

TAB 3

Point Paper
New Position Descriptions
(Code Enforcement/Special Projects Coordinator and Customer
Service/Receptionist)

Problem:

The City needs to approve new job descriptions associated with positions that were changed as a result of budget reductions.

Background:

Currently, the City has a Code Enforcement Officer position and a HR Coordinator position in the approved list of job categories. In an effort to save money for the upcoming budget year, staff has proposed to consolidate the two positions into one position called Code Enforcement Officer/Special Projects Coordinator. This newly created position will focus on Code Enforcement activities 75% of the time and 25% of the time on Special projects related to HR and other areas. The revised job description is attached for your review and is categorized as a grade 109. Changes associated with the new job description have been highlighted in red. Per Commission direction, the existing HR Coordinator has accepted and filled the position of Code Enforcement Officer/Special Projects Coordinator effective July 28, 2008. There was no increase in salary associated with this change.

The existing Customer Service Receptionist position is being changed from a fulltime position to a part time position with no benefits. The part time position will be based on 20 hours per week and consist of a grade 103P. The job description is attached for your review.

Alternatives:

1. Approve the job descriptions for the Code Enforcement/Special Projects Coordinator and Customer Service Receptionist Part Time position and appoint Whitney Ewing as code enforcement officer pursuant to section 2-103 of City Code.
2. Do not approve the job descriptions and code enforcement appointment.

Recommendation:

Alternative #1

Budget Impact:

None. Both positions are budgeted in the upcoming FY 2009 budgeted.

CITY OF PALMETTO

POSITION DESCRIPTION

TITLE: CUSTOMER SERVICE REP/RECEPTIONIST PART TIME

DIVISION: UTILITY BILLING GRADE: 103P

DEPARTMENT: CITY CLERK NON-EXEMPT

FUNCTION:

Under the general supervision, performs routine clerical, secretarial, and receptionist duties answering multi-line phones and directing calls, receiving the public, data processing and related duties as required.

SUPERVISION RECEIVED:

Works under the general supervision of the Customer Service Supervisor according to an established work routine.

SUPERVISION EXERCISED:

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Performs routine clerical work in typing, filing, copying, faxing, providing customer service, cashiering, data processing, answering phones and other duties of a varied nature.

Operate and assist in two-way radio communications.

Receive the public and answer questions, responds to inquires from employees, citizens and others and refer, when necessary to the appropriate person.

Operates listed office machines as required.

Assists in preparing and distributing reports.

Proof reads material for correct spelling, punctuation and grammar.

Helps receive, stamp and distribute incoming mail and processes out going mail.

Types and edits correspondence, reports, memoranda and other material requiring judgment as to content, accuracy and completeness in accordance with established standards and policies.

PERIPHERAL DUTIES:

Provides backup to related positions.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience

1. Graduation from a high school or GED equivalent with specialized courses in general office practices such as typing and filing.
2. Two (2) years of increasingly responsible related experience or any equivalent combination of related education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of computers and data processing, modern office practices and procedures.

Good knowledge of spelling, punctuation, business English and the ability to effectively meet and deal with the public, ability to communicate effectively verbally and in writing. Ability to perform cashier duties accurately.

Ability to operate office machines such as main switchboard, copier, fax machine, typewriter, pc and 10-key calculator as required.

Experience dealing with the public and a willingness to learn.

SPECIAL REQUIREMENTS:

None.

TOOLS AND EQUIPMENT USED:

Phone, switchboard, personal computer, copy machine, fax machine, base radio, 10-key calculator.

PHYSICAL DEMANDS:

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

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk, use hands or fingers to handle or operate objects, tools or controls and reach with hands and arms.

The employee must occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment is moderately noisy.

SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interview, reference check and job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position of the work is similar, related or a logical assignment to the position.

CITY OF PALMETTO

POSITION DESCRIPTION

TITLE: CODE ENFORCEMENT OFFICER/
SPECIAL PROJECTS COORDINATOR

DIVISION: CODE ENFORCEMENT **GRADE:** 109

DEPARTMENT: CITY CLERK **NON-EXEMPT**

FUNCTION:

Performs a variety of routine and complex work in the interpretation and enforcement of adopted codes and related rules and regulations. Assists Human Resources and the City Clerks office with daily projects as required.

SUPERVISION RECEIVED:

Seventy Five percent (75%) of work will be under the general guidance and direction of the Code Enforcement Director and Twenty Five percent (25%) of work will be under the general guidance of the Human Resources Director and City Clerk. Performance reviews will reside with the Code Enforcement Director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Patrols and inspects all areas of the City for violations of local and state codes.

Responds to complaints of potential code violations relating to signing, substandard buildings, nuisances, housing conditions, zoning, animals, noise, dumping, polluting, abandoned property, overgrown property or other code related matters.

Conducts field investigations of potential violations; gathers evidence; questions or interrogates complainants, witnesses and suspects; compares facts to code requirements; makes findings; and issues warnings, correction notices, notices of violations or citations.

Meets with owners, tenants, contractors, developers, businesses, etc. to review and explain code requirements and violations or potential violations; secures code compliance.

Drafts and distributes a variety of correspondence, memoranda, notices, flyers, brochures, and reports relating to code enforcement issues and actions.

Provides information to persons who request information or assistance in code enforcement related matters.

Maintains a variety of logs and records related to inspection and enforcement activities; prepares recommendations for amendments and additions to codes or regulations which relate to the position. Prepares concise, detailed reports of violation for presentation to the Code Enforcement Board or the Courts.

Coordinates efforts with the police, planning, building and related departments, the prosecuting attorney, and other staff or agencies, as needed.

Works with police and prosecutors to obtain written or tape-recorded statements, depositions, or admissions, as needed.

Reviews cases being prepared for trial with emphasis on the evidentiary and legal issues crucial to successful prosecution. Prepares detailed reports of activities and investigations made; consults with prosecutors and prepares case report for court action; testifies in court. Prepares and presents cases of violations to the Code Enforcement Board.

Assists in obtaining, enhancing, preparing or presenting exhibits or other evidence in court as required.

Responsible for tracking Occupational Business Tax applications and renewals and making recommendations to stream line the process.

Responsible for Lasher Fische data input for both Code Enforcement and Human Resources.

Responsible for New Hire Orientation, monthly HR news letter, and other HR or City Clerk duties as assigned.

Serves as a member of various employee committees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from college with a Bachelors degree or four years experience related to inspection, law enforcement, building inspection, land use, public administration or a related field. Any equivalent combination of education and experience will be considered.

Necessary Knowledge, Skills and Abilities:

Some knowledge of code enforcement principles, practices and methods as applicable to a municipal setting; Working knowledge of applicable laws, standards and regulations relating to various land use, nuisance and public safety codes; working

knowledge of inspection techniques;

Skill in operating the listed tools and equipment. Computer Literacy is a must. Must be proficient in MS Word and Excel.

Ability to prepare, organize and maintain inspection field data, reports and systems;

Ability to analyze complex situations, problems and data, and use sound judgment in drawing conclusions and making decisions;

Ability to comprehend and articulate complex facts and relationships in detail and to summarize and write clearly, concisely and legibly, and to testify in court in an objective, concise, and professional manner;

Ability to produce or obtain reports, graphs, charts, photographs or the evidence or exhibits;

Ability to prepare concise, detailed reports for presentation before the Code Enforcement Board and /or the Courts.

Ability to communicate effectively orally and in writing;

Ability to establish and maintain effective working relationships with citizens, employees supervisors and the general public;

Ability to follow verbal and written instructions; Ability to handle stressful situations and effectively deal with difficult or angry people.

SPECIAL REQUIREMENTS

Must possess a valid State driver's license or have the ability to obtain one prior to employment.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and data base software; motor vehicle; phone; mobile or portable radio, copier, fax machine, camera and various hand tools.

PHYSICAL DEMANDS

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

Work is performed mostly in field settings. Considerable outdoor work is required in the inspection of various land uses and other matters. Hand-eye coordination is necessary to

operate computers, various pieces of office equipment, and various hand tools.

While performing the duties of this job, the employee is occasionally required to stand; walk; talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works in outside weather conditions. The employee occasionally works in high, precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration.

The noise level in the work environment is usually moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview, report writing sample and reference check; job related tests will be required. A report writing sample will be required as part of the testing process.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
City Clerk

Approval: _____
HR Director

Effective:
July 14, 2003
Revised 05/10/05
Revised 01/29/08
Revised 07/10/08