CONCURRENCES:</b>	Not Applicable
<b>FISCAL IMPACT:</b>	None
Has request been budgeted?	Not Applicable
Account Name:	Not Applicable

**RECOMMENDATIONS:** Staff recommends approval of the Resolution.

**Attachment(s):**

- Resolution
- Exhibits "A" through "M"

cc: Chris Kovanes, Interim Town Administrator  
Ken Cohen, Assistant Town Administrator  
Russell Muniz, Town Clerk

MA:ma  
Class Specs (cm03/02/05)

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA AUTHORIZING JOB CLASSIFICATION TITLES, JOB CLASSIFICATION SPECIFICATIONS, AND SALARY RANGES FOR ACCOUNTANT I, ACCOUNTANT II, CREW LEADER, DEPUTY BUILDING OFFICIAL, FIRE SUPPORT SERVICES MANAGER, FIRE ADMINISTRATION SERVICES MANAGER, GIS MANAGER, MAINTENANCE TECHNICIAN, NEIGHBORHOOD RESOURCE SPECIALIST (PART-TIME), NEIGHBORHOOD REVITALIZATION PROGRAM COORDINATOR, PROGRAM MANAGER, PUBLIC INFORMATION OFFICER, AND YOUTH COORDINATOR; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Town of Davie desires to authorize job classification specifications, job classification titles, and salary ranges for several job classifications and amend the classification and compensation plan accordingly; and

WHEREAS, it is recommended that the classification and compensation plan be amended to enact and formally establish job classification specifications, job classification titles, and salary ranges for said job classifications; and

WHEREAS, it is in the best interest of the Town to enact said amendments to the classification and compensation plan.

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

SECTION 1. The Town Council of the Town of Davie does hereby authorize the amendment of the Town of Davie classification and compensation plan by authorizing the following job classification specifications herein incorporated as Exhibits A through J at the indicated annual salary ranges:

<u>Job Classification</u>	<u>Salary Range</u>
Accountant I	Pay Grade 514 / \$38,961 - \$52,211 annually
Accountant II	Pay Grade 516 / \$42,417 - \$56,842 annually
Crew Leader	Pay Grade 406 / \$26,584 - \$39,276 annually
Deputy Building Official	Pay Grade 525 / \$57,961 - \$77,674 annually
Fire Support Services Manager	Pay Grade 523 / \$54,507 - \$73,045 annually
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Youth Coordinator	Pay Grade 513 / \$37,234 - \$49,898 annually

SECTION 2. If any section, subsection, sentence, clause, phrase, or portion of this Resolution is, for any reason, held invalid or unconstitutional by any court of competent jurisdiction, such portion shall be deemed a separate, distinct, and independent provision and such holding shall not affect the validity of the remaining portion of the Resolution.

SECTION 3. This resolution shall take effect immediately upon its passage and adoption.

PASSED AND ADOPTED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_,2005

\_\_\_\_\_  
MAYOR/COUNCILMEMBER

ATTEST:

\_\_\_\_\_  
TOWN CLERK

APPROVED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_,2005

## **CLASS SPECIFICATION**

### **ACCOUNTANT 1**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs professional financial accounting and reporting activities for assigned funds. Responsibilities include interpreting records, preparing financial statements and reports, and participating in the design and revision of accounting systems. Reports to Assistant Budget & Finance Director.

#### **ILLUSTRATIVE EXAMPLES OF WORK**

##### **ESSENTIAL JOB FUNCTIONS**

Prepares, maintains and monitors accounting records; including account analysis, financial projections, and reconcilements; conducts standard reviews of various revenues and funds and departmental accounting records; ascertains that the distribution of general journal entries are reasonable and correct; performs work assignments as assigned.

Analyzes accounting records and reports and prepares special management budget reports as requested.

Prepare interim financial reports, monthly reports, and other financial reports.

Analyzes revenues, expenditures, activity costs, and other financial information outside of budgeting tasks.

Reconcile and balance bank statements.

Assists external auditors.

Perform all other related duties as required.

##### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

#### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor’s degree in Accounting or closely related field and two (2) years experience in governmental accounting; or any equivalent combination of training and experience which provides the requires 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 equipment including computer, word processor, typewriter, accounting systems, 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 in excess of those for Sedentary Work. Light Work usually requires 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 giving instructions, assignments or directions to subordinates or assistants, and receiving instructions or direction from superiors.

Language Ability: Requires the ability to read a variety of reports, letters and memos, budget reports, studies and finance audit reports, etc. Requires the ability to prepare correspondence, reports, forms, budgets, studies, assessments, accounting documentation, payroll documentation, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including accounting, compensation, and personnel terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra, geometry, and statistical inference.

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: Knowledge of accounting principles and practices. Knowledge of bookkeeping procedures; preparation process for financial statements in conformity with accepted auditing standards; financial reporting concepts and preferred business practices; and generally accepted accounting and some knowledge of governmental accounting principals. Ability to prepare and explain financial statements, accounting reports and records. Ability to establish and maintain effective working relationships.

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.

## **CLASS SPECIFICATION**

### **ACCOUNTANT II**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs a variety of professional accounting tasks which may include supervision of subordinate accounting and/or clerical personnel. Responsibilities may include participating in the organization, maintenance, review and interpretation of financial records; preparing financial statements and reports and participating in the design and revision of data processing application systems. Reports to Assistant Budget & Finance Director.

#### **ILLUSTRATIVE EXAMPLES OF WORK**

##### **ESSENTIAL JOB FUNCTIONS**

Performs specialized accounting tasks such as project accounting, grant accounting, fixed asset accounting, etc; participates in cash management and investment activities.

Assigns, schedules, supervises and reviews the work of subordinate accounting and/ or clerical personnel; reviews the work of subordinate employees to ensure accuracy, completeness and adherence to instructions, guidelines and generally accepted accounting procedures.

Monitors and evaluates accounting efficiency, systems of internal control, and procedures; reviews or prepares reconciliations of accounts, subsidiary records and subsystems.

Monitors the budget throughout the fiscal year.

Works with computer systems personnel concerning maintenance and enhancements to existing systems.

Participates in the preparation of the Town’s Comprehensive Annual Financial Report.

Supervises and/or participates in recording and reviewing of financial records such as reports, vouchers, requisitions, journal entries and other financial data for accuracy, completeness and conformance with guidelines; interprets financial records and prepares reports concerning the financial condition and conduct of the applicable entity.

##### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

#### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor’s degree in Accounting or closely related field and four (4) years experience in governmental accounting; and minimum of (2) years experience in a supervisory capacity in accounting work; or any equivalent combination of training and experience which provides the requires 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 equipment including computer, word processor, typewriter, accounting systems, 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 in excess of those for Sedentary Work. Light Work usually requires 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.

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Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including accounting, compensation, and personnel terminology.

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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: Knowledge of general and municipal governmental accounting principles and practices. Knowledge of laws, rules, guidelines and regulations applicable to governmental accounting. Ability to analyze complex accounting processes and problems and make effective recommendations for their resolution. Ability to design, develop and implement new or improved accounting procedures and techniques. Ability to assemble and organize data and to prepare reports from such data. Ability to review, analyze and interpret fiscal records and to prepare accurate and complete financial statements. Knowledge of office administrative and supervisory techniques. Ability to establish and maintain effective working relationships.

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.

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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.

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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.

## CLASS SPECIFICATION

### CREWLEADER

#### GENERAL STATEMENT OF JOB

##### PUBIC WORKS:

Under general supervision, performs skilled and semi-skilled work in the maintenance and repair of Town roads, buildings, park areas and facilities. May specialize or otherwise participate in work in such trades as carpentry, painting, plumbing, irrigation, electrical and/or heating and air conditioning. May be responsible for performing supervisory duties on assigned projects. Reports to Manager, Superintendent, Division Supervisor, Operations Supervisor, Coordinator or designee.

##### FITNESS, ATHLETICS AND AQUATICS DIVISION:

~~Under general supervision helps organize, operate, schedule, and supervise all youth and adult sports programs. May specialize in scheduling of staff and team practices and supervising athletic events. May be responsible for attending professional meetings and functions. Will at times help with field maintenance and supervision of aquatic facilities. Reports to Fitness, Athletics and Aquatics Coordinator or designee.~~

##### RECREATION DIVISION:

~~Under general supervision, performs skills in the recreation division which may include planning and implementing programs and events, contract for special instructors, preparing training manual, and work closely with the public. May be responsible for performing supervisory duties on assigned projects. Reports to Recreation Coordinator.~~

##### PARKS & RECREATION

Under general supervision, performs supervisory level work and skilled or semi-skilled tasks as assigned within one of the department's divisions which include: Aquatics & Fitness, Park Ranger, Park Maintenance, Recreation and Sports. Plans, organizes, implements and evaluates programs, events and facility operations and schedules, trains and evaluates work performance of subordinates. Works days, nights and weekends as needed. Reports to Coordinator, Supervisor or Designee.

#### ILLUSTRATIVE EXAMPLES OF WORK

##### ESSENTIAL JOB FUNCTIONS

*(The first set of essential job functions are applicable to all positions covered under this job class. Additional essential job functions for each individual department are noted under the department name.)*

##### PUBLIC WORKS:

Performs skilled carpentry work in the construction, repair or alteration of floors, roofs, stairways, partitions, doors, windows and screens.

Processes some paperwork, including work orders and supply requisitions; may deal with outside vendors.

Transports and moves furniture and equipment.

Performs grounds and facility maintenance work, such as, mowing, weed control, fertilizing, pruning, and planting.

Operates mowers, tractors and various powered equipment, i.e. chain saws, weed eaters, blowers and power pruners.

Operates small or large trucks, small or large tractors and other mechanized equipment including but not limited to street rollers and water trucks.

Operates one (1) or more less complex units of motorized light or heavy equipment involved in the construction and maintenance of roadways, parks, bicycle paths, and other Town-owned sites including, but not limited to, front-end loaders, power lawn mowers, street sweeper-rollers, backhoes, heavy dump trucks, side mowers, water trucks and graders.

Performs skilled work in the painting, staining and wallpapering trades.

Performs skilled work in the installation and maintenance of water and sanitary fixtures and equipment and irrigation systems.

Assists in maintaining security of public buildings and facilities.

Assists in the maintenance and repair of electrical, refrigeration, heating and air conditioning systems.

Assists in the replacement of faulty switches, sockets, plugs, fuses, insulators and other minor electrical work; assists in major electrical or heating and air conditioning projects.

Hangs sheetrock; sands, paints or stains walls, woodwork, cabinets, tables and other wooden articles.

Performs skilled work in the installation and maintenance of roads, sidewalks and bicycle paths.

Prints, assembles and erects road signs and various banners.

Ensures that routine maintenance schedule and special projects are carried out on a timely basis and according to plans; assigns workers and evaluates completed work.

Supervises a crew of employees engaged in various maintenance and/or construction projects as assigned. Hands-on working position responsible for production, quality and completion of assignments.

#### PARKS MAINTENANCE DIVISION

~~May perform skilled work in the repair and maintenance of parks and grounds maintenance and equipment.~~

~~May perform preparation of ballfield areas.~~

~~May perform scheduling of athletic staff and/or Parks Rangers/Recreation Attendant staff.~~

~~May monitor concerns expressed by the general public.~~

#### RECREATION DIVISION

~~May plan programs for seniors, teens and children sponsored by the Parks and Recreation Division.~~

~~May prepare training manual, summer orientation and press release.~~

~~May process some paperwork, including work orders and supply requisitions; may deal with outside vendors.~~

~~May order supplies, inventory equipment, and deliver materials to various recreation facilities.~~

~~Supervises east or west areas during the summer recreation programs. Hands-on working position responsible for staff schedules, bus and field trips, special vendors, and concerns of children, parents, and staff. Supply games, supplies, and equipment to all areas. Document disciplinary problems, incidents, accidents, assign workers and evaluate completed work.~~

#### FITNESS, ATHLETICS AND AQUATICS DIVISION

~~Works on games and practice schedules for youth and adult leagues becoming knowledgeable in Clarisworks word processing program.~~

~~Assists with staffs scheduling at various facilities.~~

~~Keeps up to date standing on all adult leagues.~~

~~Assists Operations Supervisor in inventory control for all youth and adult programs.~~

~~Assists in recruiting and training of all volunteer coaches.~~

~~Organizes youth drafts and player ratings.~~

### AQUATICS AND FITNESS DIVISION

Prepares staff work schedules, trains and directs staff, controls and disciplines staff; checks and evaluates subordinate work performance.

Performs lifeguard duties and performs work tasks such as: program planning and implementation, registration and record keeping tasks; operates/monitors pool recirculation pumping system and water quality; orders materials/supplies/services; inventories and delivers materials/supplies to facilities; deals with outside vendors; completes accident/injury, inspection and incident report type forms; meeting room set up and cleanup and conducts area/facility maintenance.

Disseminates information to the public and assists with rules and regulation enforcement.

### PARK RANGERS DIVISION

Prepares staff work schedules, trains staff, directs staff, controls and disciplines staff; checks and evaluates subordinate work performance.

Opens and closes park areas and facilities, conducts park security patrols, park rules and regulation enforcement, sets up and installs informational signs.

Orders materials/supplies/services; inventories and delivers materials/supplies to facilities; deals with outside vendors.

Completes accident/injury, inspection and incident report type forms.

Sets up and cleans meeting room and conducts area/facility maintenance.

Disseminates information to the public and issues non moving traffic violations

### PARK MAINTENANCE DIVISION

Prepares staff work schedules, trains staff, directs staff, controls and disciplines staff; checks and evaluates subordinate work performance.

Performs skilled work in the repair and maintenance/upkeep of facility/grounds and equipment operation, athletic field and irrigation system operation.

Sets-up and cleans meeting room.

Orders materials/supplies/service; keeps track of inventories and delivers materials/supplies to facilities; deals with outside vendors.

Completes accident/injury/inspection and incident type forms.

Disseminates information to the public and assists with rules and regulation enforcement.

### RECREATION DIVISION

Prepares staff work schedules, trains staff, directs staff, controls and disciplines staff checks and evaluates subordinate work performance.

Plans/organizes/implements/evaluates youth, adult and senior recreational programs; prepares staff training manuals; program registration.

Prepares program press releases.

Orders materials/supplies/services needed for programs; maintains inventory and delivers materials/supplies to facilities; interacts with outside vendors.

Supervises summer recreational camp programs/activities; handles participant behavior concerns; area/facility maintenance and completes accident/injury/inspection and incident report type forms.

Disseminates information to the public and assists with rules and regulation enforcement.

### SPORTS DIVISION

Prepares staff work including: scheduling, training, directing, checking and evaluating subordinate work performance. Tasks also include but not limited to: planning/organizing/implementing and evaluating youth, adult and senior athletic sports programs; program registration; prepares staff training manuals.

Prepares program press releases.

Orders materials/supplies/services needed for programs; maintains inventory and delivers materials/supplies to facilities; interacts with outside vendors.

Supervises program activity; handles participant behavior concerns; maintains area/facility.

Participates in recruitment and trains volunteer coaches, organizes youth program drafts and player ratings.

Completes accident/injury/inspection and incident report type forms.

Disseminates information to the public and assists with rules and regulation enforcement.

### ADDITIONAL JOB FUNCTIONS

Performs other related work as required which may include night/weekend scheduling as determined by Department Director or their designee.

### MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and 1 to 3 years experience in general building and grounds maintenance, general construction or mechanical trades, with special training, certification or experience in general maintenance and equipment operation preferred; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

### SPECIAL REQUIREMENTS

Possession of a valid Class "E" Florida Driver's license and a good driving record. Possession of a valid Class "A" or "B" Commercial Driver's License (CDL), issued by the State of Florida, preferred.

### AQUATICS AND FITNESS DIVISIONS

~~Possession of current certifications: pool operators license (C.P.O.) and National Pool & Waterpark Lifeguard Training CPR/BLW.~~ Possession of current Certified Pool Operators License and American Red Cross Certifications for Lifeguard/CPR and First Aid.

### 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 air compressors, generators, mechanic tools, paint equipment, etc. Must be able to exert up to 100 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are those for medium to heavy labor.

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 and giving instructions, assignments or directions.

Language Ability: Requires the ability to read a variety of reports, forms, prints, etc.; requires the ability to prepare correspondence, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in technical and/or professional languages including engineering, utilities, mechanics, and others used within the parameters of the job.

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

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

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

Manual Dexterity: Requires the ability to handle a variety of items such as motorized equipment and hand tools. 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 and in emergency situations.

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 working knowledge of the procedures, material and equipment related to plumbing, masonry, carpentry, mechanical or painting. Has working knowledge of the occupational hazards and proper safety precautions associated with work. Is skilled in the use of a variety of hand and power tools necessary to perform plumbing, masonry, carpentry, mechanical or painting tasks. Is able to understand and work from sketches or penciled drawings. Is able to operate the more common types of machine shop equipment. Is able to assume lead worker responsibilities in working with semiskilled and unskilled workers. Is able to plan, assign and supervise the work of subordinates and to instruct them in proper work methods and procedures when assigned foreman duties. Is able to perform arduous manual labor as required by work assignments. Is able to drive light trucks and other light equipment. Is able to exercise independent judgment in performing daily work activities and in inspecting completed work. Is able to understand and follow oral and written instructions. Is to establish and maintain effective working relationships as necessitated by work assignments.

Knowledge of Job: In recreation division, has working knowledge of the policy and procedures, purchasing, planning, implementing and organizing recreational activities for senior, teen and youth programs. Has working knowledge of proper safety procedures associates with working with children and adults. Ability to understand and follow oral and written instructions. Is 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 with all Town departments and divisions, 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 and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 Town and project a good Town 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, supervisors, 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.

## Exhibit "D"

# CLASS SPECIFICATION

## DEPUTY BUILDING OFFICIAL

### GENERAL STATEMENT OF JOB

~~Under limited supervision, performs highly responsible supervisory, administrative and technical work assisting the Building Official in interpreting and enforcing federal, state, county and local building standards and codes. Work involves administering the unsafe structure program, the construction plan review, permitting and inspection program, and the occupational license issuance program. Employee is also responsible for assisting the Building Official in supervising chief inspectors and other personnel in the Division. Reports to the Building Official.~~

Under limited supervision of the Development Services Director and the Building Official, this position performs highly responsible administrative, supervisory and technical work dealing with customer services. Work involves serving as the Town's Permit Specialist by assisting customers with permit procedures and issues, performing related investigations and inquiries. The position is also responsible for serving as the Town's Inspections Coordinator with the public and other municipalities serviced by the Town. The employee is also responsible for assisting the Building Official in the supervision and managing of personnel within the Building Division. Acts as the Building Official in the absence of the Building Official. Reports to the Development Services Director.

### ILLUSTRATIVE EXAMPLES OF WORK

#### ESSENTIAL JOB FUNCTIONS

Oversees customer service to ensure that all services are conducted efficiently and effectively. Assist customers with complex development issues and conducts investigations and inquiries into customer service related incidents.

Coordinates the scheduling of inspection personnel as it relates to Town, and various municipalities that are provided service by the Town.

Conducts field audits of inspection quality.

Assist in the oversight of Building Division personnel through direct or delegated supervision of Structural, Plumbing, Electrical, Mechanical, Fire Inspection and Permit & Occupational Issuance programs, ensuring adherence to established laws, regulations, policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise; reviews, develops and implements policy and procedures, as necessary, to improve Division efficiency; reviews various reports, including activity logs, and approves actions or makes recommendations as to procedure.

Makes recommendations to the Building Official for routine personnel matters affecting subordinates, including interviewing applicant, hiring, assigning, scheduling, promoting, disciplining, terminating, etc., preparing and submitting various reports and records as required by Town management; ensures subordinates receive training as required by assignments and designated career paths.

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Enforces South Florida Building Code and related federal, state, county and/or Town ordinances and regulations governing minimum standards and requirements for construction, alterations, repairs and materials used; interprets building code and related ordinances and regulations for architects, engineers, building owners and contractors.

Assists the Building Official in development of annual budget proposals, providing Building Division revenue and expenditure projections; assists in administrative oversight of expenditures, including approving division expenditures.

Represents Town in legal actions as expert witness for building code interpretation; prepares or delegates preparation of legal action in cases of building code violations for Unsafe Structure Board, Code Enforcement Board or designee, and courts; prepares and presents cases as prosecutor before Unsafe Structure Board in accordance with provisions of the South Florida Building Code.

Receives and investigates complaints pertaining to conduct of Division personnel, programs, procedures, etc., interviewing various parties and reviewing available reports, and preparing verbal and/or written responses and recommendations, as appropriate; receives and responds to praise for Division personnel, activities, programs, etc., ensuring appropriate recognition of parties involved.

Attends meetings and/or public gatherings as representative of the Building Division to cultivate favorable public relations and/or to explain activities and functions of Division.

~~Assists with the issuance of building permits; serves as custodian of records, supervision records maintenance.~~

Performs necessary research and compiles data for special projects and reports, as necessary or as assigned, ensuring completion by specified deadlines and in accordance with defined goals and objectives; monitors ordinances and standards for continuity and applicability to current construction and/or industry conditions.

#### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

#### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school and 8 years of experience as a general contractor, professional engineer or architect, including 2 years of experience as a supervisory building inspector; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

#### **SPECIAL REQUIREMENT**

Certification by the Broward County Board of Rules and Appeals as a deputy or assistant building official. Certification by the State of Florida Department of Business & Professional Regulation as a building administrator. Recognition by the Broward County Board of Rules and Appeals as a general contractor. Possession of a valid Florida driver's license.

#### **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 computers, typewriters, copiers, calculators, etc. Must be physically able to operate a motor vehicle. Must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Requires the ability to maintain body equilibrium when bending, stooping, crouching, climbing, reaching and/or stretching arms, legs or other parts of body, and to physically maneuver over and/or upon varying terrain, surfaces or physical structures. Physical demand requirements are for Light to Medium Work.

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

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**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments or directions to subordinates or assistants.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, blueprints, schematics, diagrams, forms, etc. Requires the ability to prepare correspondence, reports, forms, permits, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control, and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including architectural, construction, electrical, engineering, and mechanical terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; calculate decimals and percentages; perform calculations involving variables, formulas, square roots and polynomials.

**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 and hand tools.

**Manual Dexterity:** Requires the ability to handle a variety of items, such as keyboards, control knobs, switches, etc. 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 telephone.

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has substantial knowledge of modern structural, plumbing, electrical and mechanical construction practices, materials and equipment, and of the various stages of construction when violations and defects should be observed and corrected. Has substantial knowledge of construction-related fire safety practices. Has substantial knowledge of state and local ordinances and codes administered through the Building Division, including provisions of the South Florida Building Code. Has substantial knowledge of requirements, policies and procedures for obtaining various Town construction permits. Has substantial knowledge of ethical guidelines applicable to the position as outlined by professional standards and/or federal, state and local laws, rules and regulations. Has considerable knowledge of Town geography. Has considerable knowledge of the principles of supervision, organization and administration. Has general knowledge of the popular computer-driven word processing, spreadsheet and file maintenance programs. Is able to detect and locate defective workmanship in construction or repair of buildings. Is able to interpret blueprints, diagrams, specifications, codes and building regulations. Is able to exercise independent judgment in the application of standards to a variety of work standards. Is able to express ideas effectively orally and in writing. Is able to assign, direct and supervise a technical staff. Is able to exercise tact, courtesy and firmness with developers, contractors, property owners and the general public. Is able to physically maneuver on scaffolds, structural members and in cramped quarters to accomplish thorough inspections. 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

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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 "Specific Duties and Responsibilities."

**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.

## **CLASS SPECIFICATION**

### **FIRE SUPPORT SERVICES MANAGER**

#### **GENERAL STATEMENT OF JOB**

This employee is assigned to administrative and support services in the Fire Rescue Department and under occasional supervision performs daily functions of the warehouse management, including preparing purchase orders, receiving, storing and dispensing supplies and equipment, and may include supervision of staff personnel. This position regulates and audits to ensure that supplies and equipment are ordered and dispersed as needed for the effective and efficient operation of the Fire Rescue Department. Prepares and/or reviews purchasing and inventory documents for completeness, accuracy, and project identification. Work is performed under the general supervision and/or direction of the Fire Chief/Department Director or designee.

#### **ILLUSTRATIVE EXAMPLES OF WORK**

##### **ESSENTIAL JOB FUNCTIONS**

Coordinates the requisitioning of supplies and materials with the Town’s Purchasing division, advises on commodity specifications, bid quotations, vendors selection, and billing transactions.

Implements and evaluates procedures / methods for requisitioning, receiving, issuing, storing and recording a variety of tools, materials, equipment, and parts, etc. stocked in the Fire Rescue warehouse or stations. Responsible for the maintenance of Fire Rescue perpetual inventory records. Oversees the Fire Rescue Department inventory / asset control process.

Responsible for receiving, unloading, counting, verifying delivery receipts for accuracy and content; locates packing ticket or invoice and post to show type and number of items received; posts appropriate shipping receipts or other documents to show if delivery is a full or partial shipment; works with purchasing staff to return defective or undesired goods; packages various items for shipment or repackages stock for refund of defective goods as assigned. Utilizes shelves, bins, etc. for the effective placement of the inventory. Marks stocks of perpetual inventory as items are issued. Places and monitors orders to maintain inventory levels.

Utilizing the inventory control system, records inventory receipts and disbursements, maintaining minimums and maximums and periodically conducts an inventory of all commodities in stock to assure continuous availability.

Determines the physical location of supplies; arranges stock, monitors medical supplies for shelf life expiration and rotates accordingly. Pulls stock of recalled pharmaceuticals and medical supplies

Informs direct supervisor of problems or discrepancies that arise in inventory dispersal relative to improper work orders for immediate resolution.

Issues equipment, materials, supplies, tools, etc. based on knowledge of materials in the warehouse. Evaluates new parts, materials and equipment and makes recommendations for the Fire Rescue Department.

Interacts and communicates with Fire Rescue supervisor’s and staff, outside vendors, and Purchasing / Finance Department personnel on warehousing matters. Oversees Self-Contained Breathing Apparatus (SCBA) program and implements measures for record keeping of apparatus, repair, calibration and testing in accordance with DOT and NFPA standards. Notifies direct supervisor of service bulletins and recalls associated with equipment. Establish and maintain service schedules and periodic testing as required by test bench and manufacturer standard.

Arranges with outside vendors to size, measure, and test personnel on fitting of fire protective gear and apparatus. Maintains and reconciles preventative and scheduled maintenance roster of radios, hand and power tools, hose, air packs cascade system, exercise equipment.

Ships, receives, and maintain status of equipment sent for repairs. Delivers supplies and equipment to the fire stations and picks up supplies and equipment as needed.

Attends meetings held by various agencies regarding fire and medical equipment issues, evaluations, and vendor expositions. Assists department in arranging for pickup of medical equipment left at area hospitals and other fire departments.

Coordinates supply of community programs with educational literature and training aids, medical supplies for CERT medical kits, and protective equipment and supplies for CERT personnel equipment bags.

Maintains a list of vendors / contractors available to make emergency repairs to facilities, apparatus and equipment. Monitors vendors and contractors to insure compliance with the terms of the agreement with the Town and or specification of materials.

Enters and tracks purchase requisitions and field purchase orders as required. Monitors expenses charged to accounts used in the performance of this position, notifies direct supervisor of status of those accounts. Prepares budget transfers as required and requested by the Fire Chief or designee. Identifies the need for additional resources and makes recommendations during the budget preparation process.

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Associates Degree in Business Management, Fire Science/ EMS or related field. (Bachelors Degree preferred). Plus Two (2) years experience in warehousing, receiving, storing and dispensing ordered goods using work order/inventory systems. Bachelor degree must be obtained within three (3) years of employment with the Town. Experience in the operation of computer driven word processing spreadsheet and file maintenance programs preferred; or an equivalent combination of training and experience which provides the required skills, knowledge and abilities.

Possess current State of Florida Drivers License.

### **SPECIAL REQUIREMENTS**

#### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including various fire fighting and emergency response equipment, audio visual equipment, and common office equipment, etc. Must be able to exert up to 150 pounds of force occasionally, and/ or up to 50 pounds of force frequently, and/ or up to 10 pounds of force constantly to move objects. Physical demand requirements are those for very heavy work.

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 giving instructions, assignments or directions to subordinates, and receiving information from superiors.

Language Ability: Requires the ability to read a variety of reports, correspondence, charts, forms, permits, etc. Requires the ability to prepare correspondence, reports, forms, budgets, permits, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including legal and governmental terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

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

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

Manual Dexterity: Mechanical skills and the use of small and assorted hand tools are required, including but not limited to, test equipment, office equipment, computers, radios and pagers, telephone, etc. Requires the ability to handle a variety of items such as fire fighting equipment and 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 or in emergency situations.

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.)

### **PERFORMANCE INDICATORS**

Knowledge of Job: Knowledge of Job: Has thorough knowledge of the organization and function of the Administration Department. Has considerable knowledge of Town and departmental rules, regulations, policies and procedures, and the ability to interpret them. Has considerable knowledge of the principles and practices of modern office management including knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs. Has considerable knowledge of arithmetic, spelling, grammar, punctuation, and vocabulary. Has some knowledge of the principles of supervision, organization and administration. Is skilled in organizing work flow and coordinating activities. Is skilled in the operation of a typewriter or computer-driven data entry equipment. Is able to organize and manage assigned operations of the department. Is able to research problems and find solutions independently, in accordance with laws, regulations and Town policies and procedures. Is able to communicate effectively in oral and written form. Is able to supervise and coordinate the work of others. Is able to deal tactfully and effectively with public officials, co-workers, and the general public. Is able to establish and maintain effective working relationships as necessitated by work assignments. Is able to develop and modify work procedures, methods and processes to improve efficiency. Is able to maintain complex records. Is able to compose effective correspondence

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 with all Town departments and divisions, coworkers 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 and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 Town and project a good Town 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, Fire Chief, 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 department 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. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving 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 department.

Organizing: Organizes work and that of subordinate staff. 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 Town officials and management to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the Town. Assists in the development and training of department 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 departmental 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 departmental standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department 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 department. 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 department. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse 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 department. 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 department 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.

## **CLASS SPECIFICATION**

### **FIRE ADMINISTRATIVE SERVICES MANAGER**

#### **GENERAL STATEMENT OF JOB**

This employee performs responsible administrative work involving relatively complex methods requiring application of independent judgment and action. Employee maintains and supports technology based systems, computerized data and records management activities within the Fire Rescue Department. Provides additional technical support and other related services regarding the current and future needs of the department as may be required. Work is performed under the general supervision of the Fire Chief/Department Director or **designee**.

Under limited supervision, performs professional-level work in the planning, programming, developing, coordinating, operating and maintaining the Fire Rescue Departments, management information systems, personnel management systems, geographic information systems and Fire/EMS/Emergency Management Systems. This position requires an individual who can work under stressful circumstances when *necessary* or dealing with elements of a sensitive nature which requires confidentiality.

#### **ILLUSTRATIVE EXAMPLES OF WORK**

##### **ESSENTIAL JOB FUNCTIONS**

Develops/refines records management systems for the Fire Rescue Department with goal of automating records process to take advantage of available technology.

Manages the day-to-day operations of the information system and functions of assigned staff.

Ensures confidentiality and integrity of all data on the system through the use of user and file passwords, systemic backups and storage of backup files.

Provides education and training in the use of computer applications and peripheral equipment and assists users with difficulties.

Installs computer software and hardware.

Ensures the coordination, proper installation and maintenance of all department MIS systems, and continued compliance with all Federal, State and local regulations, Town policies and standards.

Enters data related to department operations into appropriate records management system. Develops and produces routine and special reports from records management systems for review and analysis.

Provides in-house training and ‘help desk’ support to department members on department’s records management systems. Serves as department liaison to Technology and Information Management and as Department Systems Administrator for the Fire Rescue Department. Reviews hardware and software needs and suggests updates when necessary. Gathers and disseminates a variety of information utilizing knowledge of programs, procedures and software.

Researches and analyzes current and available software for most efficient utilization.

Develops, implements, and data management information which aid the Fire Chief, Department Director or designees to efficiently and effectively manage their respective assignments or operations. Prepares accurate reports, maintain files and records of department.

Participates in related management meetings, functions and activities as required.

Analyzes and processes reports and forms and make decisions accordingly.

## **ADDITIONAL JOB FUNCTIONS**

Performs other related duties as required.

## **MINIMUM TRAINING AND EXPERIENCE**

Associates Degree in Business Management, Computer Science or related field. (Bachelors Degree preferred). Plus three (3) years of experience with technology and information management systems. Bachelor's degree must be obtained within three (3) years of employment with the Town; or any equivalent combination of experience and training which provides the required skills, knowledge and abilities.

## **SPECIAL REQUIREMENTS**

N/A

## **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of office equipment including a personal computer, typewriter, calculator, copier, facsimile machine, etc. Must be able to exert up to 10 pounds of force occasionally, and up to 5 pounds of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are those for Sedentary Work, but position may require 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 giving instructions, assignments or directions to subordinates, and receiving information from superiors.

**Language Ability:** Requires the ability to read a variety of reports, correspondence, charts, forms, permits, etc. Requires the ability to prepare correspondence, reports, forms, budgets, permits, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of rational systems to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including legal and governmental terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

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

**Motor Coordination:** Requires the ability 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 or in emergency situations.

**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.)

## PERFORMANCE INDICATORS

Knowledge of Job: Knowledge of Job: Has working knowledge of the operations, functions and policies of Fire Rescue Department. Skill in the utilization and adaptation of management information systems software including but not limited to specialized automation software (i.e., Office programs, Spreadsheet programs, Fire and Rescue Software programs, Geographic Information programs and other related data management systems). Has comprehensive knowledge of data processing, records management and computer systems. Knowledge of inventory control methods and procedures including maintaining complex inventory records. Has thorough knowledge of the organization and function of the Administration Department. Has considerable knowledge of Town and departmental rules, regulations, policies and procedures, and the ability to interpret them. Has considerable knowledge of the principles and practices of modern office management including knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs. Has considerable knowledge of arithmetic, spelling, grammar, punctuation, and vocabulary. Has some knowledge of the principles of supervision, organization and administration. Is skilled in organizing work flow and coordinating activities. Is skilled in the operation of a typewriter or computer-driven data entry equipment. Is able to organize and manage assigned operations of the department. Is able to research problems and find solutions independently, in accordance with laws, regulations and Town policies and procedures. Is able to communicate effectively in oral and written form. Is able to supervise and coordinate the work of others. Is able to deal tactfully and effectively with public officials, co-workers, and the general public. Is able to establish and maintain effective working relationships as necessitated by work assignments. Is able to develop and modify work procedures, methods and processes to improve efficiency. Is able to maintain complex records. Is able to compose effective correspondence

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 with all Town departments and divisions, coworkers 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 and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 Town and project a good Town 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, Fire Chief, 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 department 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. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving 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 department.

Organizing: Organizes work and that of subordinate staff. 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 Town officials and management to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the Town. Assists in the development and training of department 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 departmental 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 departmental standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department 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 department. 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 department. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse 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 department. 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 department 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.

## **CLASS SPECIFICATION**

### **GIS Manager**

#### **GENERAL STATEMENT OF JOB**

Under limited supervision, plans, organizes and budgets the Town’s Geographical Information System. Coordinates GIS activities to Town departments, agencies and individuals and manages projects to completion. Supervises subordinate GIS professionals; reviews work of subordinates for completeness and accuracy. Reports to the Programs Administrator.

#### **ILLUSTRATIVE EXAMPLES OF WORK**

##### **ESSENTIAL JOB FUNCTIONS**

Develops and coordinates plans and strategies for the management of the Town’s Geographical System.

Utilizes technical and administrative skills to ensure that GIS technology is used properly and efficiently.

Recognizes and applies spatial information needs of departments.

Sets project goals and objectives and assures the management and completion of projects on time and within budget.

Monitor and evaluate the work of subordinates.

Coordinate activities with departments and staff in defining GIS needs.

Development and maintenance of town’s infrastructure program to meet general, departmental, and GASB34 needs.

Manage ArcIMS server development for Town (intranet) and public (internet) use.

Participates and directs GPS field work.

Provides training in the use of GIS system and/or ArcIMS server.

Performs professional research and analysis work utilizing GIS.

##### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

#### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from a 4-year college with a degree in Geography, Planning, Computer Science, Engineering, GIS, or a related field; 1 Year of Experience in GIS operations using GIS software; or any combination of training and experience which provides the required skills, knowledge and abilities. Experience or training with a GPS unit is preferred.

#### **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 mapping and design equipment, computer, copiers, drafting equipment, 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. Must be able to carry 15 pounds of equipment occasionally.

**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; budget reports; real property appraisals and assessments; sales ratio studies and finance audit reports; deeds, surveys and permits, etc. Requires the ability to prepare correspondence, reports, forms, budgets, studies, assessments, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in drafting terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

**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 and drafting tools. 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.)

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Is skilled in the use of popular computer- driven graphics programs.Has strong working knowledge of computers, with intermediate or advanced knowledge of GIS principles, applications and programs. Is skilled in design of various nature. Is able to prepare neat and accurate scale plotting. Is able to interpret information from base maps, architectural and engineering designs, and surveyors field notes. Has considerable knowledge of standard practices, materials and equipment used in drafting. Has working knowledge of terminology, methods and forms used in drafting and design. Has working knowledge of geographical areas and subdivisions in the Town and surrounding county. Is skilled in the use of drafting and related tools and equipment. Is able to 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.

## **CLASS SPECIFICATION**

### **MAINTENANCE TECHNICIAN I**

#### **GENERAL STATEMENT OF JOB**

Under direct supervision, performs semi-skilled and unskilled work in the maintenance and construction needs of a Town Department. Is responsible for a variety of labor-intensive tasks in an assigned area. Reports to a foreperson-level supervisor.

#### **ILLUSTRATIVE EXAMPLES OF WORK**

##### **ESSENTIAL JOB FUNCTIONS**

*(The first set of essential job functions are applicable to all positions covered under this job class. Additional essential job functions for each individual department are noted under the department name.)*

Assists in various landscaping chores, including but not limited to, mowing grass, planting, cultivating, fertilizing and sowing grass seed, and planting shrubbery, flower bulbs, trees and plants.

Helps clear land for new construction and reconstruction using both hand and power tools.

Operates small or large trucks, small or large tractors, power lawn mowers and other mechanized equipment including but not limited to street rollers and water trucks.

Cleans tools and assists in repairing mowers and other grounds maintenance equipment, motors, blowers, pumps, compressors, etc.

Transports and moves furniture and equipment.

##### **Public Works**

Performs varied carpentry, painting, masonry, and other building maintenance tasks as required.

Installs, operates, maintains and repairs irrigation system.

Repairs asphalt and pavement.

Erects road signs.

Rides sanitation truck and collects refuse from receptacles on assigned route; removes animal carcasses from roadside.

##### **Parks and Recreation**

Assists in the maintenance and construction of picnic shelters and other structures associated with Town parks.

Assists in painting and staining interior and exterior of park buildings and other equipment where necessary.

Assists in mowing, dragging and lining off ballfields for recreational purposes.

Assists in mowing grass, cleaning parks and playgrounds, landscaping, and any other activities necessary in operating and maintaining Town parks and grounds.

##### **Foreperson Assignment**

Ensures that routine maintenance schedule and special projects are carried out on a timely basis and according to plans; assigns workers and evaluates completed work.

Supervises a crew of employees engaged in various maintenance and/or construction projects as assigned.

## **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

## **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school and 1 to 2 years of experience ~~in labor intensive maintenance work~~ working in any environment; or any combination of training and experience which provides the required abilities to work under varying climate conditions.

## **SPECIAL REQUIREMENTS**

Possession of a valid Class "E" Florida driver's license. Possession of a valid Class "A" or "B" Commercial Driver's License (CDL), issued by the State of Florida, preferred.

## **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 air compressors, generators, mechanics tools, paint equipment, etc. Must be able to exert up to 100 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are those for medium to heavy labor.

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, forms, prints, etc.; requires the ability to prepare correspondence, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

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

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

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

Manual Dexterity: Requires the ability to handle a variety of items such as motorized equipment and hand tools. 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 and in emergency situations.

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 some knowledge of basic grounds keeping practices and procedures. Has some knowledge of pruning, spraying and trimming requirements of shrubs and trees. Has some knowledge of hazards and applicable safety requirements of area of assignment and equipment and machines used. Has some knowledge of the maintenance and repair of small gasoline engines. Has some knowledge of construction techniques involved with the actual erection and maintenance of buildings and other structures. Has some knowledge of and is able to use equipment, materials and tools used in the construction and maintenance trades. Is skilled in the use of mowers, pruners and other grounds maintenance equipment and tools. Is able to perform strenuous work under varying weather conditions. Is able to understand and follow oral instructions.

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 with all Town departments and divisions, 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 and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 Town and project a good Town 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, supervisors, 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.

## **CLASS SPECIFICATION**

### **NEIGHBORHOOD RESOURCES SPECIALIST**

#### GENERAL STATEMENT OF JOB

Under supervision of the Housing and Community Development Director or designee, the Neighborhood Resources Specialist performs professional work developing, promoting and administering neighborhood outreach programs. Employee works with targeted neighborhoods to assist in the coordination of activities, events, grass-roots self-sufficiency programs. Employee assists in the collection of data and information, planning of community meetings, neighborhood activities, and events.

#### ESSENTIAL JOB FUNCTIONS

Develop comprehensive telephone and mailing lists and undertake surveys in the CDBG Target Areas, to assess community needs obtain information for specific programs, activities and services of the area residents.

Notify residents of community meetings, special events, neighborhood activities, and opportunities of other services.

Assist with the planning of monthly meetings, events, and activities in each of the three CDBG Target Areas.

Provide information to residents on how to access the services provided by other agencies including local, county, state, federal and non-profit groups e.g. Social Security applications, disability applications, Food Stamps, child care, etc.

Prepares records, correspondence and reports, and maintain accurate referral data and records.

Work closely with Safe Neighborhood Coordinator to identify resources and assist the community in the implementation of the Action Plans for each targeted neighborhood.

Promote and educate the residents on the various programs provided by the Housing and Community Development Department.

Assist in the coordination of volunteers to participate in neighborhood activities.

Performs related work as required by the Housing and Community Development Director and/or Designee.

#### MINIMUM TRAINING AND EXPERIENCE

Associates Degree from an accredited college or university and two years experience developing and administering community or outreach programs; or any equivalent combination of training and experience which provides the required 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 computers, typewriters, copiers, calculators, facsimile machines, etc. Must be physically able to operate motor vehicles. Requires the ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work, and the worker sit most of the time, the job is rated for Light Work.

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

Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments and/or directions to subordinates or assistants, and/or program participants.

Language Ability: Requires the ability to read a variety of correspondence, reports, records, purchase orders, forms, etc. Requires the ability to prepare a variety of correspondence, reports, budgets, surveys, personnel forms, news releases, etc. using prescribed format and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including accounting, legal and marketing terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; calculate 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 automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, such as keyboards, toggle switches, control knobs, etc. 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 when confronted with persons acting under stress.

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

### **PERFORMANCE INDICATORS**

Knowledge of Job: Knowledge of Job: Has considerable knowledge of federal and/or state grants for community-based programs. Ability to conduct neighborhood meetings and workshops, and speak effectively in public. Ability to express ideas clearly in writing. Ability to establish and maintain effective working relationships with neighborhood residents, community leaders, service providers, other governmental agencies, and members of diverse cultural backgrounds regardless of race, religion, age, sex, handicap, or political affiliation. Ability to analyze and address requests for assistance from the residents, and coordinate effective service delivery. Bilingual (English/Spanish) skills preferred. Knowledge of the city, county, state, federal and non-profit resources available to the local residents. Knowledge of social service provision and case management procedures. Considerable knowledge of public relations principles and techniques. Knowledge of office practices and procedures. Ability to exercise tact and diplomacy in dealing with members of the public and with other public and private officials. Ability to prepare records, forms, reports and correspondence.

Essential Equipment: Must be able to operate a computer, telephone, fax and other related office equipment used in day to day operations.

Knowledge or Skills Required: Computer skills, public speaking ability, organizational skills, and strong communication skills required. Knowledge of problem solving and local availability of health, education and human service resources is helpful.

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 with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

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 minimum 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 and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 goodwill toward the Town and project a good Town image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the Town. Interacts effectively with fellow employees, supervisors, 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.

## **CLASS SPECIFICATION**

### **NEIGHBORHOOD REVITALIZATION PROGRAM COORDINATOR**

#### **GENERAL STATEMENT OF JOB**

Under the supervision of the Housing and Community Development Director, employee will work with targeted neighborhoods to coordinate activities, events, and various grass-roots self-sufficiency programs which result in neighborhood revitalization, crime reduction, improved health care, job creation, and/or enhanced community services. Employee will survey and collect data and information, coordinate community meetings, facilitate strategic plans, and identify resources available to implement neighborhood action plans. Employee will facilitate partnerships and coordinate efforts with public, private, and non-profit agencies to enhance the level of services in Davie and build positive relationships with the CDBG Target Areas residents. Employee will be responsible for supervising full-time and/or part-time staff and volunteers.

#### **ESSENTIAL JOB FUNCTIONS**

Coordinate monthly community meetings in the three targeted neighborhoods, and guide the residents in developing a steady progressive agenda for self-sufficiency. Schedule guest speakers, prepare agenda, and minutes for each target area meetings.

Reviews requests for assistance from community groups, develop community programs, and partnerships by coordinating activities such as health fairs, back-to-school events, employment and job creation and assist local civic groups and neighborhoods by developing community empowerment programs.

Engage the community in local strategic planning for quality of life improvements. Includes problem solving, presentation of data, development of goals, objectives, and action plans for targeted area.

Identify resources and assist the community in the implementation of the Action Plans for each targeted area. Participate in neighborhood and civic association meetings, public forums, and service provider meetings. Organize lectures, training programs, and crime prevention, and public safety awareness presentations for neighborhood residents.

Receive complaints, inquiries, and suggestions from individual citizens and citizen groups, and responds accordingly, prepare follow-up action plans; and, serve as a liaison between the Town and residents of targeted neighborhoods.

Develop a Community Response System (CRS) to provide appropriate referrals to the residents to applicable social and public service agencies, and ensure timely responses to community concerns and requests.

Keep accurate records of community meetings, correspondence, documents, and reports of events, activities, and projects conducted in the targeted neighborhoods.

Train, supervise, and schedule work hours of part-time staff

Identify and develop a Service-Provider Resource Guide to assist Davie residents in locating service providers covering a broad range of activities.

Promote and educate the residents on the various programs and activities provided by the Town’s Housing and Community Development Department.

Performs related work as required by the Housing and Community Development Director.

## **MINIMUM TRAINING AND EXPERIENCE**

Graduation from a four-year college or university with major course work in Business or Public Administration and three (3) years experience in community development work or neighborhood-based programs; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

## **SPECIAL REQUIREMENTS**

Possession of valid Florida Driver's license with good driving record.

Considerable work will take place at community buildings and other sites, outside of normal business hours i.e. evening meetings and weekend events will be a part of the job duties.

Bilingual skills preferred (English/Spanish).

## **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 computers, typewriters, copiers, calculators, facsimile machines, etc. Must be physically able to operate motor vehicles. Requires the ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work, and the worker sit most of the time, the job is rated for Light Work.

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

**Interpersonal Communications:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments and/or directions to subordinates or assistants, and/or program participants.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, records, purchase orders, forms, etc. Requires the ability to prepare a variety of correspondence, reports, budgets, surveys, personnel forms, news releases, etc. using prescribed format and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including accounting, legal and marketing terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; calculate 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 automated office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items, such as keyboards, toggle switches, control knobs, etc. 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 when confronted with persons acting under stress.

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

## **PERFORMANCE INDICATORS**

Knowledge of Job: Knowledge of Job: Has considerable knowledge of federal and/or state grants for community-based programs. Ability to conduct neighborhood meetings and workshops, and speak effectively in public. Ability to express ideas clearly in writing. Ability to establish and maintain effective working relationships with neighborhood residents, community leaders, service providers, other governmental agencies, and members of diverse cultural backgrounds regardless of race, religion, age, sex, handicap, or political affiliation. Ability to analyze and address requests for assistance from the residents, and coordinate effective service delivery. Bilingual (English/Spanish) skills preferred. Knowledge of the city, county, state, federal and non-profit resources available to the local residents. Knowledge of social service provision and case management procedures. Considerable knowledge of public relations principles and techniques. Knowledge of office practices and procedures. Ability to exercise tact and diplomacy in dealing with members of the public and with other public and private officials. Ability to prepare records, forms, reports and correspondence.

Essential Equipment: Must be able to operate a computer, telephone, fax and other related office equipment used in day to day operations.

Knowledge or Skills Required: Computer skills, public speaking ability, organizational skills, and strong communication skills required. Knowledge of problem solving and local availability of health, education and human service resources is helpful.

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 with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

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 minimum 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 and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 goodwill toward the Town and project a good Town image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the Town. Interacts effectively with fellow employees, supervisors, 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 department 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 Town. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving departmental and Town 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 department and Town.

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 Town officials and management to select and recommend employment of personnel for the department who are qualified, both technically and philosophically, to meet the needs of the department and the Town. Personally directs the development and training of department 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 Town 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 department 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 department. 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 department and Town. 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 department and Town functions. 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 department 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.

## **CLASS DESCRIPTION**

### **PROGRAM MANAGER**

Administers Franchise Agreements to ensure that all contractual obligations are met. Oversees and maintains technical standards

Evaluates town wide programs on a continual basis reviews data and makes recommendations for improving effectiveness and efficiency of operations, ensures accurate recording of data, oversees contract employees performance.

Recommends improved programs to adhere to changing trends in including necessary research surveys, reports, ordinances and resolutions applicable to the programs

Researches and Develops new town wide programs as requested.

Develops new Franchise Agreements, amends Agreements or renews Agreements when needed in conjunction with proper Town, and County staff.

Assists in the development of bid specifications for related needs.

Evaluates and complies with local, county and state regulatory agencies, adhering to all regulations and laws.

Develops and administers annual budgets for related programs, and ensures collection of all revenues from assigned programs

Participates with the Broward County Boards in the planning and implementation of mid and long-term county solutions, assists in developing county policies, and recommends improvement.

Establishes and maintains cooperative relations with the public, responds to and resolves community complaints and inquiries: establishes and maintains customer service; responds to customer inquiries and concerns verbally and in writing; is proactive in identifying and resolving problems and initiates creative problem solving.

Reviews public complaints and investigates special problems; corresponds with provider to reconcile differences or deviations from contracts and specifications, and rectifies complaints.

Represents the Town at County meetings, public and private sector organizations and other external groups; establishes and maintains an effective system of communication between the Town and the Broward County staff.

Keeps Administration informed of changing circumstances and regulations.

### **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 computers, scanners, digital and conventional cameras, CD writers, typewriters, copiers, calculators, facsimile machines, etc. Must be physically able to operate motor vehicles. Requires the ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the workers sits most of the time, the job is rated for Light Work.

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

Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments and/or directions to Townwide staff, subordinates or assistants, and/or program participants.

Language Ability: Requires the ability to read a variety of correspondence, reports, records, purchase orders, forms, etc. Requires the ability to prepare a variety of correspondence, reports, budgets, surveys, personnel forms, news releases, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before a group of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and to give oral and written instruction. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including accounting, legal, and marketing terminology.

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

Forms/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 automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, such as keyboards, toggle switches, control knobs, etc. Must have minimal levels of eye/hand/foot coordination.

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

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

Physical communication: Requires the ability to talk and/or hear: (talking-expressing or exchanging ideas by means of spoken words; hearing-perceiving nature of sounds by ear). Must be able to communicate via telephone.

### **PERFORMANCE INDICATORS**

Knowledge of Job: Has sound knowledge of the philosophy and objectives of project management. Has considerable knowledge of the principles, practices and procedures for management of public information and project management for the Town. Has the knowledge, skill, and judgment to develop and to apply departmental policies, procedures and to evaluate them for their effectiveness and efficiency. Has the knowledge to anticipate needs, respond with workable solutions and implement new ideas in cooperation with other members of the staff and the general public. Has considerable knowledge of English language usage both written and oral. Considerable knowledge of the techniques used for planning, composing, analyzing and presenting information related to assigned projects. Knowledge of the activities and operations of the Town. Considerable knowledge of maintaining and operating a computer and its peripherals. Ability to express ideas and factual information in a clear and concise manner. The ability to work independently and complete assignments in an accurate and timely manner. Ability to multitask (work on multiple projects simultaneously).

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 with all Town entities, coworkers, media, and general public.

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

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 request.

Initiative and Enthusiasm: Maintains and 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 minimum 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 and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 goodwill toward the Town and project a good Town image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the Town. Interacts effectively with fellow employees, supervisors, 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 department 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 Town. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving departmental and Town 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 department and Town.

## CLASS SPECIFICATION

### PUBLIC INFORMATION OFFICER

#### GENERAL STATEMENT OF JOB

##### ESSENTIAL JOB FUNCTIONS

Under limited supervision, performs professional communications and public relations work. *Directs the Town's communication efforts* by increasing awareness of the Town's services and activities. Serves as a *resource center* for the public and employees. Develops and implements *public information and public relations strategies*. Communicates said strategies via diverse media, including Town-produced-publications, newspapers, radio, TV, the Internet, community meetings, audiovisual presentations, and video.

Oversees the development, designing, production, and dissemination of a myriad of *publications* to residents, businesses, media, Town officials, and employees. Manages and oversees *website* content and design. Acts as the *spokesperson* for the Town in a variety of situations, including emergencies, which are non-police or non-fire related. Oversees, develops, maintains, and manages *media relations*. Acts as a liaison for the Town Council. Responsible for the development and implementation of *outreach programs*. Develops, implements, directs *special communication's programs*. Oversees the development and implementation of *video* programming. Directs and coordinates media and public relations events, as well as press conferences. Develops materials for programs and events for *promotional campaigns*. *Assists departments* with public *education initiatives* and special events. Must demonstrate considerable initiative and independence when completing assignments. Reports to the Town Administrator.

Directs program staff and volunteers, ensuring adherence to policies, procedures, and standards; assists and advises subordinates, as necessary, resolving problems as they arise. *Confers with the Town Administrator in creating policy and procedure as it relates to Town communications internally and externally.*

##### ILLUSTRATIVE TASKS

Confers with Town Administrator and acts as his/her primary advisor and agent in the planning, development, layout, and design of *public information and publicity projects and campaigns*, as well as the planning and development of *special media events and activities*.

Oversees the creation and dissemination of *press releases* Townwide; researches, writes, and edits press releases, feature stories, and articles;

Creates and designs Townwide *publications*, including fliers, brochures, and surveys; edits, designs, and handles the layout and graphical design and topography of the *Davie Update, Parks & Recreation Guide, Town Annual Report, and Town Employee Newsletter*.

*Directs and coordinates staff* to complete Townwide public information generation and dissemination.

Conducts field and office *research*.

Creates *policy and procedures* for staff to follow as it pertains to public information.

Plans and writes special pamphlets and booklets on *departmental objectives, activities, and educational initiatives*.

Develops and assists in the implementation of Town-sponsored campaigns.

Establishes and maintains effective working relationships with broadcast and print media representatives. Acts as the *media liaison* for the Town.

Directs and coordinates *press conferences* for the Town of Davie

Acts as the Town's *spokesperson* in a variety of situations, including emergency situations, such as disasters and hurricanes, but excluding police and fire situation.

Designs and prepares audiovisual, photographic, graphical, and educational displays, as well as various other exhibits for Townwide endeavors, as well as departmental efforts.

Develops, implements and oversees *outreach programs and public awareness campaigns*, such as the Airport Expansion Program and the Hurricanes & Mobile Homes Program.

Acts as an overall content and oversight manager for the Town's *website*. Manages the design and updates content and graphics.

Develops and maintains a specialized library of feature stories, fact sheets, photographs, and other media suitable for distribution; disseminates information upon request.

Develops and implements *procedures for processing media requests* for the Town.

Develops and maintains specialized *media mailing lists*.

Develops, implements, and manages special programs, such as the *Uniformity Program*

Develops, implements, and oversees video programming meant for informational campaigns and public relations

Acts as a *liaison* for the Town Council relative to staff and media.

Plans and develops program needs for materials and supplies; plans and submits expenditure requisitions. Oversees and manages pertinent budgets.

Attends seminars, conferences, workshops, classes, lectures, etc., as appropriate to enhance and maintain knowledge of trends and developments in the field of public relations, communications, and media events.

Administers personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree in English, Journalism, Public Relations or a related field and 3 to 5 years progressively responsible professional experience. A graduate degree is preferable and can substitute for a year of experience.

### **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 computers, scanners, digital and conventional cameras, CD writers, typewriters, copiers, calculators, facsimile machines, etc. Must be physically able to operate motor vehicles. Requires the ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the workers sits most of the time, the job is rated for Light Work.

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

Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments and/or directions to Townwide staff, subordinates or assistants, and/or program participants.

Language Ability: Requires the ability to read a variety of correspondence, reports, records, purchase orders, forms, etc. Requires the ability to prepare a variety of correspondence, reports, budgets, surveys, personnel forms, news releases, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before a group of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and to give oral and written instruction. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including accounting, legal, and marketing terminology.

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

Forms/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 automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, such as keyboards, toggle switches, control knobs, etc. Must have minimal levels of eye/hand/foot coordination.

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

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

Physical communication: Requires the ability to talk and/or hear: (talking-expressing or exchanging ideas by means of spoken words; hearing-perceiving nature of sounds by ear). Must be able to communicate via telephone.

### **PERFORMANCE INDICATORS**

Knowledge of Job: Has sound knowledge of the philosophy and objectives of media special events. Has considerable knowledge of the principles, practices and procedures for management of public information for the Town. Has the knowledge, skill, and judgment to develop and to apply departmental policies, procedures and to evaluate them for their effectiveness and efficiency. Has the knowledge to anticipate needs, respond with workable solutions and implement new ideas in cooperation with other members of the staff and the general public. Has considerable knowledge of English language usage both written and oral. Considerable knowledge of the techniques used for planning, composing, and editing publicity material. Knowledge of the methods, principles and practices utilized in graphic layouts and designs. Knowledge of broadcast and print media requirements as they apply to a public information/publicity program. Knowledge of journalistic principles and practices. Knowledge of the activities and operations of the Town. Considerable knowledge of maintaining and operating a computer and its peripherals, as they pertain to desktop publishing and graphic design. Considerable knowledge in the use of current desktop publishing and graphic design computer applications. Ability to assemble and compose informative and interesting material for media releases and related publicity information. Ability to express ideas and factual information in a clear and concise manner. The ability to work independently and complete assignments in an accurate and timely manner. Ability to multitask (work on multiple projects simultaneously).

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 with all Town entities, coworkers, media, and general public.

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

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 request.

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 minimum 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 and departments within the Town.

**Relationships with Others:** Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 goodwill toward the Town and project a good Town image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the Town. Interacts effectively with fellow employees, supervisors, 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 department 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 Town. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving departmental and Town 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 department and Town.

## **CLASS SPECIFICATION**

### **YOUTH COORDINATOR**

#### **GENERAL STATEMENT OF JOB**

Under supervision of the Housing and Community Development Director, employee will administer the Orange Park At-Risk Youth Program, which includes after-school activities, and programs aimed at keeping at-risk youth gainfully occupied in proactive, structured programs and activities and the Orange Park Target Area for at-risk youth. Employee will plan, coordinate, and implement programs, daily activities, and events. Employee will be responsible for supervising part-time staff and youth volunteers.

#### **ESSENTIAL JOB FUNCTIONS**

Develop, implement, and, evaluate structured educational, recreational, and mentoring programs for at-risk youth.

Coordinate training programs on substance abuse, crime, and other social concerns.

Works closely with the Davie Police Department to monitor juvenile crime in the target area.

Coordinate behavioral management, family strengthening, and life skills programs for at-risk youth.

Coordinate a tutoring and reading program, by recruiting high school students, college students and other community volunteers.

Provide one-on-one homework assistance and monitor the academic progress of the program’s participants.

Organize a youth volunteer team to participate in community activities.

Schedule day-to-day activities, field trips, and special events.

Provide weekly progress reports.

Maintain accurate records of participants and program attendance.

Train, supervise, and schedule work hours of part-time staff.

Assist in the coordination of monthly meetings and community projects.

Works closely with Safe Neighborhood Coordinator to identify resources and assist the community in the implementation for their action plans.

Promote and educate residents on the various programs provided by the Housing and Community Development Department.

Monitor and evaluate program’s progress and make recommendations for improvement.

Performs related work as required by the Housing and Community Development Director.

#### **MINIMUM TRAINING AND EXPERIENCE**

Associates Degree in Business or Public Administration or Recreation and three (3) years experience working with programs for At-Risk Youth or recreation programs; or any equivalent combination of training and experience which provides the required 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 computers, typewriters, copiers, calculators, facsimile machines, etc. Must be physically able to operate motor vehicles. Requires the ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work, and the worker sit most of the time, the job is rated for Light Work.

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

**Interpersonal Communications:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments and/or directions to subordinates or assistants, and/or program participants.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, records, purchase orders, forms, etc. Requires the ability to prepare a variety of correspondence, reports, budgets, surveys, personnel forms, news releases, etc. using prescribed format and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including accounting, legal and marketing terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; calculate 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 automated office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items, such as keyboards, toggle switches, control knobs, etc. 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 when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and/or hear: (talking-expressing or exchanging ideas by means of spoken words; hearing-perceiving nature of sounds by ear). Must be able to communicate via telephone.

**PERFORMANCE INDICATORS**

**Knowledge of Job:** Knowledge of Job: Has considerable knowledge of federal and/or state grants for community-based programs. Ability to conduct neighborhood meetings and workshops, and speak effectively in public. Ability to express ideas clearly in writing. Ability to establish and maintain effective working relationships with neighborhood residents, community leaders, service providers, other governmental agencies, and members of diverse cultural backgrounds regardless of race, religion, age, sex, handicap, or political affiliation. Ability to analyze and address requests for assistance from the residents, and coordinate effective service delivery. Bilingual (English/Spanish) skills preferred. Knowledge of the city, county, state, federal and non-profit resources available to the local residents. Knowledge of social service provision and case management procedures. Considerable knowledge of public relations principles and techniques. Knowledge of office practices and procedures. Ability to exercise tact and diplomacy in dealing with members of the public and with other public and private officials. Ability to prepare records, forms, reports and correspondence.

**Essential Equipment:** Must be able to operate a computer, telephone, fax and other related office equipment used in day to day operations.

**Knowledge or Skills Required:** Computer skills, public speaking ability, organizational skills, and strong communication skills required. Knowledge of problem solving and local availability of health, education and human service resources is helpful.

**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 with all Town departments and divisions, co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under “Specific Duties and Responsibilities.”

**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 minimum 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 and departments within the Town.

**Relationships with Others:** Shares knowledge with supervisors and staff for mutual and Town benefit. Contributes to maintaining high morale among all Town 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 goodwill toward the Town and project a good Town image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the Town. Interacts effectively with fellow employees, supervisors, 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 department 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 Town. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving departmental and Town 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 department and Town.

**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 Town officials and management to select and recommend employment of personnel for the department who are qualified, both technically and philosophically, to meet the needs of the department and the Town. Personally directs the development and training of department 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 Town 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 department 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 department. 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 department and Town. 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 department and Town functions. 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 department 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.