



Final Report of the
Classification and
Compensation Study
City of Calistoga

Volume I – Classification

March 2015

Koff & Associates

Katie Kaneko

President

2835 7th Street

Berkeley, CA 94710

www.koffassociates.com

E: kkaneko@koffassociates.com

P: 510.658.5633

T: 800.514.5195

F: 510.652.5633

Koff & Associates





March 6, 2015

Ms. Gloria Leon
Administrative Services Director
City of Calistoga
1232 Washington Street
Calistoga, CA 94515

Dear Ms. Leon:

Koff & Associates is pleased to present the final classification and compensation report for the study of all positions at the City of Calistoga. Volume I documents the classification study process and provides recommendations for the classification plan, allocations of individual positions for all City staff, and class specifications. Volume II, to be sent under separate cover, documents the market compensation survey, findings, and recommendations.

This first volume incorporates a summary of the study's multi-step process, which included results of written Position Description Questionnaires, interviews with employees, and employee review and comments in the form of draft class descriptions, and class allocation recommendations.

We would like to thank you and other City staff for your assistance and cooperation, without which this study could not have been brought to its successful completion.

We will be glad to answer any questions or clarify any points as you are implementing the findings and recommendations. It was a pleasure working with the City and we look forward to future opportunities to provide you with professional assistance.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Katie Kaneko', written in a cursive style.

Katie Kaneko
President



TABLE OF CONTENTS

	<i>Page</i>
Background.....	1
Classification Study Goals.....	1
Classification Study Process.....	1
Classification Concepts.....	2
Classification Findings and Recommendations.....	6
Maintaining the Classification Plan.....	8
 Appendix I – Recommended Position Allocations	
 Appendix II – Recommended Class Descriptions	



BACKGROUND

In November of 2014, the City of Calistoga contracted with Koff & Associates to conduct a classification and compensation study for all City staff. This study was precipitated by several factors:

- The concern of management and the employee groups that employees should be recognized for the level and scope of work performed and that they are paid on a fair and competitive basis that allows the City to recruit and retain a high-quality staff;
- To ensure that class descriptions reflect current programs, responsibilities, and technology;
- The desire to have a classification and compensation plan that can meet the needs of the City; and
- The desire to ensure that internal relationships of salaries are based upon objective, non-quantitative evaluation factors, resulting in equity across all City departments.

A total of thirty-three (33) classifications were studied (including the City Manager and new classifications developed during the classification study).

CLASSIFICATION STUDY GOALS

The goals and objectives of the classification portion of the study were to:

- Obtain detailed information regarding each position through a variety of techniques, including written Position Description Questionnaires (PDQs) and interviews with employees and management;
- Prepare an updated classification plan, including recommended class descriptions and position allocations that recognizes the scope and level of the various classes and positions, and is perceived equitable by management and employees alike;
- Provide class descriptions and other documentation that includes information required for compliance with the Americans with Disabilities Act (ADA) and appropriate qualifications, including knowledge, skills, and other requirements that are job-related and meet other legal guidelines; and
- Provide sufficient documentation to allow the City to maintain the classification system on a regular basis.

CLASSIFICATION STUDY PROCESS

The classification study procedures were as follows:

- An initial meeting was held with City management to clarify study scope, objectives, processes, and deliverables.



-
- An orientation meeting was held to which all employees were invited, to meet consultant staff involved with the project, clarify study objectives and procedures, answer questions, and distribute the PDQs.
 - After the PDQs were completed by employees and reviewed by supervisors and consultant staff, interviews were conducted with all employees and management.
 - Following the analysis of the classification information gathered, draft class concepts, specifications, and position allocations were developed for management and employee review.
 - After resolution of issues, wherever possible, including additional contacts with employees and management to gain details and clarification, appropriate modifications were made to the draft specifications and allocations and this final report was prepared.

CLASSIFICATION CONCEPTS

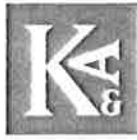
The Difference between Positions and Classifications

“Position” and “Classification” are two terms that are often used interchangeably, but have very different meanings. As used in this report:

- A position is an assigned group of duties and responsibilities performed by one person. A position can be full-time, part-time, regular or temporary, filled or vacant. Often the word “job” is used in place of the word “position.”
- A classification or class may contain only one position or may consist of a number of positions. When you have several positions assigned to one class, it means that the same title is appropriate for each position; that the scope, level, duties, and responsibilities of each position assigned to the class are sufficiently similar (but not identical) that the same core knowledge, skills, abilities, and other requirements are appropriate for all positions, and that the same salary range is equitable for all positions in the class.

The description of a position often appears as a working desk manual, going into detail regarding work process steps, while a class description emphasizes the general scope and level of responsibilities, plus the knowledge, skills, abilities, and other requirements for successful performance.

When positions are classified, the focus is on assigned job duties and the job related requirements for successful performance, not on individual employee capabilities or amount of work performed. Positions are thus evaluated and classified on the basis of such factors as knowledge, skills, and abilities required to perform the work, the complexity of the work, the City delegated to make decisions and take action, the responsibility for the work of others and/or for budget expenditures, contacts with others (both inside and outside of the organization), and the impact of the position on the organization and working conditions.



The Relationship of Classification and Compensation

Classification and the description of the work and the requirements to perform the work are separate and distinct from determining the worth of that work in the labor market and to the organization. While recommending the appropriate compensation for the work of a class depends upon an understanding of what that work is and what it requires (as noted above), compensation levels are often influenced by two factors:

- The external labor market; and
- Internal relationships within the organization.

Compensation findings and recommendations for the City are covered in Volume II of this report.

The Purpose of Having a Classification Plan

A position classification plan provides an appropriate basis for making a variety of human resources decisions such as the:

- Development of job-related recruitment and selection procedures;
- Clear and objective appraisal of employee performance;
- Development of training plans and succession planning;
- Design of an equitable and competitive salary structure;
- Organizational development and the management of change; and
- Provision of an equitable basis for discipline and other employee actions.

In addition to providing this basis for various human resources management and process decisions, a position classification plan can also effectively support systems of administrative and fiscal control. Grouping of positions into an orderly classification system supports planning, budget analysis and preparation, and various other administrative functions.

Within a position classification plan, job classifications can either be broad (containing a number of positions) or narrow (emphasizing individual job characteristics). Broad job classifications are indicated when:

- Employees can be hired with a broad spectrum of knowledge, skill, and/or academic preparation and can readily learn the details of the City, the department, and the position on-the-job; or
- There is a need for flexibility of the assignment within a department or an organization due to changing programs, technologies, or workload.

Individualized job classifications are indicated when:

- There is an immediate need to recruit for specialty knowledge and skills;
- There is a minimum of time or capability for on-the-job training; or
- There is an organizational need to provide for specific job recognition and to highlight the differences between jobs.



Most classification plans are a combination of these two sets of factors and we have chosen the middle ground in this study as being most practicable in the City's changing environment and service delivery expectations, as well as being in line with the City's strategic plan. This approach resulted in recommendations to retitle one classification to more accurately reflect current responsibilities or use more contemporary titles (e.g., Account Clerk to Accounting Assistant); or to reclassify certain individuals into existing or entirely new classifications that more accurately reflect current responsibilities (e.g. a Plant Operator II position to Senior Plant Operator). Detailed allocation recommendations are found in Appendix I of the report.

Class Descriptions

In developing the new and revised classification descriptions for all positions, the basic concepts outlined in the previous pages were utilized. The recommended class descriptions are included in Appendix II of this report.

As mentioned earlier, the class descriptions are based upon the information from the written PDQs completed by each employee, the individual job audit interviews (if required), and from information provided by employees and managers during the review processes. These descriptions provide:

- A written summary documenting the work performed and/or proposed by the incumbents of these classifications;
- Distinctions among the classes; and
- Documentation of requirements and qualifications to assist in the recruitment and selection process.

Just as there is a difference between a position and a class, there is also a difference between a position description and a class description. A position description, often known as a "desk manual", generally lists each duty an employee performs and may also have information about how to perform that duty. A class description normally reflects several positions and is a summary document that does not list each duty performed by every employee. The class description, which is intended to be broader, more general and informational, is intended to indicate the general scope and level of responsibility and requirements of the class, not detail-specific position responsibilities.

The sections of each class description are as follows:

Title: This should be brief and descriptive of the class and consistent with other titles in the classification plan and the occupational area.

- The title of a classification is normally used for organization, classification, and compensation purposes within the City. Often working titles are used within a department to differentiate an individual. All positions have a similar level of scope and responsibility; however, the working titles may give assurance to a member of the public that they are dealing with an appropriate individual. Working titles should be authorized by Human Resources to ensure consistency within the City and across departmental lines.



Definition: This provides a capsule description of the job and should give an indication of the type of supervision received, the scope and level of the work and any unusual or unique factors. The phrase “performs related work as required” is not meant to unfairly expand the scope of the work performed, but to acknowledge that jobs change and that not all duties are included in the class specification.

Supervision Received and Exercised: This section specifies which class or classes provide supervision to the class being described and the type and level of work direction or supervision provided to this class. The section also specifies what type and level of work direction or supervision the class provides to other classes. This assists the reader in defining where the class “fits” in the organization and alludes to possible career advancement opportunities.

Class Characteristics: This can be considered the “editorial” section of the specification, slightly expanding the Definition, clarifying the most important aspects of the class and distinguishing this class from the next higher-level in a class series or from a similar class in a different occupational series.

Examples of Typical Job Functions: This section provides a list of the major and typical duties, intended to define the scope and level of the class and to support the Qualifications, including Knowledge and Skills. This list is meant to be illustrative only. It should be emphasized that the description is a summary document, and that duties change depending upon program requirements, technology, and organizational needs.

Qualifications: This element of the description has several sections:

- A listing of the job-related knowledge and skills required to successfully perform the work. They must be related to the duties and responsibilities of the work and capable of being validated under the Equal Employment Opportunity Commission’s Uniform Guidelines on Selection Procedures. Knowledge (intellectual comprehension) and Skills (acquired proficiency) should be sufficiently detailed to provide the basis for selection of qualified employees.
- A listing of educational and experience requirements that outline minimum and alternative ways of gaining the knowledge and skills required for entrance into the selection process. These elements are used as the basic screening technique for job applicants.
- Licenses and/or certifications identify those specifically required in order to perform the work. These certifications are often required by an agency higher than the City (i.e., the State), and can therefore be appropriately included as requirements.

Physical Demands: This section identifies the basic physical abilities required for performance of the work. These are not presented in great detail (although they are more specifically covered for documentation purposes in the PDQs) but are designed to indicate the type of pre-employment physical examination (lifting requirements and other unusual characteristics are included, such as “finger dexterity needed to access, enter, and retrieve



data using a computer keyboard”) and to provide an initial basis for determining reasonable accommodation for ADA purposes.

Working Conditions: These can describe certain outside influences and circumstances under which a job is performed; they give employees or job applicants an idea of certain risks involved in the job and what type of protective gear may be necessary to perform the job. Examples are loud noise levels, cold and/or hot temperatures, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and other job conditions.

CLASSIFICATION FINDINGS AND RECOMMENDATIONS

All class descriptions were updated in order to ensure that the format is consistent, and that the duties and responsibilities are current and properly reflect the required knowledge, abilities, and skills.

Retitling of Classifications

One change in the classification plan, as noted above, was the title change for nine (9) classifications.

Current Class Title	Proposed Class Title
Executive Secretary to the City Manager	Executive Assistant
Account Clerk	Accounting Assistant
Senior Account Clerk	Senior Accounting Assistant
Senior Police Officer	Police Corporal
Administrative Secretary	Administrative Assistant
Administrative Analyst	Administrative Services Technician
Water Systems Superintendent	Utility System Superintendent
Plant Operator III	Senior Plant Operator
Maintenance Technician III	Senior Maintenance Technician

Title changes are recommended to more clearly reflect the level and scope being performed, as well as establish consistency with the labor market and industry standards. Any compensation recommendations (detailed in Volume II) are not dependent upon a new title, but upon the market value as defined by job scope, level and responsibilities, and the qualifications required for successful job performance. All recommended position allocations in Appendix I and class descriptions are included in Appendix II of this report.

Reclassification of Classifications

The study resulted in two (2) position being reclassified, as noted in the table below.

Current Class Title	Proposed Class Title
Fire Fighter	Fire Engineer
Plant Operator II (one position)	Senior Plant Operator



New Classifications

Three (3) descriptions were developed for which there is no current incumbent, to address the needs and future growth of the City.

These descriptions are:

- Deputy Public Works Director
- Assistant-Associate Engineer
- Fire Captain

Exemption Status

One of the major components of the job analysis and classification review is the determination of each classification's appropriate Fair Labor Standards Act (FLSA) status, i.e., exempt vs. non-exempt from the FLSA overtime rules and regulations.

As we review position description questionnaires and notes from the interviews, we analyze each classification's essential functions to determine FLSA status. There are three (3) levels for the determination of the appropriate FLSA status that are utilized and on which we base our recommendations. Below are the steps used for the determination of *Exempt* FLSA status.

Salary Basis Test – The incumbents in a classification are paid at least \$455 per week (\$23,660 per year), not subject to reduction due to variations in quantity/quality of work performed. Note: computer professionals' salary minimum is defined in hourly terms as \$27.63 per hour.

Exemption Applicability – The incumbents in a classification perform any of the following types of jobs:

- Executive: Employee whose primary duty is to manage the business or a recognized department/entity and who customarily directs the work of two or more employees. This also includes individuals who hire, fire, or make recommendations that carry particular weight regarding employment status. Examples: executive, director, owner, manager, supervisor.
- Administrative: Employee whose primary activities are performing office work or non-manual work on matters of significance relating to the management or business operations of the firm or its customers and which require the exercise of discretion and independent judgment. Examples: coordinator, administrator, analyst, accountant.
- Professional: Employee who primarily performs work requiring advanced knowledge/education and which includes consistent exercise of discretion and independent judgment. The advanced knowledge must be in a field of science or learning acquired in a prolonged course of specialized intellectual instruction. Examples: attorney, physician, statistician, architect, biologist, pharmacist, engineer, teacher.
- Computer professional: Employee who primarily performs work as a computer systems analyst, programmer, software engineer or similarly skilled work in the computer field performing a) application of systems analysis techniques and procedures, including consulting with users to determine hardware, software, or system functional specifications; b) design, development, documentation, analysis, creation, testing, or



modification of computer systems or programs, including prototypes, based on and related to user or system design specification; or c) design, documentation, testing, creation or modification of computer programs based on and related to user or system design specifications; or a combination of the duties described above, the performance of which requires the same level of skills. Examples: system analyst, database analyst, network architect, software engineer, programmer.

Job Analysis – A thorough job analysis of the job duties must be performed to determine exempt status. An exempt position must pass both the salary basis and duties tests. The job analysis should include:

- Review of the minimum qualifications established for the job;
- Review of prior class descriptions, questionnaires, and related documentation;
- Confirmation of duty accuracy with management; and
- Review and analysis of workflow, organizational relationships, policies, and other available organizational data.

Non-exempt classifications work within detailed and well-defined sets of rules and regulations, policies, procedures, and practices that must be followed when making decisions. Although the knowledge base required to perform the work may be significant, the framework within which incumbents work is fairly restrictive and finite. (Please note that FLSA does not allow for the consideration of workload and scheduling when it comes to exemption status).

Finally, often times a classification performs both non-exempt and exempt duties, so we analyze time spent on each type of duties. If a classification performs mostly non-exempt duties (i.e. more than 50% of his or her time), then the classification would be considered non-exempt.

MAINTAINING THE CLASSIFICATION PLAN

A classification plan is not a stable, unchanging entity. Positions may grow and change depending upon technology, service delivery requirements, and a number of other factors. As mentioned above, a “snapshot in time” may become outdated quickly in some areas.

We are therefore including this final section to this report, which will assist the City in identifying appropriate placement of new and/or realigned positions within the recommended classification structure. By utilizing this process, the City will be able to change and grow the organization while maintaining the classification structure.

In considering whether a position should be placed in a higher/lower classification or where a new classification should be placed within the plan, the following factors should be examined. Although they are not quantified, as requests for reclassification occur, each of the following factors should be addressed. These will provide guidance for maintenance of the classification and compensation plans.

1. Type and Level of Knowledge and Skill Required



This factor defines the level of job knowledge and skill, including those attained by formal education, technical training, on-the job experience, and required certification or professional registration. The varying levels are as follows:

A. The basic or entry-level into any occupational field

This entry-level knowledge may be attained by obtaining a high school diploma, completing specific technical course work, or obtaining a four-year or advanced college or university degree.

B. The experienced or journey-level in any occupational field

This knowledge and skill level recognizes a class that is expected to perform the day-to-day functions of the work independently, but with guidelines (written or oral) and supervisory assistance available. This level of knowledge is sufficient to provide on-the-job instruction to a fellow employee or an assistant when functioning in a lead capacity. Certifications may be required for demonstrating possession of the required knowledge and skills.

C. The advanced level in any occupational field

This knowledge and skill level is applied in situations where an employee is required to perform or deal with virtually any job situation that may be encountered. Guidelines may be limited and creative problem solving may be involved. Supervisory knowledge and skills are considered in a separate factor and should not influence any assessment of this factor.

D. Total mastery of one or more occupational fields

This level normally requires an advanced level of college or university education and is normally found in a research, educational, or product development situation.

2. Supervisory/Management Responsibility

This factor defines the supervisory and managerial responsibility, including short and long-range planning, budget development and administration, resource allocation, policy and procedure development, and direction of staff.

A. No ongoing direction of programs or staff

The employee is responsible for the performance of his or her own work and may provide side-by-side instruction to a co-worker.

B. Lead direction of staff or program coordination

The employee plans, assigns, directs, and reviews the work of staff performing similar work to that performed by the employee on a day-to-day basis. Training in work procedures is normally involved. If staff direction is not involved, the employee must have responsibility for independently coordinating one or more programs or projects on a regular basis.

C. Full first-line supervisor

The employee performs the supervisory duties listed above, and, in addition, makes effective recommendation and/or carries out selection, performance evaluation, and



disciplinary procedures. If staff supervision is not involved, the employee must have programmatic responsibility, including development and implementing goals, objectives, policies and procedures, and budget development and administration.

D. First full managerial level

The employee is considered mid-management, often supervising through subordinate levels of supervision. In addition to the responsibilities outlined above, responsibilities include allocating staff and budget resources among competing demands and performing significant program and service delivery planning and evaluation. Normally, this level would be titled a program or division manager.

E. Department managerial level

The employee is the director of a specified department, normally reporting to the Chief Executive Officer (i.e. City Manager).

F. Chief Executive Officer level

The employee has total administrative responsibility for the City.

3. Supervision Received

A. Direct Supervision

Direct supervision is usually received by entry-level employees and trainees, i.e., employees who are new to the organization and/or position they are filling. Initially under close supervision, incumbents with basic related experience learn to perform the routine tasks and activities of the assigned classification. As experience is gained, assignments become more varied and are performed with greater independence. Positions receiving direct supervision usually perform most of the duties required of the positions at the next higher level (i.e., the journey-level in a class series), but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

B. General Supervision

General supervision is usually received by journey-level and experienced employees, i.e., employees who have been in a position for a period of time and have had the opportunity to be trained and learn most, if not all, duties and responsibilities of the assigned classification. Incumbents are cross-trained to perform the full range of technical work in all of the areas of assignment. Positions at this level are distinguished from the next lower level (i.e., the entry-level in a class series) by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

C. General Direction

General direction is usually received by supervisory or managerial employees, or employees who are highly specialized and/or subject matter experts in a certain field,



function, or program. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities of a work unit, division, function, and/or program and is responsible for providing professional-level support to the next higher classification level (often a Department Head or other executive manager) in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating the assigned work with other functional areas, work units, divisions, departments, and/or outside agencies. This class is often distinguished from the next higher classification level in that the latter has overall responsibility for all functions of the assigned department or division and for developing, implementing, and interpreting public policy.

D. Administrative Direction

Administrative direction is usually received by department heads or other executive management classifications. The class' work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. The class itself often exercises general direction and supervision over other management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision and oversees, directs, and participates in all activities of the assigned department or work section, including short- and long-term planning, development, and administration. This class often provides assistance to the chief executive officer of the organization in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of the elected governing body, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the assigned department or work section with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering organizational goals and objectives within general policy guidelines.

E. Policy Direction

Policy direction is received by the organization's chief executive officer (City Manager) who is accountable to the governing body and responsible for enforcement of all codes and regulations, the conduct of all financial activities, and the efficient and economical performance of the organization's operations.

4. Problem Solving

This factor involves analyzing, evaluating, reasoning and creative thinking requirements. In a work environment, not only the breadth and variety of problems are considered, but also guidelines, such as supervision, policies, procedures, laws, regulations, and standards available to the employee.

A. Structured problem solving



Work situations normally involve making choices among a limited number of alternatives that are clearly defined by policies and procedures. Supervision, either on-site or through a radio or telephone, is readily available.

B. Independent, guided problem solving

Work situations require making decisions among a variety of alternatives; however, policies, procedures, standards, and regulations guide the majority of the work. Supervision is generally available in unusual situations.

C. Application of discriminating choices

Work situations require searching for solutions and independently making choices among a wide variety of policies, procedures, laws, regulations, and standards. Interpretation and evaluation of the situation and available guidelines are required.

D. Creative, evaluative, or analytical thinking

Work situations require the analysis and application of organizational policies and goals, complex laws, and/or general business or ethical considerations.

5. Authority for Making Decisions and Taking Action

This factor describes the degree to which employees have the freedom to take action within their job. The variety and frequency of action and decisions, the availability of policies, procedures, laws, and supervisory or managerial guidance, and the consequence or impact of such decisions are considered within this factor.

A. Direct, limited work responsibility

The employee is responsible for the successful performance of his or her own work with little latitude for discretion or decision-making. Direct supervision is readily available.

B. Decision-making within guidelines

The employee is responsible for the successful performance of their own work, but able to prioritize and determine methods of work performance within general guidelines. Supervision is available, although the employee is expected to perform independently on a day-to-day basis. Emergency or unusual situations may occur, but are handled within procedures and rules. Impact of decisions is normally limited to the department or function to which assigned.

C. Independent action with focus on work achieved

The employee receives assignments in terms of long-term objectives, rather than day-to-day or weekly timeframes. Broad policies and procedures are provided, but the employee has latitude for choosing techniques and deploying staff and material resources. Impact of decisions may have significant department or City wide service delivery and/or budgetary impact.

D. Decisions made within general policy or elected official guidance

The employee is subject only to the policy guidance of elected officials and/or broad regulatory or legal constraints. The ultimate authority for achieving the goals and objectives of the City are with this employee.



6. Interaction with Others

This factor includes the nature and purpose of contacts with others, from simple exchanges of factual information to the negotiation of difficult issues. It also considers with whom the contacts are made, from co-workers and the public to elected or appointed public officials.

A. Exchange of factual information

The employee is expected to use ordinary business courtesy to exchange factual information with co-workers and the public. Strained situations may occasionally occur, but the responsibilities are normally not confrontational.

B. Interpretation and explanation of policies and procedures

The employee is required to interpret policies and procedures, apply and explain them and influence the public or others to abide by them. Problems may need to be defined and clarified and individuals contacted may be upset or unreasonable. Contacts may also be made with individuals at all levels throughout the City.

C. Influencing individuals or groups

The employee is required to interpret laws, policies, and procedures to individuals who may be confrontational or to deal with members of professional, business, community, or other groups or regulatory agencies as a representative of the City.

D. Negotiation with organizations from a position of authority

The employee often deals with public officials, members of boards, councils, commissions, and others to provide policy direction, explain agency missions, and/or negotiate solutions to difficult problems.

7. Working Conditions/Physical Demands

This factor includes specific physical, situational, and other factors that influence the employee's working situation.

A. Normal office or similar setting

The work is performed in a normal office or similar setting during regular office hours (occasional overtime may be required, but compensated for). Responsibilities include meeting standard deadlines, using office and related equipment, lifting materials weighing up to 25 pounds, and communicating with others in a generally non-stressful manner.

B. Varied working conditions with some physical or emotional demands

The work is normally performed indoors, but may have some exposure to noise, heat, weather, or other uncomfortable conditions. Stand-by, call back, or regular overtime may be required. The employee may have to meet frequent deadlines, work extended hours, and maintain attention to detail at a computer or other machinery, deal with difficult people, or regularly perform moderate physical activity.

C. Difficult working conditions and/or physical demands



The work has distinct and regular difficult demands. Shift work (24-7 or rotating) may be required; there may be exposure to hazardous materials or conditions; the employee may be subject to regular emergency callback and extended shifts; and/or the work may require extraordinary physical demands.

Based on the above factors, in the maintenance of the classification plan when an employee is assigned an additional duty or responsibility and requests a change in classification, it is reasonable to ask:

- What additional knowledge and skills are required to perform the duty?
- How does one gain this additional knowledge and skills – through extended training, through a short-term seminar, through on-the-job experience?
- Does this duty or responsibility require new or additional supervisory responsibilities?
- Is there a greater variety of or are there more complex problems that need to be solved as a result of the new duty?
- Does the employee have to make a greater variety of or more difficult decisions as a result of this new duty?
- Are the impacts of decisions greater because of this new duty (effects on staff, budget, department or City-wide activities, and/or relations with other agencies)?
- Are guidelines, policies, and/or procedures provided to the employee for the performance of this new duty?
- Is the employee interacting with City workers, the public, or others differently as a result of this new assignment?
- Have the working or physical conditions of the job changed as a result of this new assignment?

Application of these factors by asking the appropriate questions will enable the City to maintain the classification and compensation system in a timely and consistent manner.

Again, we want to thank the City for its time and cooperation in bringing this study to a successful conclusion. It has been a pleasure working with the City of Calistoga on this critical project. Please do not hesitate to contact us if we can provide any additional information or clarification regarding this report.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Katie Kaneko'.

Katie Kaneko
President



Appendix I

Recommended Employee Allocations

Last Name	First Name	Current Title	Proposed Title	Action	FLSA Status	Department	Supervisor	Title
Spiller	Richard	City Manager	City Manager	No Change	Exempt	Administration	City Council	
Flanson	Kathleen	Deputy City Clerk	Deputy City Clerk	No Change	Non-Exempt	Administration	Richard Spiller	City Manager
Velasquez	Melissa	Exec. Sec to City Manager	Executive Assistant	Title Change	Non-Exempt	Administration	Richard Spiller	City Manager
Leon	Gloria	Administrative Services Director	Administrative Services Director	No Change	Exempt	Administration	Richard Spiller	City Manager
Smith	Maryna	Administrative Svc Technician	Administrative Svc Technician	No Change	Non-Exempt	Administration	Gloria Leon	Administrative Services Director
Madrigal	Angela	Senior Account Clerk	Senior Accounting Assistant	Title Change	Non-Exempt	Administration	Gloria Leon	Administrative Services Director
Campbell	Steve	Account Clerk (PT)	Account Clerk (PT)	No Change	Exempt	Fire	Richard Spiller	City Manager
Breiner	Kristopher	Fire Fighter	Fire Engineer	Reclassification	Non-Exempt	Fire	Steve Campbell	Fire Chief
Russo	Joseph	Fire Fighter	Fire Engineer	Reclassification	Non-Exempt	Fire	Steve Campbell	Fire Chief
Tamagni	Jason	Fire Fighter	Fire Engineer	Reclassification	Non-Exempt	Fire	Steve Campbell	Fire Chief
Celaya	Mitchel	Police Chief	Police Chief	No Change	Exempt	Police		
Freese	Matthew	Sergeant	Sergeant	No Change	Non-Exempt	Police		
Martin	Timothy	Sergeant	Sergeant	No Change	Non-Exempt	Police	Mitchel Celaya	Police Chief
Harden	Mark	Senior Police Officer	Corporal	Title Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Arlen	Samantha	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Bianco	Filippo	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Magana	Pedro	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Perreault	Michael	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Romo	Kristine	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Wiegars	Carolina	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Coppock	Teresa	Dispatch Supervisor	Dispatch Supervisor	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Harden	Molly	Dispatcher	Dispatcher	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Inskip	James	Dispatcher	Dispatcher	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Loza	Griselda	Dispatcher	Dispatcher	No Change	Non-Exempt	Police	Theresa Coppock	Dispatch Supervisor
Lemmen	Olivia	Recreation Services Manager	Recreation Services Manager	No Change	Exempt	Recreation	Michael Kim	Director, Public Works
		Recreation Coordinator (PT)						
		Recreation Coordinator (PT)						
Goldberg	Lynn	Planning and Building Director	Planning and Building Director	No Change	Exempt	Planning	Richard Spiller	City Manager
Lundquist	Erick	Senior Planner	Senior Planner	No Change	Exempt	Planning	Lynn Goldberg	Planning & Building Director
Saunders	Jill	Administrative Secretary	Administrative Assistant	Title Change	Non-Exempt	Planning/Public Works	M. Kim/L. Goldberg	PW Director/PB Director
Kim	Michael	PW Director	Public Works Director	No Change	Exempt	Public Works	Richard Spiller	City Manager
Rayner	Derek	Senior Civil Engineer	Senior Civil Engineer	No Change	Exempt	Public Works	Michael Kim	Director, Public Works
Harrison	Louise	Administrative Analyst	Administrative Services Technician	Title Change	Non-Exempt	Public Works	Michael Kim	Director, Public Works
Vacant								
Zacharia	Ben	Water Systems Superintendent	Utility Systems Superintendent	Title Change	Exempt	Public Works	Michael Kim	Director, Public Works
Ladigan	David	Plant Operator II	Senior Plant Operator	Redclassification	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Alexander	Dean	Plant Operator I	Plant Operator II	No Change	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Gorham	Jeffrey	Plant Operator I	Plant Operator II	Redclassification	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Perry	Abraham	Plant Operator I	Plant Operator I	No Change	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Montelli	John	Maintenance Superintendent	Maintenance Superintendent	No Change	Exempt	Public Works	Michael Kim	Maintenance Superintendent
Heminger	Frederic	Maintenance Technician III	Senior Maintenance Technician	Title Change	Non-Exempt	Public Works	John Montelli	Maintenance Superintendent
Bounsell	Travis	Maintenance Technician III	Senior Maintenance Technician	Title Change	Non-Exempt	Public Works	John Montelli	Maintenance Superintendent
Kane	Ricky	Maintenance Technician II	Maintenance Technician II	No Change	Non-Exempt	Public Works	Travis Bounsell	Maintenance Technician III
Gray	Brandon	Maintenance Technician II	Maintenance Technician II	No Change	Non-Exempt	Public Works	Travis Bounsell	Maintenance Technician III
Kupcik	Collin	Maintenance Technician I	Maintenance Technician I	No Change	Non-Exempt	Public Works	Frederic Heminger	Maintenance Technician III
Moore	Timothy	Maintenance Technician I	Maintenance Technician I	Redclassification	Non-Exempt	Public Works	Frederic Heminger	Maintenance Technician III
McCormick	Michael	Maintenance Technician I	Maintenance Technician I	No Change	Non-Exempt	Public Works	Travis Bounsell	Maintenance Technician III

Volume I Appendix I
 City of Calistoga
 Recommended Position Allocation
 December 2014

Last Name	First Name	Current Title	Proposed Title	Action	FLSA Status	Department	Supervisor	Title
Spiller	Richard	City Manager	City Manager	No Change	Exempt	Administration	City Council	
Flemson	Kathleen	Deputy City Clerk	Deputy City Clerk	No Change		Administration	Richard Spiller	City Manager
Velasquez	Melissa	Exec Sec to City Manager	Executive Assistant	Title Change		Administration	Richard Spiller	City Manager
Leon	Gloria	Administrative Services Director	Administrative Services Director	No Change	Exempt	Administration	Richard Spiller	City Manager
Smith	Maryna	Administrative Svc Technician	Administrative Svc Technician	No Change	Non-Exempt	Administration	Gloria Leon	Administrative Services Director
Madrigal	Angela	Senior Account Clerk	Senior Accounting Assistant	Title Change	Non-Exempt	Administration	Gloria Leon	Administrative Services Director
		Account Clerk (PT)						

Volume I Appendix I
 City of Callstoga
 Recommended Position Allocation
 December 2014

Last Name	First Name	Current Title	Proposed Title	Action	FLSA Status	Department	Supervisor	Title
Campbell	Steve	Fire Chief	Fire Chief	No Change	Exempt	Fire	Richard Spiller	City Manager
Breiner	Kristopher	Fire Fighter	Fire Engineer	Reclassification	Non-Exempt	Fire	Steve Campbell	Fire Chief
Russo	Joseph	Fire Fighter	Fire Engineer	Reclassification	Non-Exempt	Fire	Steve Campbell	Fire Chief
Tamagni	Jason	Fire Fighter	Fire Engineer	Reclassification	Non-Exempt	Fire	Steve Campbell	Fire Chief

Volume I Appendix I
City of Calistoga
Recommended Position Allocation
December 2014

Last Name	First Name	Current Title	Proposed Title	Action	FLSA Status	Department	Supervisor	Title
Celaya	Mitchel	Police Chief	Police Chief	No Change	Exempt	Police		
Freese	Matthew	Sergeant	Sergeant	No Change	Non-Exempt	Police		
Martin	Timothy	Sergeant	Sergeant	No Change	Non-Exempt	Police	Michel Celaya	Police Chief
Harden	Mark	Senior Police Officer	Corporal	Title Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Arlen	Samantha	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Blanco	Filippo	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Magana	Pedro	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Perreault	Michael	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Romo	Kristine	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Wieggers	Carolina	Police Officer	Police Officer	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Coppock	Teresa	Dispatch Supervisor	Dispatch Supervisor	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Harden	Molly	Dispatcher	Dispatcher	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Inskip	James	Dispatcher	Dispatcher	No Change	Non-Exempt	Police	T. Martin/M. Freese	Sergeant
Loza	Griselda	Dispatcher	Dispatcher	No Change	Non-Exempt	Police	Theresa Coppock	Dispatch Supervisor

Volume I Appendix I
 City of Callistoga
 Recommended Position Allocation
 December 2014

Last Name	First Name	Current Title	Proposed Title	Action	FLSA Status	Department	Supervisor	Title
Lemen	Olivia	Recreation Services Manager	Recreation Services Manager	No Change	Exempt	Recreation	Michael Kim	Director, Public Works
		Recreation Coordinator (PT)						
		Recreation Coordinator (PT)						

Volume I Appendix I
 City of Calistoga
 Recommended Position Allocation
 December 2014

Last Name	First Name	Current Title	Proposed Title	Action	FLSA Status	Department	Supervisor	Title
Goldberg	Lynn	Planning and Building Director	Planning and Building Director	No Change	Exempt	Planning	Richard Spiller	City Manager
Lundquist	Erick	Senior Planner	Senior Planner	No Change	Exempt	Planning	Lynn Goldberg	Planning & Building Director
Saunders	Jill	Administrative Secretary	Administrative Assistant	Title Change	Non-Exempt	Planning/Public Works	M. Kim/L. Goldberg	PW Director/PB Director

Volume I Appendix I
City of Calistoga
Recommended Position Allocation
December 2014

Last Name	First Name	Current Title	Proposed Title	Action	FLSA Status	Department	Supervisor	Title
Kim	Michael	PW Director	Public Works Director	No Change	Exempt	Public Works	Richard Splitter	City Manager
Rayner	Derek	Senior Civil Engineer	Senior Civil Engineer	No Change	Exempt	Public Works	Michael Kim	Director, Public Works
Harrison	Louise	Administrative Analyst	Administrative Services Technician	Title Change	Non-Exempt	Public Works	Michael Kim	Director, Public Works
Vacant		Water Systems Superintendent	Utility Systems Superintendent	Title Change	Exempt	Public Works	Michael Kim	Director, Public Works
Zacharia	Ben	Plant Operator II	Plant Operator II	No Change	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Ladrihan	David	Plant Operator II	Plant Operator II	No Change	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Alexander	Dean	Plant Operator I	Plant Operator II	Reclassification	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Gorham	Jeffrey	Plant Operator I	Plant Operator II	Reclassification	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Perry	Abraham	Plant Operator I	Plant Operator I	No Change	Non-Exempt	Public Works	William Pounders	Interim Superintendent
Montelli	John	Maintenance Superintendent	Maintenance Superintendent	No Change	Exempt	Public Works	Michael Kim	Maintenance Superintendent
Heminger	Frederic	Maintenance Technician III	Senior Maintenance Technician	Title Change	Non-Exempt	Public Works	John Montelli	Maintenance Superintendent
Bounsall	Travis	Maintenance Technician III	Senior Maintenance Technician	Title Change	Non-Exempt	Public Works	John Montelli	Maintenance Superintendent
Kane	Ricky	Maintenance Technician II	Maintenance Technician II	No Change	Non-Exempt	Public Works	Travis Bounsall	Maintenance Superintendent III
Gray	Brandon	Maintenance Technician II	Maintenance Technician II	No Change	Non-Exempt	Public Works	Travis Bounsall	Maintenance Technician III
Kupcik	Collin	Maintenance Technician I	Maintenance Technician I	No Change	Non-Exempt	Public Works	Frederic Heminger	Maintenance Technician III
Moore	Timothy	Maintenance Technician I	Maintenance Technician II	Reclassification	Non-Exempt	Public Works	Frederic Heminger	Maintenance Technician III
McCormick	Michael	Maintenance Technician I	Maintenance Technician I	No Change	Non-Exempt	Public Works	Travis Bounsall	Maintenance Technician III



Appendix II

Recommended Class Descriptions



DECEMBER 2014
FLSA: NON-EXEMPT

ACCOUNTING ASSISTANT

DEFINITION

Under direct supervision, performs a variety of administrative account support duties including processing daily deposits, posting cash payments, serving as first line of contact with customers at the public counter; responding to customer service requests; issuing and processing payments for business licensing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Administrative Services Director. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the entry level classification in the Accounting Assistant series. Initially under close supervision, incumbents with general administrative experience perform work in general account support activities. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied, and are performed under more general supervision. Positions at this level usually perform most of the duties required of the positions at the journey-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs customer service counter duties including cashiering, processing payments, providing information and applications for City business matters.
- Processes new business licenses and associated payments.
- Assists customers, departments, and employees by providing answers and information regarding specific account information; and accounting procedures; and updates related files.
- Balances cash drawer; prepares bank deposits and related reports.
- Performs a variety of routine clerical duties including opening and routing mail and deliveries; preparing correspondence; filing and record keeping; duplicating and distributing various written materials; and ordering and keeping inventory of office supplies.
- May provide backup to other Administrative Services staff on an as-needed basis.
- Assists with special projects as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Business arithmetic and basic financial and statistical techniques.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- Perform detailed account and financial office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of responsible experience in financial/accounting record-keeping.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



DECEMBER 2014
FLSA: NON-EXEMPT

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of administrative and office support duties of considerable complexity; provides support to department heads and related management, professional, and supervisory staff; performs technical support work related to the departments to which assigned; may provide functional direction and/or training to office support staff on a project or day-to-day basis; provides information to the public and staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned departmental head(s). Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Incumbents perform complex administrative and office support duties, including taking and transcribing meeting minutes and assisting in department-related projects and programs. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This class is distinguished from the Administrative Services Technician in that the latter is responsible for complex and specialized technical work, which requires a higher level of discretion and independent decision-making.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Verifies and reviews forms, applications, and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Collects and accounts for fees and other monies collected; issues permits or licenses following standard procedures.
- Organizes and carries out administrative assignments; researches, compiles, logs and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares, updates and assembles a variety of periodic and special narrative reports, manuals, articles, announcements, and other informational materials.
- Composes, edits, and proofreads a variety of complex documents, including applications, forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff from rough draft, handwritten copy, verbal instructions, or from other material

- using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Provides a variety of support to City commissions or committees; prepares and distributes agenda packets; arranges for necessary set-up and materials to be available at meetings; attends meetings, acts as meeting and/or committee secretary, prepares minutes; follows-up on decisions as required.
 - Maintains a calendar and coordinates the schedule of department staff with other City management staff, representatives of other organizations, and the public; makes travel arrangements as required.
 - Prepares, processes, and tracks forms, and records, requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, and mailing lists for public hearing items.
 - Monitors and orders office and other related supplies.
 - Screens calls, visitors, and incoming mail; receives and responds to calls received or directs to proper department; provides information to the public, including contractors and vendors, by phone or in person to ensure contract compliance and an understanding of department and City policies and procedures; listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; responds to citizen and staff inquiries and complaints; refers citizens to the appropriate department source; coordinates or resolves problems of a moderate nature when appropriate.
 - Develops and implements file, index, tracking, and record keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to customer and staff inquiries.
 - Coordinates and integrates department services and activities with other City departments and outside agencies.
 - Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and function of public agencies, including the role of an elected City Council and appointed boards, commissions and committees.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including web, word processing, database, and spreadsheet applications.
- Record keeping principles and practices.
- Business mathematics and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Basic supervisory principles and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Perform basic research and preparing reports and recommendations.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment within established policy and procedural guidelines.
- Operate modern office equipment including computer equipment and specialized software applications programs including word processing at a speed of 50 words per minute from printed copy.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by applicable college-level coursework and/or technical training in secretarial science and/or office administrative support and two (2) years of responsible office administrative experience. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

Licenses and Certifications:

May require a valid California class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

ADMINISTRATIVE SERVICES DIRECTOR

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Administrative Services Department, including finance, general accounting, utility billing, business licenses, information technology, human resources, and risk management; directs and administers the fiscal operations and activities of the City, which include investments, financial transaction processing, record keeping and reporting, and payroll; coordinates the production and the administration of the City's budget; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Administrative Services Department, including short- and long-term planning, development, and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected City Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Administrative Services Department programs, services, and activities, including finance, budgeting, financial reporting, general accounting, utility billing, business licenses, information technology, human resources, and risk management.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within City policy, appropriate budget, service, and staffing levels.

- Plans, directs, and coordinates the Administrative Services Department's work plan; meets with management staff to identify and resolve problems; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and City needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Coordinates the administration of the annual budget for the entire City, provides for financial forecasting and planning; tracks the adopted budget and prepares periodic budget reviews for submission to City departments.
- Establishes the City's central budgeting, accounting, and financial reporting practices; evaluates accounting procedures and financial controls; responds to and implements audit recommendations.
- Manages the City's investment portfolio; ensures that investments meet the City's policy guidelines and that adequate cash is available to meet obligations; prepares periodic reports regarding investments to the City Council.
- Manages revenue collection programs including tax assessments, subventions, license or user fees, and other sources.
- Oversees the City's Information Technology resources and function, including the purchase and implementation of new computer hardware and software, the management of all computer servers, and ensuring the security of the City's IT system; oversees and manages technical services to keep the City's IT system technologically up-to-date and operating efficiently and reliably.
- Oversees the City's human resources functions, including recruitment and selection, benefits administration and payroll.
- Oversees the City's risk management functions, including City contracts with vendors of risk management functions.
- Negotiates contracts and agreements; coordinates with legal counsel and City department representatives to determine City needs and requirements for contractual services.
- Represents the Administrative Services Department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates on and makes presentations to the City Council and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of administrative services and other services as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect City or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.
- Principles and practices of governmental accounting, public finance administration and budgeting, auditing, reconciliation; Federal and State regulations and guidelines as they pertain to municipal finance; municipal taxation and revenue management.
- Public agency budgetary, contract administration, City-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Practices and techniques of automated and manual financial and accounting document processing and record keeping.
- Basic terminology, methods, techniques and practices of the operation and maintenance of computer servers, network systems, and personal computer hardware and software.
- Applicable Federal, State, and local laws, codes, and regulations.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Technical, legal, financial, and public relations problems associated with the management of administrative services programs.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, financial programs, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the City.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility; select, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of administrative services programs and administrative activities.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Graduation from an accredited four-year college or university with major coursework in finance, accounting, business or public administration, or a related field and seven (7) years of increasingly responsible experience, including supervisory experience, preferably in municipal administration or in a finance office. At least four (4) years of finance experience and experience working with financial management data processing systems is required. A master's degree and public sector experience are highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be able to attend meetings and other activities outside of normal working hours.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

ADMINISTRATIVE SERVICES TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical and administrative duties requiring the application of specialized operational, program, or regulatory knowledge in support of a department, or program; assumes on-going, technical and administrative responsibilities specific to area of assignment; coordinates assigned programs, projects, and services with other departments and outside agencies; and provides specialized program information and assistance to City staff and the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Administrative Services Director, Public Works Director or other Department Head. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Incumbents assigned to this class are expected to perform the full range of journey level duties, possess technical and/or functional expertise and perform specialized duties in a highly independent manner which may include financial and/or human resources areas such as cash, billing, payroll, accounts receivable and/or accounts payable, benefits administration, administration of contracts, agreements, and grants in addition to performing a variety of record keeping, reconciliation and report preparation activities. The work has technical and programmatic aspects, requiring the interpretation and application of policies, procedures, and regulations and may involve frequent contact with staff, the public, and other outside agencies as well as performing basic research and analysis functions. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Prepare and process reports, forms, and records, which may include timesheets, payroll, request for proposals, bid packages, grant and loan applications, contracts and agreements, and draft resolutions.
- Organize and carry out administrative and technical assignments and projects; research, compile, and analyze information and data from various sources on a variety of specialized topics related to assigned area; interpret results and develop and present preliminary findings and recommendations for review by senior staff.
- Provide support in developing and monitoring assigned budgets which may include gathering and analyzing financial data, developing narratives and project plans, monitoring

labor hours and other expenses, ensuring accurate allocation to accounts, providing account balances and updates to management and staff, recommending account adjustments and fund transfers, processing invoices and purchase orders, maintaining budget spreadsheets, entering information into the financial software system, and attending budget meetings.

- Prepare and submit financial, budgetary, operational, and other technical and programmatic reports, contracts and agreements, grant and loan reimbursement documentation, technical documentation, and various correspondence and informational materials regarding assigned activities.
- Organize, maintain, and update assigned record systems and databases; enter, update, and audit data to ensure quality control; develop queries and run reports; research and analyze data within areas of assigned responsibility to prepare reports and provide follow-up information to inquiries; periodically review and purge files in accordance with the records retention policy.
- Compose, type, edit, and proofread a variety of documents, including agendas, forms, memos, administrative, statistical, financial, and staff reports, contracts, agreements, and correspondence for unit staff; check draft documents for punctuation, spelling, and grammar; make or suggest corrections.
- Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply City policies and procedures in determining completeness of applications, records, and files.
- Monitor and enforce compliance of assigned areas of responsibility with laws, rules, and regulations and City guidelines, policies, and procedures.
- Schedule and/or coordinate meetings, seminars, conferences, and training sessions for unit staff; maintain calendars and make meeting arrangements; arrange for necessary set-up and materials to be available at meetings.
- Act as meeting and/or committee secretary including preparing agendas and informational packets, setting up the room, and taking and transcribing minutes for assigned boards and committees.
- Serve as a liaison and provide information and assistance to employees, the public, and private organizations, community groups, and other agencies regarding assigned activities; receive and respond to complaints and questions; interpret and explain applicable regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; coordinate and resolve problems when appropriate.
- Operate a variety of standard office equipment, including computer hardware and software applications, copiers, facsimile machines, and multi-line telephones.
- Serves as backup to the Senior Accounting Assistant.
- Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of the financial, human resources and/or public works administration function in a public agency setting.
- Policies and procedures related to benefits administration.
- Computerized finance systems and computer software and systems related to payroll processes.
- Methods, techniques, and practices of data collection and report writing.
- Business letter writing and standard writing practices for correspondence.

- Modern office practices, methods, computer equipment, and computer applications related to work, including word processing and spreadsheet software.
- Principles and practices of auditing payroll.
- Principles and procedures of record keeping and reporting.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing systems, procedures, work standards and internal controls.
- Maintain accurate financial and personnel records and preparing clear and accurate reports for informational, auditing and operational use.
- Perform detailed accounting, financial and human resources office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain and research files.
- Make accurate arithmetic, financial and statistical computations.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth grade supplemented by college-level coursework in business or public administration, finance, accounting, or related field. Three (3) years of increasingly responsible experience performing complex technical and/or programmatic duties.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification may frequently bend, stoop, kneel, reach, push, move file boxes, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: ASSISTANT – NON-EXEMPT
ASSOCIATE - EXEMPT**

**ASSISTANT ENGINEER/
ASSOCIATE ENGINEER**

DEFINITION

Under direct or general supervision, performs various professional field and office engineering work related to the management, planning, design, construction, and maintenance of the City's Capital Improvement Program (CIP), land development, public works infrastructure, and daily departmental operations; provides project management and administration; confers with developers, contractors, and representatives of other agencies regarding facility and infrastructure development; administers professional services and construction contracts; administers Federal and State grant funds associated with construction projects; provides professional staff assistance to the Senior Civil Engineer, other departments, and the public in areas of expertise; performs a variety of studies and prepares and presents staff reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Senior Engineer. Exercises no direct supervision of staff. May provide technical and function direction to lower-level staff.

CLASS CHARACTERISTICS

Assistant Engineer: This is the entry-level class in the professional engineering series. Initially under close supervision, incumbents with basic engineering experience perform professional and technical engineering work in City's Capital Improvement Program (CIP), land development, public works infrastructure, and daily departmental operations, in addition to providing project management and administration. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the positions at the Associate level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Associate Engineer: This is the full journey-level class in the professional engineering series. Incumbents are expected to perform the full range of professional and technical engineering work in all of the following areas: the City's CIP, land development, public works infrastructure, and daily departmental operations, in addition to providing project management and administration. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions at this level are distinguished from the Assistant level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. This class is further distinguished from the Senior Civil Engineer in that the latter is the full supervisory-level class in the series and has ultimate responsibility for organizing, assigning, supervising, and reviewing the work of staff involved in a major functional area or project/program of the Engineering Division.

Positions in the professional engineer class series are flexibly staffed and positions at the Associate level are normally filled by advancement from the Assistant level requiring three (3) additional years of experience and after gaining the knowledge, skill, experience, licenses, and certifications which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have four (4) years of prior related experience that allows the employee to meet the qualification standards for the Associate level and to possess and maintain registration as a licensed Professional Engineer in the State of California.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, designs, and inspects all phases of civil engineering public works construction projects, including defining the scope of the project; secures adequate funding from Federal and State grant programs and other funding sources; coordinates with permitting and public utility agencies; performs historical document research and reviews; surveys and engineering analysis of alternatives; prepares, plans, specifications, and cost estimates; performs, researches maps, and field studies and surveys; drafts site plans with specialized computer software; applies engineering principles and practices to specific problems; coordinates construction schedules with other projects and agencies; prepares and reviews cost estimates; and inspects construction of projects to ensure compliance with construction documents; and performs related planning and design work.
- Reviews construction plans prepared by consulting engineers and private contractors to verify compliance with City sidewalk, public utility, and improvement requirements; checks plans for conformance with regulations regarding line, grade, size, elevation, and location of structures; reviews engineering calculations of other engineers or engineering technicians; participates in pre-design, construction, and utility coordination meetings and issues construction permits.
- Provides construction administration, public relations, management, and inspection of public works construction projects, including coordinating work with other divisions and City departments; reviews and inspects work to ensure conformance with plans and specifications, tracks and maintains all project accounting, coordinates schedules, and provides public notices of projects.
- Investigates field problems affecting property owners, contractors, and maintenance operations; responds to citizen inquiries and complaints; provides information to the public at the front counter in person, via telephone, or other means of communication regarding grading, encroachment permits, right-of-way and property line information, utility information, slope stability and groundwater issues, improvement plan check, and payment processes.
- Processes subdivisions and prepares and reviews legal descriptions.
- Assists with traffic engineering studies and roadway design.
- Reviews tract and parcel maps, lot line adjustments, and other subdivision documents.
- Reviews sewer and hydrology studies and hydraulic calculations.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Provides technical direction and training to other engineering and technical staff.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Civil engineering principles, techniques, policies, and procedures.
- Methods, materials, and techniques used in the construction of public works projects, including water and wastewater systems, stormwater, and street design.
- Basic principles, practices, procedures, and standards related to City public works, engineering infrastructure development and maintenance, and surveying.
- Basic principles and practices of capital improvement program budgeting, cost estimation, funding, project management, and contract administration.
- General design, layout, and construction practices for public improvements such as streets, storm drains, grading, and landscaping.
- Subdivision engineering, plan review, mapping, and construction practices.
- Bidding requirements for public works projects.
- Project management and contract administration principles and techniques.
- Engineering plan types, review practices, and permit filing and approval procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices and technology, including personal computer hardware and software applications related to the work, such as computer-aided drafting (CAD) concepts and applications and Geographic Information Systems (GIS) programs.
- Modern developments, current literature, and sources of information regarding engineering.
- Principles of advanced mathematics and their application to engineering work.
- Practices of researching engineering and design issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Methods and techniques of effective technical report preparation and presentation.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff

Ability to:

- Conduct complex civil engineering research projects, analyze complex problems, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare, understand, and interpret engineering construction plans, specifications, and other contract documents.
- Conduct comprehensive engineering studies and prepare reports with recommendations.
- Assist in and develop and administer contracts for professional services and construction in a public agency setting.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations, technical written material, and City engineering policies and procedures.
- Design engineering projects.
- Read and understand technical drawings and specifications.
- Perform mathematical and engineering computations with precision.
- Recognize discrepancies from as-built to contract specifications and recommend reconciliation.
- Make engineering design computations and check, design, and prepare engineering plans and studies.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various business, professional, and regulatory organizations and individuals.
- Direct the work of contract consultants.
- Prepare and present clear, concise, and logical written and oral reports, correspondence, policies, procedures, legal descriptions, and other written materials.

- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Assistant/Associate Engineer: Equivalent to graduation from an accredited four-year college or university with major coursework in civil engineering or a related engineering field.

Assistant Engineer: One (1) year of professional engineering design, plan review, and project administration experience, preferably in a public agency setting.

Associate Engineer: Four (4) years of professional engineering design, plan review, and project administration experience, preferably in a public agency setting, or three (3) years of experience equivalent to Assistant Engineer at the City of Calistoga.

Licenses and Certifications:

Assistant/Associate Engineer: Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

Assistant Engineer: Possess and maintain certification as an Engineer-In-Training.

Associate Civil Engineer: Possess and maintain a Registered Professional Civil Engineer license in the State of California.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect City development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas and to conduct inspections may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

CITY CLERK

DEFINITION

Under general direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the City Clerk's Office including the preparation of City Council agendas, minutes, actions, ordinances, and resolutions, in the maintenance of official documents and records, in the administration of City elections, and in overseeing the day-to-day activities, services, and operations of the City Clerk's function; provides varied technical, complex, specialized, and confidential office administrative support to the City Manager and other City departments as assigned; coordinates assigned activities with those of other City departments; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the City Manager. May exercises functional supervision over assigned technical and administrative staff.

CLASS CHARACTERISTICS

This classification performs a variety of administrative duties, including assisting in the development of City Council agendas, administration of filings, records management, assisting with municipal elections, and coordinating with other City departments. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected City Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Oversees and performs functions of the day-to-day operations of the City Clerk's office, including the maintenance of administrative files, resolutions, ordinances, contacts, agreements, deeds, annexations, public notices and other official documents.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the City Clerk function; recommends and administers policies and procedures.
- Directs and coordinates the work plan for the support staff; meets with staff to identify and resolve problems; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Plans, manages, and implements the City's records management program; sets and ensures legal compliance with retention schedules for City records; develops and updates records retention policies and procedures.
- Ensures compliance with the Public Records Act, the Freedom of Information Act, and the Brown Act; reviews and monitors legal requests for records; ensures that all public records are open to inspection at all times during office hours and that every person's right to inspect any public record of the City is upheld.

- Assists with preparation of City Council and Calistoga Public Facilities meeting agendas and tentative agendas; assists in the assembly and distribution of agenda packets; attends meetings; takes and prepares meeting minutes; prepares Council and Agency packets and approved resolutions, ordinances, and meeting minutes for archiving.
- Assists the public and City staff by helping to identify records and information relevant to requests; ensures timely response to all requests and communicates in writing with any requestor in cases of unusual requests that may cause delays in obtaining all requested information; justifies any nondisclosure and/or ensures deletion of any portions that are exempt from the mandate of the Public Records Act.
- Performs complex records management activities, including assigning record codes to documents, imaging and/or filing, storage, and destroying City records.
- Assists in planning and conducting City municipal elections as required by state law; participates in all election events.
- Organizes, administers, maintains, and monitors all required Fair Political Practices Commission (FPPC) filings and election campaign disclosure statements.
- Administers policies and procedures and monitors filings of campaign statements for candidates, Council members, and all active committees as requested by state law; distributes forms and monitors filing of Statements of Economic Interests as required under the Political Reform Act of 1974; maintains a comprehensive list of designated employees under the City/Redevelopment Agency Conflict of Interest Code.
- Supervises legal codification of the Municipal Code Book; proofreads the codes upon request.
- Notarizes official documents; administers oaths of office; prepares department disaster plan.
- Coordinates and integrates services and activities with other agencies and City departments.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; researches information; identifies and reports findings and takes necessary corrective action.
- Processes accident/incident and workers' compensation claim forms
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and procedures related to public agency record keeping and the City Clerk function.
- Automated and manual records management principles and practices, including legal requirements for recording, retention, storage, and disclosure.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility, including Public Records Act, the Freedom of Information Act, and the Brown Act, FPPC procedures and regulations, and election laws and procedures.
- A variety of public documents including contracts and ordinances.
- Municipal elections processes and procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of assigned staff.
- Participate in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges and monitoring budget expenditures and revenues.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Develop, plan, coordinate, and implement records management program suited to the needs of the City and in compliance with Federal, State, and local laws, rules, and regulations.
- Prepare official minutes, resolutions, and ordinances.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework and/or specialized secretarial training and three (3) years of increasingly responsible secretarial or administrative experience in a municipal government agency, preferably within a City Clerk's office.

Licenses and Certifications:

- Possession of, or ability to obtain, a Notary Public certification.
- Possession of, or ability to obtain, a Certified Municipal Clerk certification is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a

computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

DEPUTY PUBLIC WORKS DIRECTOR

DEFINITION

Under general direction, plans, organizes, manages, and provides oversight for functions and activities of the Public Works Department, including design, engineering, and construction activities, maintenance and operations of buildings, parks, streets, water distribution and/or stormwater and drainage systems and facilities, and development and implementation of the City's Capital Improvement Program (CIP); assists in coordinating assigned activities with other City departments, divisions, outside agencies, and the public; fosters cooperative working relationships among City departments, divisions, and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Public Works Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Director. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a Deputy Department Director classification in the Public Works Department. The incumbent oversees, directs, and participates in the engineering functions of the Public Works Department, including short- and long-term Capital Improvement Program (CIP) planning, development and administration of Federal, State, and local funds for capital improvements and expansions, and providing professional-level support to the Public Works Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other City departments and public agencies. Responsibilities include performing and directing many of the department's day-to-day administrative functions. This class is distinguished from the Public Works Director in that the latter has overall management responsibility for all public works programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes management responsibility for public works functions and activities, including CIP planning, design, and construction, operations and maintenance activities of buildings, parks, streets, water distribution and/or stormwater and drainage systems and facilities.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the assigned division; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Assists with the development and administration of the annual budget and capital improvement budgets for the division; directs the forecast of additional funds needed for staffing, equipment,

- materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Director.
 - Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Director; directs the implementation of improvements.
 - Participates in the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; negotiates and administers contracts after award; ensures contractor compliance with City standards and specifications and time and budget estimates; analyzes and resolves complex problems that may arise; recommends and approves field changes as required.
 - Conducts and assists in CIP planning activities; provides oversight and input into the conceptual design of engineering projects; investigates and resolves problems with scope of work or cost issues of major facility upgrade and replacement projects.
 - Analyzes civil engineering plan design, specifications, and consultant and staff comments in accordance with design requirements and municipal and intergovernmental standards and regulations; recommends approval or additional engineering conditions and changes.
 - Reviews and approves plans and specifications for Capital Improvement Program (CIP); tract and parcel maps, lot line adjustments, and legal reviews; controversial encroachment permits; and other engineering and design documents.
 - Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating engineering matters; provides information regarding City development requirements.
 - Serves as a liaison for the department to other City departments, divisions, elected officials, outside agencies, and the public; attends meetings in various locations; provides staff support to commissions, committees, and task forces; participates in community events and workshops that provide public information regarding departmental programs, projects, and services; explains and interprets departmental programs, policies, and activities.
 - Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
 - Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects to the City Council, as well as various boards, commissions, and committees, as assigned by the Public Works Director.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of engineering and other types of public works services as they relate to the area of assignment.
 - Maintains and directs the maintenance of working and official departmental files.
 - Monitors changes in laws, regulations, and technology that may affect City or departmental operations; implements policy and procedural changes as required.
 - Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff.

- Public agency budgetary, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.
- Principles and practices of civil engineering as applied to the planning, design, cost estimating, construction, installation, and inspection of a wide variety of municipal facilities.
- Principles and practices of environmental impact assessment and related regulatory processes.
- Methods, materials and techniques used in the construction of public works projects.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Methods and techniques for the development of presentations, contract negotiations and management, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient engineering services.
- Plan, organize, and direct effective CIP and public works engineering services and programs.
- Conduct complex civil engineering research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports.
- Analyze and interpret engineering plans and specifications in accordance with design requirements and applicable standards and regulations.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations, technical written material, and City engineering policies and procedures.
- Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of engineering programs and administrative activities.
- Conduct effective negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use fact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in civil engineering, or a related field, and six (6) years of management and/or administrative experience in civil engineering and capital improvement program administration, including two (2) years management and/or supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, a valid certificate or registration as a Professional Engineer in the State of California.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect City development sites, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

EXECUTIVE ASSISTANT

DEFINITION

Under general direction, performs a variety of complex office administrative, secretarial, and clerical duties in support of City Manager and other management staff, including planning, organizing, and overseeing the operations and functions of the assigned office; coordinates assigned programs, projects, and services with other City departments, divisions, and outside agencies; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the City Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Incumbents perform a wide variety of specialized technical and administrative support work for the City Manager and other management staff. Responsibilities include performing specialized, confidential, and technical office support duties to the assigned department to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and City activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level requires a broader understanding of City functions and the capability of relieving the assigned City Manager of day-to-day office administrative and coordinative duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Prepares and processes reports, forms, and records, such as City Council agenda items, contracts and agreements, reimbursement requests, and organizational charts.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Relieves the City Manager of a variety of administrative details by assisting with duties of a complex, and sensitive nature; plans, organizes, and carries out administrative assignments and special projects related to assigned department, including assisting with budget preparation, planning, and implementation; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.

- Maintains calendars and makes meeting arrangements; schedules meetings between City staff or between City staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Develops, composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for the City Manager from rough draft, handwritten copy, verbal instructions, or from other material; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Collects and compiles material for review and analysis; provides recommendations for changes in programs, policies, or procedures to improve efficiency and cost effectiveness of operations.
- Responds to citizen and staff inquiries and complaints; refers citizens to the appropriate department source; coordinates or resolves problems of a moderate nature when appropriate.
- Coordinates the content for the public education government access television network station.
- Designs and implements file, index, tracking, and record-keeping systems.
- Coordinates and integrates department services and activities with other agencies and City departments.
- Serves as secretary to a board, commission, or special task force in the absence of the City Clerk; compiles and distributes agenda packets; attends meetings; formats and distributes minutes; and follows up on decisions as required.
- Maintains department personnel files; processes accident/incident/workers compensation claim forms; files pertinent documents, maintains files in a secure location, and provides information to supervisors and managers.
- Coordinates travel arrangements and accommodations for department personnel and submits all related paperwork.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Acts as Notary Public for the City.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and methods of office management and administration, including the use of standard office equipment.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and procedures of record-keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, web design, database, and spreadsheet applications
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade supplemented by college-level coursework and/or technical training in secretarial science and/or office administrative support and five (5) years of responsible secretarial experience, or two (2) years of experience equivalent to Administrative Assistant at the City of Calistoga. Additional specialized secretarial or clerical training is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**FEBRUARY 2015
FLSA: NON-EXEMPT**

FIRE CAPTAIN

DEFINITION

Under general direction of the Fire Chief, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, and administrative support related to all programs and activities of the Fire Department, including fire suppression, rescue, emergency medical treatment, hazardous material response, and fire inspection and prevention services; takes command of fires and other emergency incidents within the City unless relieved by another officer; performs the full range of emergency response duties as a member of a response team; coordinates assigned activities with other City departments and outside agencies; provides complex and responsible support to the Fire Chief and others in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Fire Chief. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a management classification that manages the operations and services of the City's Fire Department. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of the assigned company or station, including emergency response, non-emergency maintenance, and administrative duties. Successful performance of the work requires an extensive professional background as well as skill in coordinating work with that of other City departments and public agencies. This class is distinguished from Fire Chief in that the latter has overall management responsibility for all fire safety programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of assigned company or station, including emergency response, non-emergency maintenance, and administrative duties.
- Manages and oversees fire department programs, such as fire suppression, rescue, emergency medical treatment, hazardous material response, and fire inspection and prevention services and programs.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned areas; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development and administration of and oversees division budgets.
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Fire Chief.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Recommends and administers policies and procedures such as procedure guidelines, design standards, and standard plans and specifications while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.
- Establishes incident command system at emergencies; directs firefighting operations, including commanding tactical and safety activities to ensure all response activities are conducted in a manner consistent with prescribed policies and procedures.
- Identifies fire training needs of company personnel; trains and instructs personnel in the use of a variety of fire fighting apparatus, equipment, tools, and devices; instructs personnel on location of fire hazards in public buildings and the methods of combating fires in such places; ensures conformance of training and instructional work with department policies and procedures.
- Ensures an accurate and efficient inventory of equipment and supplies, including purchasing needed equipment and submitting equipment requests accordingly.
- Administers, coordinates, manages, and personally performs work in support of a variety of departmental programs and activities such as fire administration, prevention, public education, inspection, fleet equipment maintenance, inventory, training, or other aspects of the fire prevention and suppression programs.
- Provides mutual aid to other fire service and medical emergency agencies in accordance with departmental policy.
- Supervises and participates in all firefighter duties.
- Performs and assists in company and/or station inspections; inspects personnel, equipment, and company quarters. Supervises and/or assists with the cleaning of quarters, apparatus and equipment to ensure proper safety practices.
- Serves as a liaison for the assigned division to other City departments, divisions, and outside agencies; attends meetings, as necessary; provides staff support to commissions, committees, and task forces, as necessary; negotiates and resolves significant and controversial issues.
- Provides highly complex staff assistance to the Fire Chief; develops and reviews staff reports related to assigned activities and services; may present information to the City Council and various commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of fire safety services and operations; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Acts as the Fire Chief in their absence.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Principles, practices, procedures, techniques, and equipment used in: fire, medical, and hazardous materials emergency response, including containment and clean-up; technical and confined response situations.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching operations and maintenance issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Plan, organize, administer, and coordinate the City's fire suppression, prevention services, hazardous materials, and related programs and functions.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four year college or university with major coursework in fire science, fire administration or a closely related field and three (3) years of supervisory or command experience in the fire service. Additional command experience may be substituted for the education requirement on a year-for-year basis to a maximum of two (2) years.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Class C Driver's License with Firefighter, Air Brake, and Tank endorsements by time of appointment.
- Possession of a State of California Emergency Medical Technician I Certificate.
- Possession of a State of California Firefighter II Certificate.
- Possession of Driver/Operator 1A and 1B within one year of appointment.
- Federal Emergency Management Association's National Incident Management System (NIMS) IS700 and National Response Framework (NFR) IS800 courses completed within one year of appointment.
- Possession and maintenance of a valid Fire Officer certificate from the California State Fire Marshal.
- Possession of the Hazardous Materials First Responder Operations certification.
- Possession of the Confined Space Rescue Operations and or Technician certification is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; mobility, physical strength, and stamina to respond to emergency situations and use all emergency apparatus and equipment; perform medium to heavy physical work, to work in confined spaces, around machines, and to climb and descend ladders; to operate a motor vehicle and to visit various City and meeting sites; vision to discern colors and assess emergency situations, including medical incidents, and to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is partially a sedentary, partially a field classification that requires operating in emergency situations and identifying and assessing problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator, operate standard office equipment, and to operate above-mentioned apparatus and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites, and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials, objects, and individuals necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The work also involves work in the field with exposure to loud noise levels, extreme temperatures, inclement weather conditions, road hazards, substantial heights, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees are required to work shifts, as scheduled by the department.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

FIRE CHIEF

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Fire Department, including fire prevention and inspection programs, response to fires, medical emergency, rescue, hazardous materials, natural and man-made incidents, and other public services; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a Department Director classification that oversees, directs, and participates in all activities of the Fire Department, including short- and long-range planning, development, and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected City Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Fire Department programs, services, and activities.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Fire Department; establishes, within City policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments as necessary.

- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and City needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the City Council and a wide variety of committees, boards, and commissions.
- Participates in response to fire alarms and other emergency calls; directs regular and part-time staff at incident scenes.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of fire safety and other services as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect City or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget development, contract administration, City-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.
- Principles and practices of fire safety program development, management in a municipal setting, and fire safety program planning and budgeting.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.

- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the City.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of public works programs and administrative activities.
- Conduct effective negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in fire science, business or public administration or a closely related field and seven (7) years of progressively responsible experience, including management experience, in fire safety or a related field.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Class C Driver's License with Firefighter, Air Brake, and Tank endorsements by time of appointment.
- Possession of a State of California Emergency Medical Technician I Certificate.
- Possession of Hazardous Materials First Responder Operator Certification.
- Completion of Federal Emergency Management Association's National Incident Management System (NIMS) IS700 and National Response Framework (NFR) IS800 courses.
- Possession of a California State Fire Marshal Fire Officer Certificate is desirable.
- Possession of a California State Fire Marshal Chief Officer Certificate is desirable.
- Ability to obtain within 24 months State Fire Marshal Prevention 1C, 2A, 2B, 2C and 3B is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; mobility, physical strength, and stamina to respond to emergency situations and use all emergency apparatus and equipment; perform medium to heavy physical work, to work in confined spaces, around machines, and to climb and descend ladders; to operate a motor vehicle and to visit various City and meeting sites; vision to discern colors and assess emergency situations, including medical incidents and to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. This is partially a sedentary, partially a field classification that requires operating in emergency situations and identifying and assessing problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator, operate standard office equipment, and to operate above-mentioned apparatus and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials, objects, and individuals necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The work also involves work in the field with exposure to loud noise levels, extreme temperatures, inclement weather conditions, road hazards, substantial heights, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays and monitor radio traffic on 24-hour shifts as assigned.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

FIRE ENGINEER

DEFINITION

Under general supervision, operates and maintains firefighting apparatus and equipment; responds to fires, medical emergencies, hazardous materials incidents, rescues, and other emergency and non-emergency situations; participates in all other suppression, prevention, inspection, education, and related activities to protect life and property; performs fire station maintenance; provides information and assistance to the public; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Fire Chief. Exercises supervision of part-time staff. Exercises technical and function supervision over and provides scheduling and training to part-time staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the fire service series. Incumbents work under general supervision and exercise a high level of discretion and independent judgment in performing the full range of fire suppression, basic medical emergency, hazardous materials, and other emergency response activities and functions. Successful performance of the work requires extensive knowledge of and ability to drive and operate a truck, engine, and all other vehicles, equipment, and apparatus and the performance of heavy physical work at potential risk to health and safety. This class is distinguished from Fire Chief in that the latter has overall management responsibility for all fire safety programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Operates and maintains all fire apparatus and related fire services and medical equipment to ensure operational readiness and safety of fire personnel, including operating hydraulic pumps and aerial equipment, performing daily inspections, maintenance, training, and inventory.
- Responds to fire alarms, emergency medical calls at the basic life support level, emergency rescues, hazardous materials incidents, public service calls, or other incidents, which require the mitigation of circumstances that may threaten life or property, such as fire suppression, emergency medical care, and rescue of victims.
- Drives fire apparatus to emergency scene, and positions and prepares equipment for use, including fire engines to emergencies, training, and inspections.
- Operates and oversees the use of a variety of fire apparatus, vehicles, and equipment, including operating fire pumps, calculating and monitoring hydraulic conditions, directing engine hook-up, setting controls to ensure proper water flow levels, operating aerial ladder truck, and extending and retracting ladder; lays, connects, charges, and uses supply lines and various water appliances to

- control and extinguish fires; places water curtains and performs ventilating and access maneuvers; uses foam and chemical extinguishers as required by the nature of the fire.
- Searches and rescues victims from buildings, motor vehicles, water hazards, and other locations.
 - Applies medical treatment and life support techniques within the scope of an Emergency Medical Technician I (EMT); provides assistance to qualified paramedics, as directed; assists in the emergency transportation of patients.
 - Contains, isolates, and minimizes hazardous materials spills.
 - Works closely with other emergency medical staff, police, and public safety and fire personnel from other agencies; responds to mutual aid situations as required.
 - Performs daily checks of equipment to ensure all equipment is in good working order, including inspecting all aerial apparatuses, tools, and other related equipment to ensure their efficient operation and readiness for any emergency response situation; keeps complete and accurate inspection records and apparatus usage log as required; inspects all EMT equipment.
 - Performs fire safety inspections on a variety of businesses and multi-family residences, and participates in a variety of public awareness activities to promote good public relations and fire safety awareness, including providing tours of fire facilities and giving presentations at local schools as requested.
 - Assists in investigations of fire cause and origin, including investigating the cause and origin of suspicious fires, collecting evidence samples for lab processing, photographing and sketching fire scenes, interviewing witnesses and suspects, and documenting all activities in investigative reports as required.
 - Makes verbal and written analyses of activities involved in any emergency fire situation.
 - Performs and conducts all necessary training activities as assigned and in accordance with readiness and preparation for firefighting activities, including training in fire suppression, fire pump operation, aerial apparatus operation, emergency medical training, hazardous materials, vehicle extrication, technical rescues, equipment use and maintenance, and other related functions.
 - Assists other members of the department, City, and community with training and development on CPR, First Aid, and fire extinguisher and AED use; prepares and maintain records of training and certifications city-wide.
 - Performs physical fitness training to maintain physical abilities necessary for firefighting.
 - Provides instruction to other fire personnel on topics related to fire apparatus maintenance, use, and other related topics.
 - Maintains station and personal living areas in a clean and orderly manner; maintains surrounding grounds to ensure a safe and pleasant environment for fire personnel and the general public.
 - Serves within a command structure, requiring adherence to officers' orders in life threatening situations.
 - Performs collateral duties related to one or more departmental programs, such as fire hydrants, wild land training coordination, emergency management services, mapping, hose testing, monthly reports, legal compliance, etc.
 - Assists in scheduling par-time staff; provides supervision of part-time staff in the absence of the Fire Chief.
 - Assumes incident command system duties in the absence of the Fire Chief.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and techniques of driving varied vehicles and operating a wide range of fire equipment and apparatus, including related fireground hydraulics.
- Principles and practices of fire suppression, containment, rescue, clean-up, and salvage.

- Principles and practices of providing emergency medical care at the EMT I level.
- Practices and techniques of hazardous materials response, containment and clean-up.
- Geography of the City, including locations of streets, hydrants, sprinkler and standpipe hookups, and alarm panels.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- The operation and maintenance of a variety of fire services vehicles, equipment, and facilities.
- Safety practices and equipment related to the work.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Operate vehicles, equipment and apparatus safely and in conformance with department procedures and traffic laws.
- Perform fire suppression and associated rescue and salvage work in a safe and effective manner.
- Apply the mechanics of fire fighting and emergency medical care at an EMT I level.
- Deal with hazardous materials incidents in conformance with department procedures.
- Make sound, independent decisions in emergency situations.
- Establish and maintain a variety of manual and computerized record-keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by at least three (3) years of municipal fire suppression experience. Some college-level coursework in fire technology or a related field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Class C Driver's License with Firefighter, Air Brake, and Tank endorsements by time of appointment.
- Possession of a State of California Emergency Medical Technician I Certificate.
- Possession of a State of California Firefighter II Certificate.
- Possession of Driver/Operator 1A and 1B within one year of appointment.
- Federal Emergency Management Association's National Incident Management System (NIMS) IS700 and National Response Framework (NFR) IS800 courses completed within one year of appointment.

- Successful completion of the following State Fire Marshall courses: Fire Prevention 1A and 1B, Fire Investigation 1A and 1B, Incident Command System 200, and Fire Instruction 1A and 1B within 24 months of appointment.
- Possession of the Hazardous Materials First Responder Operations certification.
- Possession of the Confined Space Rescue Operations and or Technician certification is desirable.

PHYSICAL DEMANDS

Must possess mobility, physical strength and stamina to respond to emergency situations and use all emergency apparatus and equipment; perform medium to heavy physical work, to work in confined spaces, around machines, and to climb and descend ladders; vision to discern colors and assess emergency situations, including medical incidents, and to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned apparatus and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials, objects, and individuals necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, extreme temperatures, inclement weather conditions, road hazards, substantial heights, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees are required to work 24-hour shifts, as scheduled by the department.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

MAINTENANCE SUPERINTENDENT

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of public works maintenance staff within the Public Works Department; supervises, plans, and coordinates the construction, installation, maintenance, and repair of City infrastructure, including buildings, parks, streets, water distribution and/or stormwater and drainage systems and facilities; administers, monitors, and provides technical input for assigned public works maintenance, operations, and related projects and programs; provides responsible technical assistance to the Public Works Director; performs a variety of technical tasks relative to the assigned functional area; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Director. Exercises direct and general supervision over technical and maintenance staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the public works maintenance class series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of public works maintenance staff either directly or through lead workers. Incumbents are expected to independently perform the full range of public works maintenance duties as assigned. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Public Works Director in that the latter has overall management responsibility for all public works programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the installation, maintenance, and repair of all City buildings, parks, streets, water distribution and wastewater collection systems and/or stormwater and drainage systems and facilities; administers specialized projects and programs in area of assignment.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.

- Monitors operations and activities of the work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Determines and recommends equipment, materials, and staffing needs for assigned operations, projects, and programs; participates in the annual budget preparation; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance.
- Plans and lays out maintenance work projects; monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in the bid process for maintenance and repair projects.
- Supervises the use of and operation of tools, equipment, and vehicles; ensures that tools, equipment, and vehicles are safely operated, maintained, and secured when not in use; schedules the service, repair, and replacement of tools and equipment.
- Inspects work in progress and completed work of assigned employees and contractors for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.
- Inspects the assigned City infrastructure for safety violations; ensures that safety procedures are followed and that safety equipment is worn; makes periodic safety presentations to assigned staff.
- Assists in the design, engineering, construction, and field inspection processes for Capital Improvement Program projects and private developments to ensure contractors' and developers' compliance with City standards; attends pre-construction meetings; performs detailed building plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Performs the most complex public works maintenance duties and provides technical assistance to crews.
- Troubleshoots complex operational and maintenance problems; corrects or directs the correction and repair of operational and/or equipment problem including wastewater pump stations.
- Coordinates assigned services and activities with those of other divisions and outside agencies.
- Provides staff assistance to the Public Works Director; prepares and presents staff reports and other written materials; supervises the preparation and maintenance of related reports, records, and files; ensures the proper documentation of operations and activities.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Oversees safety programs and training for the assigned functional areas and work groups; assists in action planning for safety programs; implements and monitors risk management plans regarding hazardous materials; responds to workers' compensation issues.
- Answers questions and provides information to the public; investigates inquiries; recommends corrective actions to resolve issues.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of public works maintenance and operations program development and administration.
- Principles, practices, equipment, tools, and materials of construction, maintenance, and repair of public works infrastructure.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of budget and capital improvement program development, administration, and accountability.

- Principles and practices of contract administration and evaluation.
- Safety principles, practices, procedures, and equipment related to the work.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct assigned maintenance and operations activities.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.
- Perform the most complex maintenance and operations duties and operate related equipment safely and effectively.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, record keeping, and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and five (5) years of increasingly responsible experience in performing construction and maintenance work related to the assigned area of responsibility, including two (2) year of lead or supervisory experience. An Associate's degree in business administration or a related field is desirable.

Licenses and Certifications:

- Possession of a valid California Driver's License.
- Possession of a Grade II Water Distribution Operator Certificate issued by the California State Water Resources Control Board (formerly California Department of Public Health Services).

- Possession of a Grade I Wastewater Collection System Operator Certificate issued by the California Water Environment Association (CWEA).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in and around City streets, storm drains, sanitary systems, and related facilities; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle and visit various City and meeting sites; vision to read printed materials and a computer screen; color vision to read gauges and identify appurtenances; and hearing and speech to communicate in person and over the telephone or radio. The job involves frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees partly work in an office environment and partly work in and around public works infrastructure and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

MAINTENANCE TECHNICIAN I/II

DEFINITION

Under direct or general supervision, performs a variety of work in the construction, modification, maintenance, and repair of City infrastructure, including buildings, parks, streets, water distribution and/or stormwater and drainage systems and facilities; uses and operates a variety of manual and power tools and light to heavy power driven equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Public Works Maintenance Supervisor. Exercises no direct supervision over staff. May provide technical and functional direction to assigned staff.

CLASS CHARACTERISTICS

Maintenance Technician I: This is the entry-level class in the maintenance technician series. Initially under close supervision, incumbents with basic maintenance experience learn City infrastructure, systems, and facilities, use of tools and equipment, and a wide variety of practices and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually do not perform the full range of duties required of the positions at the II level and are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Maintenance Technician II: This is the full journey-level class in the public works maintenance series that performs the full range of duties required to ensure that City infrastructure, systems, and facilities to which assigned, are maintained in a safe and effective working condition and provide the highest level of safety for public use. Responsibilities include inspecting and attending to assigned areas in a timely manner, and performing a wide variety of tasks in the maintenance and repair of assigned facilities and systems. Positions at this level are distinguished from the I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Maintenance Technician in that the latter is responsible for technical and functional supervision of lower-level maintenance staff and is capable of performing the most complex duties assigned to the division.

Positions in the Maintenance Technician class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level requiring one (1) additional year of experience and after gaining the knowledge, skill, experience, licenses, and certifications which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have two (2) years of prior related experience that allows the employee to meet the qualification standards for the II level.

EXAMPLES OF TYPICAL JOB DUTIES (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

When performing the street maintenance:

- Operates specialized vehicles and a variety of light, medium, and heavy equipment related to the construction, maintenance, and repair of City streets and related facilities.
- Participates in asphalt maintenance, including demolition and preparation of areas to be resurfaced; applying, raking, compacting, and paving appropriate materials to the surface and cleaning up work areas.
- Participates in concrete maintenance, including attending to trip hazards, demolishing and removing concrete, and forming, pouring, and finishing sidewalks, handicap ramps, curbs, and gutters.
- Provides installation, maintenance, and repair of traffic signs, including making signs, and installing sign posts and signs in accordance with City, State, and Federal Codes.
- Performs tree trimming and removal services, including pruning branches, grinding tree stumps to ground level, and removing trees safely and efficiently.
- Performs legend painting and striping of City streets, curbs, and parking lots using appropriate materials.

When performing the parks maintenance:

- Performs a variety of technical landscape construction duties, including planting flowers, shrubs, and trees, pruning and repairing damaged trees, making and repairing tree wells, irrigating, mowing, and fertilizing turf, trimming and planting, fertilizing, and pruning shrubs.
- Inspects, maintains, repairs, and constructs developed and undeveloped parks, playgrounds, athletic fields, and other related facilities and properties.
- Performs pesticide applications as required, including calculating proper amounts of pesticides, spraying parks, trails, landscapes, and street trees, and completing necessary paperwork.
- Operates specialized vehicles and heavy equipment related to the construction, maintenance, and repair of City parks, landscapes, and street trees, and related facilities.
- Installs, inspects, and maintains park equipment and grounds to ensure safe operating conditions for citizens, including making repairs.
- Maintains parks and landscapes in a clean and safe condition, including picking up trash and maintaining trash receptacles, and cleaning and repairing restrooms.
- Maintains park appearance, including mowing, trimming, edging, fertilizing, and watering lawns and other landscaped areas.
- Maintains the interior and exterior of park facilities, including making repairs.
- Installs and repairs irrigation equipment, including installing irrigation pipes, maintaining clocks and timers, testing systems, replacing valves, and making repairs.
- Inspects City premises for graffiti vandalism, uses appropriate chemicals and high-pressure equipment to remove graffiti.

When performing the water distribution maintenance assignment:

- Operates and maintains light, medium, and heavy duty equipment and trucks appropriate to the construction, maintenance, and repair of the City's water distribution system.
- Installs and replaces water and fire services and hydrants, including installing parts and fittings and performing scheduled maintenance and making any repairs.
- Performs water meter maintenance, including installing new meters, testing and repairing meters of various sizes, repairing leaks, and replacing meters as necessary; installs service lines for newly

- developed properties and accounts for the installation of meters for new homes; performs shut-downs of services, as required.
- Turns water service on or off; performs water service shut-offs for non-payments.
- Flushes water distribution lines to ensure water quality, utilizes chlorine level testing devices, and runs tests for dissolved solids, bacteria, and coliforms.
- Monitors flood control gates and pumps; cleans gates; installs new gates and pumps when necessary.
- Assists in pipeline installation and repair.

When performing the stormwater/sewer maintenance assignment:

- Performs inspection, construction, maintenance, and repair activities of City storm drain and sanitation systems and facilities to ensure safe and efficient access for the public.
- Inspects, rebuilds, and services pumps, check valves, and floats as necessary.
- Operates specialized vehicles and a variety of light, medium, and heavy equipment related to the maintenance and repair of the City's sanitation infrastructure system.
- Performs a variety of duties in the maintenance of drainage structures to ensure efficient drainage.
- Performs concrete and open channel maintenance, including inspecting and repairing stormwater conveyance systems, removing/abating weeds and other invasive vegetation, removing sediments, debris, and trash from channels, applying site delineation, best management practices, and erosion control before, during, and after maintenance activities, and keeping in compliance with applicable Federal, State, and local water regulatory laws and regulations.

When performing the facilities maintenance:

- Performs routine maintenance and alterations on City buildings and facilities; identifies and evaluates construction-related problems; repairs and/or renovates structures; installs and repairs ceiling tiles, floor tiles, linoleum, and/or carpet; repairs and patches roofs and paints or stains as necessary; and performs other related tasks.
- Performs installation and repairs on plumbing lines and fixtures; replaces broken pipes, cleans plugged drains, replaces washers and gaskets, replaces faucets and valves, and cleans grease traps.
- Performs basic maintenance on City electrical systems; repairs and replaces light bulbs and electrical fixtures.
- Sets up rooms and equipment for classes, parties, conferences, meetings, and other functions; moves and arranges furniture.
- Performs general custodial work, including cleaning and sanitizing restroom facilities and fixtures, sweeping, vacuuming, mopping, waxing, striping, and polishing floors and carpets, dusting and polishing furniture, woodwork, fixtures, and equipment, washing windows, mirrors, and walls and cleaning furniture and counter tops; empties, cleans, and sanitizes waste and recycle bins.

When performing all assignments:

- Inspects assigned City infrastructure for safety issues, structural integrity, and possible future work projects and programs, and appropriately marks areas that need to be repaired.
- Operates and maintains specialized vehicles and a variety of light, medium, and heavy equipment related to the construction, maintenance, and repair of construction systems and facilities.
- Operates a variety of hand and power tools and equipment related to work assignment as instructed.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Maintains public facilities, shop and garage areas, storage sites, and other work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Installs street barricades and cones and controls traffic around work sites and special events to ensure safe conditions for the general public and City workers.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.

- Maintains accurate logs and records of work performed and materials and equipment used.
- Responds to after-hours emergencies.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principals, practices, tools, and materials as they relate to the maintenance and repair of infrastructure, facilities, systems, and appurtenances similar to those in a municipal environment.
- Basic mathematics.
- Safe driving rules and practices.
- Basic computer software related to work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Maintenance Technician II, in addition to the above:

- Maintenance principles, practices, tools, and materials for maintaining and repairing streets and roadways, as well as parks and facilities.
- Traffic control procedures and traffic sign regulations.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- Operational characteristics of specialized construction maintenance and repair equipment.
- Occupational hazards and safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Ability to:

- Perform basic construction, modification, maintenance, and repair work.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Make accurate arithmetic calculations.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to heavy equipment required for the work.
- Perform routine equipment maintenance.
- Maintain accurate logs, records, and basic written records of work performed.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Maintenance Worker II, in addition to the above:

- Perform construction, modification, maintenance and repair work on streets and roadways, as well as parks and facilities.
- Perform assigned maintenance and repair duties with accuracy, speed, and minimal supervision.
- Operate specialized construction maintenance and repair equipment.

- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Set up and operate traffic area construction zones, including cones, barricades, and flagging.
- Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.
- Follow department policies and procedures related to assigned duties.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Maintenance Technician I and II: Equivalent to the completion of the twelfth (12th) grade.

Maintenance Technician I: One (1) year of general maintenance experience related to the area of assignment is desirable.

Maintenance Technician II: Three (3) years of experience in construction, maintenance, and/or repair, including one (1) year of working for a municipality performing field maintenance work within the assigned area of responsibility.

Licenses and Certifications:

Public Works Maintenance Worker I:

- Possession of a valid California Driver's License.
- Depending on assignment, Grade I Water Distribution Operator Certificate issued by the California State Water Resources Control Board (formerly California Department of Public Health Services) within six (6) months of appointment may be required.

Public Works Maintenance Worker II:

- Possession of a valid California Driver's License.
- Depending on assignment, Grade II Water Distribution Operator Certificate issued by the California State Water Resources Control Board (formerly California Department of Public Health Services) may be required.
- Depending on assignment, Grade I Wastewater Collection System Operator Certificate issued by the California Water Environment Association (CWEA) may be required.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and heavy equipment and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Maintenance Technician I/II

Page 6 of 6

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

PLANNING AND BUILDING DIRECTOR

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Planning and Building Department, including planning, permitting, building inspection, code compliance and special projects; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex, professional assistance to the City Manager, Public Works Director and others in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the City Manager. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Planning and Building Department, including short- and long-term planning, development and administration of departmental policies, procedures, and services. This class serves as the City's professional expert on all matters related to the activities of the Planning and Building Department. Successful performance of the work requires knowledge of public policy, municipal functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines. This class is distinguished from Director of Public Works in that the latter has overall management responsibility for all staff and activities of the Public Works Department, including infrastructure development and maintenance.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Planning and Building Department programs, services, and activities, including planning, permitting, and special projects.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within City policy, appropriate budget, service, and staffing levels.

- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and the City needs related to the physical and economic development; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Meets with developers, engineers, property owners, contractors, and other agencies to discuss merits and concerns of development proposals; provides various parties with guidance on how to proceed; oversees negotiations and agreements regarding environment-related issues, rights-of-way, and open space easements, and financial participation; discusses status of development projects with applicants.
- Represents the City in regional planning and development efforts; provides written interpretations and clarifications of the Planning Code.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Directs, coordinates and reviews amendments to the General Plan; provides general plan and code interpretation as needed; provides analysis, recommendations, and implementation of policies and procedures; develops and presents recommendations on a variety of permits, maps, ordinances, zone changes, subdivision matters, applications and all other planning related matters.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Represents the department to other City departments, elected officials, and outside agencies including the City Council and Planning Commission; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Participates in and makes presentations to the City Council, and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of community development and other services as they relate to the area of assignment.
- Monitors changes in laws, regulations and technology that may affect office operations; drafts recommendations for code and/or ordinance changes or standards.
- Maintains and directs the maintenance of working and official division files.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organizational and management practices as applied to the analysis and evaluation of planning projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.

- Principles and techniques of conducting site planning, architectural review, architecture, urban, and subdivision design, land use, and other analytical studies, evaluating alternatives, and making sound recommendations.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget development, contract administration, City-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Theories, principles, and contents of General Plan, land use, zoning, subdivision, and urban planning regulations, natural resource protection, and environmental laws.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Technical, legal, financial, and public relations problems associated with the management of community development programs and city planning.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Methods and techniques of eliciting community participation in planning and development issues.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the planning department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the City.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, policies, and procedures.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of community development programs and administrative activities.
- Conduct effective negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in community development, urban planning, architectural design, civil engineering, or a related field and seven (7) years of management and/or administrative experience in community development, urban planning, and project administration, including supervisory experience. A master's degree and public sector experience are highly desirable.

License and Certification:

- Possession of a valid California class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS

Work is performed in an office environment and in the field. The office environment requires the mobility to work in a standard office setting and use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. The field work requires light physical effort and the agility to inspect temporary, unfinished, construction sites and access points.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, rough terrains, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be able to attend meetings and other activities outside of normal working hours.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

PLANT OPERATOR I/II

DEFINITION

Under direct or general supervision, performs a variety of work in the operation, control, and maintenance of the City's water and wastewater treatment and pumping facilities to ensure the adequate and uninterrupted supply of water to the City; operates equipment, facilities, wastewater collection and water distribution systems, pump stations, and related appurtenances as found in water and wastewater treatment plants; assists with preventive maintenance and makes minor repairs to plant facilities and equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Utility Systems Superintendent. May provide technical and functional direction to lower-level staff.

CLASS CHARACTERISTICS

Plant Operator I: This is the entry-level class in the plant operator series. Under direct supervision, incumbents learn to operate and maintain water and wastewater treatment plant equipment and appurtenances according to City practices and procedures, as well as State and Federal regulations. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the positions at the II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Plant Operator II: This is the full journey-level class in the wastewater treatment plant operations series that performs the full range of duties required to ensure that the water and wastewater treatment facilities and systems operate effectively and are maintained in a safe and effective working condition. Responsibilities include performing standardized tests on water and wastewater operations equipment, inspecting and attending to issues in a timely manner, and performing a wide variety of tasks in the preventative maintenance and minor repair of assigned facilities and systems. This class is distinguished from the Senior Plant Operator in that the latter is responsible for technical and functional supervision of lower-level operations staff and is capable of performing the most complex duties assigned to the division.

Positions in the Plant Operator class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level requiring one (1) additional year of experience and after gaining the knowledge, skill, experience, licenses, and certifications which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have two (2) years of prior related experience that allows the employee to meet the qualification standards for the II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Monitors plant operations equipment and processes to ensure compliance with environmental and public health standards, including monitoring and making adjustments as needed to optimize efficiency, making chemical dosage changes, changing pumping rates, and monitoring all equipment daily.
- Reviews and analyzes automated information and control system data and revises equipment settings as appropriate; notifies supervisor of unusual situations and makes inspections or corrects system problems as necessary.
- Operates pumps, valves, chlorinators, telemetry controls, sludge presses, and other water and wastewater flow regulating controls and equipment.
- Collects water, wastewater and other samples from various phases of the treatment process; performs standard chemical and physical tests on these samples to ensure that plants are operating effectively and that regulatory requirements are being met.
- Inspects and maintains water pipelines, pumps, valves, tanks, reservoirs, and related appurtenances; inspects and tests lines in the distribution system.
- Observes and responds to variations in operating conditions by interpreting meter, gauge, and graph readings and tests results to determine pressure requirements.
- Cleans and flushes water and wastewater analyzers; backwashes pressure filters and cleans scum boxes.
- Records meter reading for irrigation and river discharge; throttles pumps and valves to ensure water flow is within controllable bounds.
- Conducts alarm checks on all analytical and telemetry equipment, standby generators, and remote pumping stations.
- Performs preventative and routine maintenance on a variety of equipment related to the operation, maintenance, and control of water and wastewater treatment and production systems and facilities, including wastewater collection and water distribution systems.
- Performs a variety of general and ground maintenance activities, including mowing, edging, and trimming landscaped areas as scheduled, weed abatement, and painting facilities and equipment when needed.
- Installs street barricades and cones and controls traffic around work sites and special events to ensure safe conditions for the general public and City workers.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Responds to complaints and answers questions from public or escalates to supervisor, as necessary.
- Responds to operations, maintenance, and repair emergency situations as required.
- Maintains records and logs of daily activities; prepares reports as necessary.
- Assists in ordering chemicals and supplies as needed.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles, practices, tools, and materials as they relate to the operation, cleaning, and preventive maintenance of water and wastewater treatment plants, facilities, and equipment.

- Basic principles and practices of record-keeping methods.
- Safe driving rules and practices.
- Basic computer software related to work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Plant Operator II, in addition to the above:

- Principles, practices, tools, equipment, and supplies required to maintain, operate, and control water distribution systems, reservoirs, pump stations, and water and wastewater treatment plants.
- Mechanical, electrical, and hydraulic principles.
- Basic equipment troubleshooting principles and practices
- Operational and maintenance practices of electrical motors, pipes, pumps, and circuitry.
- Computer software related to the work, including the operation of the water telemetry system and its devices.
- Standard chemical and physical tests of water and wastewater.
- Traffic control procedures and traffic sign regulations.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- Occupational hazards and safety equipment and practices related to the work, including the handling of hazardous chemicals and confined space entry.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Ability to:

- Safely and effectively use and operate hand tools, mechanical equipment, and power tools required for the work.
- Perform basic modification, maintenance, and repair work on water production systems, reservoirs, pump stations, and water and wastewater plants and equipment.
- Maintain accurate logs, records, and basic written records of work performed.
- Operate a motor vehicle safely.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Plant Operator II, in addition to above:

- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Conduct standard chemical and physical tests of water, wastewater, and related materials.
- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.
- Follow department policies and procedures related to assigned duties.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Plant Operator I and II: Equivalent to the completion of the twelfth (12th) grade.

Plant Operator I: Some experience involving the installation, maintenance, and repair of water pumps and related systems is desirable.

Plant Operator II: Two years of increasingly responsible experience involving the routine operation of water and wastewater treatment plants and related equipment and systems.

Licenses and Certifications:

Plant Operator I/II

- Possession of a valid California Driver's License.

Plant Operator I

- Possession of a Wastewater Treatment Plant Operator Grade I certification issued by the California State Water Resources Control Board.
- Possession of a Water Treatment Operator Grade I certification issued by the California State Water Resources Control Board (formerly California Department of Public Health Services).

Plant Operator II

- Possession of a Wastewater Treatment Plant Operator Grade II certification issued by the State Water Resources Control Board.
- Possession of a Water Treatment Operator Grade II certification issued by the California State Water Resources Control Board (formerly California Department of Public Health Services).

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or

public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

POLICE CHIEF

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Police Department, including field operations, criminal investigations, emergency dispatch, and records management; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This Department Director classification oversees, directs, and participates in all activities of the Police Department, including short- and long-range planning, development, and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected City Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Police Department programs, services, and activities.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Police Department; establishes, within City policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments as necessary.

- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing and implementing policies and procedures to meet legal requirements and City needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Develops cooperative working relationships and mutual aid agreements with representatives of other local public safety departments; coordinates activities with other law enforcement and public service agencies, including participation in high profile or complex investigations.
- Monitors legal, regulatory, technological and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Responds to major crime scenes, accidents, or emergencies and assumes immediate command of police activities, including supervising and participating in any or all crime scene processes, providing technical advice and direction, and requesting additional resources as necessary.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the City Council and a wide variety of committees, boards, and commissions.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of police safety and other services as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect City or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Serves as a spokesperson for the Police Department at a variety of community events, meetings, and other public relations activities.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.

- Public agency budget development, contract administration, City-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.
- Principles and practices of police or public safety program development, management in a municipal setting, and police safety program planning and budgeting.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department, personnel and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the City.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of public works programs and administrative activities.
- Conduct effective negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, meet milestones and critical deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, political acumen, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skill, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in criminal justice, police science, public administration, or a related field, and seven (7) years of management and/or administrative experience in police service or a related field.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of an Advanced and Management Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; maintain P.O.S.T. physical standards, including mobility and physical strength and stamina to respond to emergency situations and apprehend suspects; vision to maintain firearms qualification and to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, climbing and descending structures to access crime scene and to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

POLICE CORPORAL

DEFINITION

Under general supervision, oversees, trains, and participates in the more complex and difficult work of Police Officers; serves as a field supervisor on an assigned shift in absence of a Police Sergeant; performs a wide variety of patrol and related duties involving the prevention of crime, the protection of life and property, and the enforcement of Federal, State, and local laws and ordinances; makes investigations, assists in the preparation of cases, and testifies in court; serves in specialized departmental roles as assigned; provides information and assistance to the public; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned Police Sergeant. Exercises technical and functional supervision over Police Officers in absence of a Police Sergeant.

CLASS CHARACTERISTICS

This is a sworn lead-level law enforcement class that performs all law enforcement assignments found in a municipal police department, and provides lead supervision and direction to Police Officers on an assigned shift. While incumbents are normally assigned to a specific geographic area for patrol or traffic enforcement, all functional areas of the law enforcement field, including crime prevention, investigation, K-9, school resources, administration, and training. Incumbents are required to be armed while on duty and may be assigned to work in uniform or plain clothes. Shift schedules and job assignments may be changed periodically to assure the maximum delivery of effective police service. This class is distinguished from Police Sergeant in that the latter is the full supervisory level in this sworn class series and exercises direct and general supervision over Police Officers and other non-sworn staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs the full range of duties and responsibilities of a Police Officer, as described in the Police Officer classification description.
- Provides on-the-job training to assigned Police officers in the areas of work method, techniques, and the use and operation of equipment; ensure adherence to safe work practices and procedures.
- Verifies performance of assigned personnel for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications; ensures adherence to safe work practices and procedures.
- Serves as Watch Commander for an assigned shift in the absence of a Police Sergeant; prepares and administers briefings; assigns areas of patrol responsibility; supervises and directs staff and activities on an assigned shift; approves reports, arrests, and employee time sheets; reviews shift incidents and prepares Watch Commander log; writes and issues press releases.

- Serves as incident commander during major or unusual occurrences, in the absence of a Police Sergeant.
- Develops and coordinates crime prevention and community relations programs; gives presentations to community groups; may write crime prevention articles and develops related documents and materials for publication.
- Performs and/or coordinates specific programs or projects, including community-oriented policing, school liaison, project and resource development, investigations, crime prevention, computer related crimes, and/or field training.
- Attends meetings, conferences, workshops, and training sessions; reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Oversees the use and care of, and inspects equipment as required.
- Assists the City Attorney or the District Attorney staff in preparing, documenting, and developing cases and gathering information; testifies in court as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of employee supervision, including work planning, assignment, and review, and the training of staff in work procedures.
- Law enforcement principles, practices, and techniques related to patrol, traffic enforcement, crime scene control and investigation, protection of life and property, and pursuit, apprehension, and transportation of suspects.
- Investigation and identification techniques and equipment.
- Rules of evidence regarding search and seizure and the preservation of evidence.
- Courtroom procedures and techniques for testifying.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, procedures, and court decisions relevant to assigned area of responsibility.
- Safety practices and equipment related to the work, including the safe use and proper care of firearms, chemical agents, and impact weapons.
- Techniques of first aid and CPR.
- Operating a motor vehicle in a safe manner under patrol and emergency conditions.
- Local geography.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively dealing with individuals of various ages, various socio-economic and ethnic groups, and effectively representing the City in contacts with the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Train, schedule, assign, and review the work of staff.
- Perform the most complex Police Officer duties.
- Observe accurately; recall faces, names, descriptive characteristics, and facts of incidents and places.
- Interpret, apply, and explain complex laws, codes, regulations, and ordinances.
- Prepare clear, accurate and grammatically correct reports, records, and other written materials.

- Identify and be responsive to community issues, concerns, and needs.
- Coordinate and carry out special assignments.
- Monitor changes in laws and court decisions and apply them in work situations.
- Enter information into a computer with sufficient speed and accuracy to perform the work.
- Make sound, independent decisions in emergency situations.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate the equipment and vehicles of the department in a safe and responsible manner.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree in police science, criminal justice, or a related field and four (4) years of experience as a sworn law enforcement officer in the State of California.

License:

- Possession of an appropriate driver's license with a satisfactory driving record.
- Possession of an Intermediate Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; maintain P.O.S.T. physical standards, including mobility, physical strength, and stamina to respond to emergency situations and apprehend suspects; vision to maintain firearms qualification and to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, and climbing and descending structures to access crime scenes and to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects, as well as crime/accident suspects/victims weighing up to 150 pounds.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

POLICE OFFICER

DEFINITION

Under general supervision, performs a wide variety of patrol and related duties involving the prevention of crime, the protection of life and property, and the enforcement of Federal, State, and local laws and ordinances; makes investigations, assists in the preparation of cases, and testifies in court; serves in specialized departmental roles as assigned; provides information and assistance to the public; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a sworn journey-level law enforcement class that performs all assignments found in a municipal police department. While incumbents are normally assigned to a specific geographic area for patrol or traffic enforcement, all functional areas of the law enforcement field, including crime prevention, investigation, K-9, school resources, administration, and training are included. Incumbents may be assigned to work in uniform or plain clothes. Shift schedules and job assignments may be changed periodically to assure the maximum delivery of effective police service. This class is distinguished from Police Corporal in that the latter is the first lead level in this sworn class series.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Patrols the City within an assigned area in a radio dispatched automobile to secure life and property, observe situations, report suspicious, criminal activity, or hazardous conditions, and deter crime by providing high visibility.
- Responds to emergency calls for service, disturbances, thefts, burglaries, vehicle accidents, domestic disputes, suspicious activities, and other incidents to protect public safety and property, resolve problems, diffuses situations, and enforces laws and ordinances.
- Provides information, directions, and assistance to the public in a variety of situations; takes reports and assists the public with complaints or unusual situations.
- Performs a variety of community policing duties to maintain a highly visible presence within the community for the purpose of deterring crime, maintaining good community relations, and providing assistance to the public, including speaking before various civic and community groups, patrolling assigned divisions by foot, bicycle, or vehicle, and performing other related duties as required.
- Observes, monitors, and controls routine and unusual traffic situations; stops and warns drivers or issues citations as appropriate; assists motorist with inoperable vehicles and arranges for immediate

removal of stranded vehicles; provides direction and traffic control in accident or incident situations, special events, or other congested situations.

- Makes arrests and serves warrants and subpoenas; takes individuals into custody and may transport them for medical clearance and/or booking at a longer-term facility, as required.
- Secures crime scenes and evidence; interviews suspects, victims, and witnesses; collects and preserves evidence; performs complete investigations and/or cooperates with other law enforcement agencies providing investigative and case development support.
- Conducts comprehensive investigations into felony and high level crimes as assigned including conducting surveillance activities and coordinating and maintaining crime scene activities.
- Assists the City Attorney or the District Attorney staff in preparing, documenting, and developing cases and gathering information; testifies in court as required.
- Directs the activities of police support personnel and/or volunteers in office and field situations.
- Provides emergency medical attention to the public when responding to calls for assistance and requests appropriate medical assistance as necessary.
- Provides mutual aid to other law enforcement agencies as dispatched and in accordance with departmental policy.
- Prepares and maintains reports, logs, records, and accurate files.
- Serves writs, warrants, subpoenas, and other legal documents.
- Performs and/or coordinates specific program or projects, including community-oriented policing, school liaison, project and resource development, investigations, crime prevention, and/or field training.
- Attends meetings, conferences, workshops, and training sessions; reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Oversees the use and care of equipment as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Law enforcement principles, practices, and techniques related to patrol, traffic enforcement, crime scene control and investigation, protection of life and property, and pursuit, apprehension, and transportation of suspects.
- Investigation and identification techniques and equipment.
- Rules of evidence regarding search and seizure and the preservation of evidence.
- Courtroom procedures and techniques for testifying.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, procedures, and court decisions relevant to assigned area of responsibility.
- Safety practices and equipment related to the work, including the safe use and proper care of firearms, chemical agents, and impact weapons.
- First aid and cardiopulmonary resuscitation (CPR).
- Operating a motor vehicle in a safe manner under patrol and emergency conditions.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively dealing with individuals of various ages, various socio-economic and ethnic groups, and effectively representing the City in contacts with the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Observe and document accurately; recall faces, names, descriptive characteristics, and facts of incidents and places.
- Interpret, apply and explain complex laws, codes, regulations, and ordinances.
- Prepare clear, accurate and grammatically correct reports, records, and other written materials.
- Identify and be responsive to community issues, concerns, and needs.
- Coordinate and carry out special assignments.
- Monitor changes in laws and court decisions and apply them in work situations.
- Enter information into a computer with sufficient speed and accuracy to perform the work.
- Make sound, independent decisions in emergency situations.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate the equipment and vehicles of the department in a safe and responsible manner.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in law enforcement, criminal justice, or a related field. Equivalent to an Associates Degree and law enforcement experience is desirable.

License:

- Possession of a valid California Driver's License.
- Possession of a Basic Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; maintain P.O.S.T. physical standards, including mobility, physical strength, and stamina to respond to emergency situations and apprehend suspects; vision to maintain firearms qualification and to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, and climbing and descending structures to access crime scene and to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

POLICE SERGEANT

DEFINITION

Under general supervision, plans, schedules, assigns, and reviews the work of patrol staff on an assigned shift; performs the full range of field and office work in connection with patrol, traffic, investigative, and training programs; assists in the preparation of cases and testifies in court; serves in specialized departmental roles; learns and assists with administrative functions for the department; fosters cooperative working relationships with other City departments, outside agencies, and the public served; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned Police Chief. Exercises direct and general supervision over sworn and non-sworn staff on an assigned shift.

CLASS CHARACTERISTICS

This is the first full supervisory-level class in the sworn series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of sworn and non-sworn staff. Incumbents are also expected to perform the full range of police officer duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Police Chief in that the latter has overall management responsibility for all public works programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of sworn and non-sworn staff on an assigned shift; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors activities of an assigned shift; conducts shift briefings; recommends improvements and modifications and prepares various reports on activities and projects; recommends and assists in the implementation of goals and objectives; implements policies and procedures.
- Identifies resource needs; review needs with Police Chief; allocate resources accordingly.
- Participates in selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; reviews staff reports and other work products prepared by professional planning staff; assigns work and provides guidance and direction to staff regarding work plans and methods.
- Participates in the development of training activities for departmental personnel; develops training procedures and manuals; advises and instructs sworn and non-sworn staff regarding applicable policies and procedures.

- Supervises specialized programs such as Field Training; serves as the Department's representative; ensures compliance with objectives and regulations; prepares related reports as required.
- Plans, coordinates, and supervises traffic control activities for special events, parades, and street closures.
- Provides mutual aid to other law enforcement agencies as dispatched and in accordance with departmental policy.
- Assists in conducting ongoing and sensitive internal affairs investigations.
- Responds to major crime scenes, accidents, or emergencies and assumes immediate command of police activities, including supervising and participating in any or all crime scene processes, providing technical advice and direction, and requesting additional resources as necessary.
- Prepares various reports on operations and activities; participates in preparing grant proposals; prepare reports of arrests made, activities performed, and unusual incidents.
- Addresses any complaints or concerns from the public or other City personnel regarding significant or controversial issues and takes appropriate measures as necessary to ensure an expedient and satisfactory resolution.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Maintains police department computer system, including hardware and software.
- May assume command in the absence of the Police Chief.
- May cover dispatch as necessary.
- Assists the City Attorney or the District Attorney staff in preparing, documenting, and developing cases and gathering information; testifies in court as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Basic principles and practices of budget development, administration, and accountability.
- Law enforcement principles, practices, and techniques related to patrol, traffic enforcement, crime scene control and investigation, protection of life and property, and pursuit, apprehension, and transport of suspects.
- Criminal law with particular reference to the apprehension, arrest, and custody of persons committing misdemeanors and felonies, including rules of evidence pertaining to the search and seizure and the preservation of evidence in traffic and criminal cases.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Investigation and identification techniques and equipment.
- Courtroom procedures and techniques for testifying.
- Safety practices and equipment related to the work, including the safe use and proper care of firearms.
- Operating a motor vehicle in a safe manner under patrol and emergency conditions.
- Techniques of first aid and CPR.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational and regulatory organizations, and with property owners, developers, contractors, and the public.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Analyze, interpret, apply, and enforce applicable Federal, State, and local policies, procedures, laws, regulations, codes, and departmental policies.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex police officer duties.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear, effective, and accurate reports, correspondence, change orders, specifications, and other written materials.
- Observe and document crime and accident scenes and other situations accurately and recall faces, names, descriptive characteristics, facts of incidents, and places.
- Identify and be responsive to community issues, concerns, and needs.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree in police science, criminal justice, or a related field and five (5) years of experience as a sworn law enforcement officer.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of an Intermediate Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.).
- Possession of, or ability to obtain, a Supervisory Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.) within twenty-four (24) months of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; maintain P.O.S.T. physical standards, including mobility, physical strength, and stamina to respond to emergency situations and apprehend suspects; vision to maintain firearms qualification and to

read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, and climbing and descending structures to access crime scene and to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

PUBLIC SAFETY DISPATCH SUPERVISOR

DEFINITION

Under general direction, supervises, plans, schedules, assigns, and reviews the work of public safety dispatch staff; supervises, plans, and coordinates the processing of police and emergency calls and dispatching of Police units following prescribed procedures; answers non-emergency calls for public safety and other City departments; coordinates, monitors, and provides technical input for assigned police call-taking and dispatching related projects and programs; provides responsible technical assistance to the Police Chief; performs a variety of technical tasks relative to the assigned functional area; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Police Chief. Exercises direct and general supervision over public safety dispatchers and clerical staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the police dispatcher class series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of public safety dispatcher staff. Incumbents are expected to independently perform the full range of police call-taking and dispatching duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff assigned to the operations of emergency dispatch center, including records management and dispatch services.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned shift.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work procedures and in the operation and use of equipment; implements procedures and standards.
- Monitors operations and activities of assigned staff; recommends improvements and modifications and prepares various reports on operations and activities.
- Determines and recommends equipment, materials, and staffing needs for assigned activities; orders, monitors, and controls supplies and equipment; prepares documents for equipment procurement; maintains liaison with other law enforcement agencies, vendors, contractors, and consultants; attends and participates in groups in selecting and purchasing new equipment and systems; participates in the

- annual budget preparation; maintains a variety of records and prepares routine reports of work performance.
- Supervises the use of communications equipment; ensures that equipment is properly operated, maintained, and secured when not in use; oversees and schedules the service, repair, and replacement of equipment as needed.
 - Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
 - Inspects work in progress and completed work of assigned employees and volunteers for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
 - Performs the most complex call-taking and dispatching duties and provides technical assistance to assigned shifts.
 - Monitors police and fire alarms; enters data into computer; dispatch appropriate personnel and equipment.
 - Coordinates assigned services and activities with those of other divisions and outside agencies.
 - Provides staff assistance to the Police Chief; prepares and presents staff reports and other necessary correspondence; ensures the proper documentation of activities.
 - Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
 - Maintains a variety of automated and manual logs, records, and files related to communication and public safety activities; prepares and presents reports on operations and activities.
 - Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone, forwarding written complaints against personnel, and coordinating work with other City departments.
 - Oversees and responds to Public Records Act requests.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Functions, principles, and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- City and County geography, maps, streets, landmarks, and driving directions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility including retention, release and destruction of records.
- Basic principles and practices of budget program development, administration, and accountability.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications related to the work, including automated information systems for Federal, State, and regional law enforcement.
- Record keeping principles and procedures.
- Principles and practices of data collection and report preparation.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct call-taking and dispatching activities.
- Interpret, apply, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Perform the most difficult call-taking and dispatching duties and operate related communications equipment properly and effectively.
- Develop cost estimates for supplies and equipment.
- Read and interpret maps and other pertinent documentation.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain accurate records and files of work performed.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and five (5) years of increasingly responsible public safety dispatching experience, combined with routine clerical responsibilities. Some supervisory or lead experience is desirable.

Licenses and Certifications:

- Possession of a Peace Officers Standards and Training (POST) Public Safety Dispatcher Certificate.
- Possession of a Peace Officers Standards and Training (POST) Records Supervisor Certificate.
- Completion of a Peace Officers Standards and Training (POST) Certified Basic Complaint Dispatcher course.
- Completion of a Peace Officers Standards and Training (POST) Civilian Supervisor course is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

PUBLIC SAFETY DISPATCHER

DEFINITION

Under general supervision, receives police and emergency calls, and dispatches Police, Fire, and Public Works field units following prescribed procedures; answers non-emergency calls for public safety and other City departments; performs a variety of general administrative support duties including record keeping, typing, and filing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Dispatch Supervisor or Police Sergeant. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class that performs the full range of police dispatching duties for the Police Department. Responsibilities are centered on extensive contact with the public over the telephone, in both emergency and non-emergency situations to receive, transmit, and provide factual information, forms, and reports. All activities must be performed within specified legal guidelines. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Dispatch Supervisor in that the latter is the full supervisory-level class in the series responsible for organizing, assigning, supervising, and reviewing the work of staff on an assigned shift involved in police dispatch services.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives and evaluates police and emergency calls, and related business calls for the City during an assigned portion of the 24-hours-per-day/7-days-per-week Police Department operations; provides information and/or transfers calls to the appropriate department, agency, or response organization; takes messages for Police Department personnel.
- Dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and contacting and sending appropriate response unit; provides over-the-phone instruction and assistance for medical emergencies before dispatched personnel arrive.
- Maintains contact with field units, including accounting for location and status of units and maintaining records of field calls; accesses and relays warrant information; sends back-up units, as necessary, ensuring the safety of field units.
- Operates computer, telephone, and radio console and telecommunication equipment simultaneously while performing dispatching activities; tests and inspects equipment as assigned.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.

- Enters, updates, and retrieves a variety of records from teletype database, including stolen vehicles and property, vehicle registration information, guns and property, and warranted or missing persons.
- Accesses Federal, State, and local law enforcement information databases to obtain information regarding outstanding warrants, criminal history, records information, and vehicle data; relays such information to sworn staff.
- Acts as a liaison to the public and representatives of other agencies for the department; provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or related services; determines the nature of the contact; provides factual information regarding services, policies, and procedures, which requires a knowledge of legal guidelines, departmental policies and procedures, and the use of tact and discretion, or directs the caller to the proper individual or agency.
- Monitors closed-circuit security cameras and direct emergency alarms; monitors multiple public safety and radio frequencies.
- Prepares and processes parking citations; processes Livescan records; collects and processes fees for reports, dog licenses, Livescan fingerprinting, vehicle release, and citations.
- Maintains and updates subpoena logs.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files; responds to and completes record requests; maintains business owner information for emergency contact.
- Operates and maintains department's communication equipment; troubleshoots issues and requests repairs as needed.
- Monitors and orders office and other related supplies; provides clerical assistance to the Police Chief.
- Receives and distributes mail.
- Assists walk-in visitors at the front counter; answers questions and provides accurate and appropriate information.
- Assists in training new employees in work methods, use of tools and equipment, and relevant safety precautions.
- Assists the Saint Helena Police Department, the Fire Department, and other law enforcement agencies with calls as needed.
- Assists with prisoners and urine samples; searches and monitors prisoners and maintains jail logs.
- Provides translations over the phone or in person for police statements, officer interviews, and as needed.
- Attends necessary training, shift briefing sessions, participates in drills and test scenarios to prepare for unexpected emergencies.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping.
- Functions, principles, and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- City and County geography, maps, streets, landmarks, and driving directions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to work.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply and explain policies, procedures, and regulations.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Perform technical, detailed, and responsible office support work.
- Compose correspondence independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one year of experience receiving and processing public service calls in law enforcement or fire agency.

Licenses and Certifications:

- Possession of a Peace Officers Standards and Training (POST) Public Safety Dispatcher Certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or

public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

PUBLIC WORKS DIRECTOR

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Public Works Department, including design, engineering, and construction activities, maintenance and operations of buildings, parks, streets, water distribution and/or stormwater and drainage systems and facilities, and development and implementation of the City's Capital Improvement Program (CIP); coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of management.

CLASS CHARACTERISTICS

This is a Department Director classification that oversees, directs, and participates in all activities of the Public Works Department, including short- and long-term planning, development, and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected City Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Public Works Department programs, services, and activities.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within City policy, appropriate budget, service, and staffing levels.

- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and City needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Evaluates the need for and develops, plans, and schedules for long-term public works maintenance programs; organizes available resources for the maintenance, improvement, and repair of public works facilities and City equipment; compiles estimates, contract provisions, and specifications.
- Reviews the designs, materials, and processes proposed in connection with new construction or major repairs for City facilities and improvements; prepares and/or reviews ordinances for City Council consideration; recommends levels of service for utilities, streets, and drainage areas.
- Confers with engineers, developers, architects, and a variety of outside agencies and the general public in acquiring information and coordination of engineering, public works, utilities, streets, and related matters; provides information regarding these matters.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the City Council and a wide variety of committees, boards, and commissions; performs financial review of matters pertaining to the various committees, such as determining appropriate rates for City utilities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public works maintenance, operations, engineering and other services as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect City or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.

- Public agency budget development, contract administration, City-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.
- Principles and practices of public works program development, management in a municipal setting, and public works long-term maintenance planning and budgeting.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the City.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of public works programs and administrative activities.
- Conduct effective negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in civil engineering, business or public administration, or a related field and seven (7) years of management and/or administrative experience in engineering, public works operations and maintenance, business or public administration, or a related field. A Master's degree in Business Administration is desirable.

Licenses and Certifications:

- Possession of a valid California Driver's License.
- Possession of, or ability to obtain, a valid certificate or registration as a Professional Engineer in the State of California.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

RECREATION SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, and manages a variety of recreation programs, sports programs, various recreational special projects, and summer programs on a year-round basis for participants of all ages; oversees the operations and aquatics programming of the City pool and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Public Works Director. Provides direct supervision to part-time staff and volunteers.

CLASS CHARACTERISTICS

This is the management class with day-to-day supervisory, program and facility administrative responsibilities. Specific responsibilities may vary, depending upon the programs or projects to which assigned; however, all assignments require a knowledge of the provision of recreation and related services to a variety of age groups, the ability to organize and oversee the work of part-time staff and/or volunteers, a strong customer-service orientation and the skill to relate to a variety of individuals, families and groups from various socio-economic backgrounds. Assignments allow for administrative discretion and judgment in their execution.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops and directs the implementation of goals, objectives, policies, procedures and work standards for assigned programs and activities.
- Plans, develops, implements and directs a broad recreational program of activities and services for children, youth, teens, adults and seniors.
- Prepares and administers the budget for assigned programs and activities.
- Plans, organizes, assigns, reviews, evaluates and directs the work of staff; recruits, selects personnel and provides for their training and development.
- Maintains effective relations with a variety of community organizations, including the School District, parent support groups and the public; works closely with City staff to provide comprehensive recreation services to City residents and to solve a broad range of service delivery, community and administrative problems.
- Coordinates, delegates and follows up on the work of assigned staff; sets work priorities and coordinates and schedules assignments.

- Advises immediate supervisor, appropriate commissions and committees and the City Council on aspects of recreation program and planning; presents and justifies proposed plans, plan revisions and recommendations.
- Surveys the community to determine recreation needs and implements programs to satisfy those needs.
- Evaluates and monitors assigned recreation programs and recommends improvements.
- Prepares a variety of periodic and special reports related to recreation programs and activities; develops and writes manuals and instruction procedures.
- Ensures the safety of the City Pool, playing fields, playgrounds and other recreational facilities.
- Designs and prepares promotional materials and departmental brochures.
- Maintains accurate records and prepares a variety of periodic and special reports regarding program and event activities, including registrations and fees received.
- Sets up and uses a variety of recreation, cleaning, and other equipment related to the program as well as standard office equipment, including computers; may drive a motor vehicle to transport supplies, equipment and program participants in the course of the work.
- Processes registrations, collects fees and issues receipts.
- Coordinates the rental of facilities with citizens, community groups, City staff and others.
- Assists in the recruitment of part-time and seasonal staff including lifeguards.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of recreation and community service program development and administration, including program implementation, review, and evaluation, budgeting, and purchasing.
- Principles, practices, and service delivery needs related to facility rentals, classes, and community events.
- Procedures for planning, implementing, and maintaining a variety of recreation and leisure activities and programs through community participation.
- Recreational, cultural, age-specific, and social needs of the community.
- Applicable Federal, State, and local laws, regulations, codes, and guidelines.
- Principles and practices of contract administration and evaluation.
- Principles and practices of public relations techniques.
- Principles and procedures of record keeping and report preparation.
- Modern office practices, methods, computer equipment and computer applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively dealing with individuals of various ages, various socio-economic and ethnic groups, and effectively representing the City in contacts with the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.

- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff, contractors, and volunteers.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Develop, plan, coordinate, and implement a variety of recreational programs and facilities suited to the needs of the community.
- Prepare and monitor program budgets.
- Negotiate and administer contracts.
- Prepare clear and concise reports, correspondence, and other written materials.
- Make accurate business arithmetic and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university with major course work in recreation or a related field and five (5) years of increasingly responsible, full-time experience in recreation program planning, pool management, and administration.

Licenses and Certifications:

Must possess a valid California class C driver's license and a satisfactory driving record. Must possess or obtain prior to the completion of the probationary period First Aid and CPR Certificates. Must possess a valid American Red Cross Lifeguard Training Certification. Must possess or obtains a certified Pool Operator's License prior to completions of the probationary period.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer, to operate a motor vehicle and to visit various City, recreation, and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 35 pounds.

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions and may occasionally be exposed to hazardous substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

SENIOR ACCOUNTING ASSISTANT

DEFINITION

Under direct or general supervision, performs a variety of routine to complex technical and administrative account support duties in the preparation, maintenance, and processing of accounting records and transactions, including accounts payable, accounts receivable, utility billing, and business licensing, in addition to balancing and maintaining manual and computerized accounting and financial records; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Administrative Services Director. Exercises no direct supervision over staff. May exercise technical and functional direction over and provide training to less experienced staff.

CLASS CHARACTERISTICS

Incumbents in this classification perform the full range of support work in all of the following areas: accounts receivable, accounts payable, utility billing, and/or business licensing, in addition to performing a wide variety of record-keeping, reconciliation, and account support activities. Positions at this level are distinguished from the entry-level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit, and may exercise technical and functional direction over and provide training to less experienced staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

When performing all assignments:

- Performs a variety of routine to complex administrative and technical account support duties related to accounts receivable, accounts payable, utility billing, and/or department-specific technical account duties, including posting, balancing, adjusting, and maintaining manual and computerized account and financial records according to established policies and procedures.
- Verifies, posts and records a variety of financial transactions; prepares and maintains databases, records, and a variety of periodic and special financial, accounting and statistical reports; generates reports by computer and balances them appropriately.
- Enters and retrieves information and data using standard word processing and spreadsheet software, as well as accounting, financial, and other related electronic information systems specific to the department to which assigned.

- Maintains a variety of ledgers, registers, and journals according to established account policies and procedures; reconciles transactions and data as directed; records changes and resolves differences; maintains the accuracy of accounting and financial records.
- Generates and assists in the preparation of monthly, quarterly, and year-end financial, summary and technical reports.
- Performs general office support duties such as preparing correspondence; filing and record keeping; duplicating and distributing various written materials.
- Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies, general accounting procedures, and/or department specific issues and problems; researches issues regarding specific transactions; and updates related files and departments on action items; may dispatch maintenance crews to assist with emergencies.
- May provide direction and training to lower-level or less experienced staff in area of assignment.
- May provide backup to the Accounting Assistant on an as-needed basis.
- Assists with the year-end closing process.
- Assists supervisor(s) with special projects as required.
- Serves as backup to the Administrative Services Technician as it relates to processing bi-monthly payroll.
- Performs other duties as assigned.

When performing the accounts receivable assignment:

- Provides direction to the Accounting Assistant in the processing of periodic invoice requests.
- Receives and balances cash receipts and general ledger debits; allocates revenue to proper cost accounts; posts revenue; prepares bank deposits and related reports.
- Processes City-wide returned checks and contacts customers as appropriate; prepares delinquent item reports, initiates and monitors delinquent processing for collection; prepares and processes year-end write-offs for un-collectable accounts.
- May receive mail and direct payments from the public and from other City departments, balances monies received, and prepares receipts.

When performing the accounts payable assignment:

- Processes payments in batches and logs batch reports as appropriate; prepares documentation for payment; confers with vendors as necessary; enters and verifies data into the automated accounts payable system to produce payment; may prepare manual checks; prepares payments for mailing and files copies with backup.
- Audits, verifies, codes, and batches accounts payable transactions; matches purchase orders, packing slips, and invoices; researches discrepancies and unauthorized purchases; checks allocations against department budget appropriations; prepares payment requests; balances and maintains retention accounts; liquidates purchase orders; processes purchasing requisitions for the assigned department.
- Sets up new vendor accounts; obtains necessary information and paperwork from vendors; prepares vendor invoice tracking; inputs vendor invoices and prints checks; totals and balances accounts.
- Maintains credit card accounts; processes receipts, reconciles to credit card statements and finalizes payment.
- Processes miscellaneous receipts.
- Reviews source documents for accuracy, receipt of necessary information, and compliance with rules, regulations, and procedures; determines proper handling for compliance.
- Receives vendor inquiries via telephone, fax, or mail; resolves any issues, problems, or requests using established procedures.
- Maintains signature authorization listing used to verify payment authorization signatures.

- Verifies bankruptcy information of vendors; participates in audits of vendors and other City departments; maintains vendor W-9 information for 1099 processing.

When performing the utility billing assignment:

- Sets up new accounts or closes out terminated accounts; notifies customers of excessive usage and initiates work orders to investigate for high consumption, potential leaks, or broken utility meters; calculates and processes billing adjustments due to leaks, penalty adjustments, or overestimating.
- Sends out late and final notices, collection notices, and performs necessary collections and delinquency processing.
- Maintains current billing book by downloading reads, printing and investigating problem accounts (e.g., high reads, missing reads, etc.); generates investigation list for the Customer Service Crew.
- Maintains accurate billing information through data entry, calculations, and verifications.
- May accept and process payments at the front counter, over the phone, and by mail, in cash, by check, or by credit card in the absence of the Accounting Assistant; makes changes as necessary and maintains cash drawer as appropriate; processes automatic customer account debits through electronic bank transfers; balances payments and posts transactions in the accounting system daily.

QUALIFICATIONS

Knowledge of:

- Terminology and practices of financial and account document processing and record-keeping, including accounts receivable, accounts payable, utility billing, and business licensing.
- Business arithmetic and basic financial and statistical techniques.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Perform detailed account and financial office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and four (4) year of responsible experience in financial/accounting record-keeping. College-level coursework in accounting, finance, or a related field preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



DECEMBER
FLSA: EXEMPT

SENIOR ENGINEER

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of professional engineering staff within the Public Works Department; serves as project manager for complex professional engineering activities including environmental program planning and compliance, design, construction, land development engineering, water resources engineering, and other programs; ensures that functions meet all applicable laws, regulations, and City policies related to the City's Capital Improvement Program (CIP), land development, and water utility infrastructure; provides complex staff assistance to departmental management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from Public Works Director. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the professional engineering series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of professional engineering staff as well as providing professional-level support to the Director of Public Works in a variety of areas of expertise. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Director of Public Works in that the latter has management responsibility for all public works, engineering, capital improvement, and land development functions and activities of the City.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of professional engineering staff in the Public Works Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors activities of the work unit; recommends improvements and modifications and prepares various reports on activities and projects; recommends and assists in the implementation of goals and objectives; implements policies and procedures.
- Determines and recommends staffing needs for assigned activities and projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Oversees the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; negotiates and administers contracts after award; ensures contractor compliance with City standards

and specifications, time and budget estimates; analyzes and resolves complex problems that may arise; recommends and approves field changes as required.

- Conducts Capital Improvement Program (CIP) planning activities; provides oversight and input into conceptual designs of engineering projects; investigates and resolves problems with scope of work or cost issues of major facility upgrade and replacement projects; ensures that projects are completed on time and within budget.
- Inspects and verifies work in progress and completed work of assigned employees and contractors for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- Analyzes civil engineering plan design, specifications, and consultant and staff comments in accordance with design requirements and municipal and intergovernmental standards and regulations; recommends approval or additional engineering conditions and changes.
- Utilizes Computer Aided Drafting (CAD) software to produce and maps, drawings, and other technical documents; creates specifications, calculations, and reviews and prepares engineering studies, reports, designs, and contract documents for compliance with professional standards and principles; stamp and/or sign work to assume project engineering responsibility for assigned projects.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating engineering matters; provides information regarding City development requirements.
- Troubleshoots complex operational and maintenance problems; corrects or directs the correction of operational and/or procedural problems.
- Conducts hydraulic modeling of water systems and sanitary sewer collection systems for master planning.
- Responds to and resolves various issues with residents, other department representatives, and outside agencies in a professional manner; identifies and reports findings and takes necessary corrective action.
- Coordinates assigned services and activities with those of other divisions, departments, and outside agencies and organizations to ensure City standards are being met.
- Serves as a liaison for an assigned functional area with other City departments, divisions, and outside agencies; attends meetings, as necessary; participates on a variety of boards, commissions, committees, and task forces; attends and participates in professional groups; stays abreast of new trends and innovations.
- Conducts a variety of organizational studies, investigations, and operational studies; assists in developing policies and procedures such as procedure guidelines, design standards, and standard plans and specifications while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.
- Develops and reviews staff reports related to engineering activities and services; may present information to the City Council and various commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Basic principles and practices of budget development, administration, and accountability.
- Principles and practices of civil engineering as applied to the planning, design, cost estimating, construction, installation, and inspection of a wide variety of municipal facilities, miscellaneous buildings and structures, and traffic and transportation systems.

- Civil engineering principles, concepts, standards, and practices associated with public works programs and private development projects.
- Principles and practices of environmental impact assessment and related regulatory processes.
- Methods, materials, and techniques used in the construction of public works projects.
- Contract management practices in a public agency setting.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching engineering and design issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned functional area.
- Safety principles and practices.
- Record keeping principles and procedures.
- Modern office practices and technology, including personal computer hardware and software applications related to the work, such as computer-aided drafting (CAD) concepts and applications and Geographic Information Systems (GIS) programs.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Conduct complex civil engineering research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports.
- Analyze and interpret engineering plans and specifications in accordance with design requirements and applicable standards and regulations.
- Manage and monitor complex projects on-time and within budget.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare and present clear, concise, and logical written and oral reports, correspondence, policies, procedures, legal descriptions, and other written materials.
- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations, technical written material, and City engineering policies and procedures.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in civil engineering or a related engineering field and five (5) years of responsible experience in civil engineering with emphasis in public works capital improvements with at least one (1) year of supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possess and maintain a valid certificate or registration as a Professional Engineer in the State of California.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect City development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

SENIOR MAINTENANCE TECHNICIAN

DEFINITION

Under general supervision, leads, trains, oversees, and participates in the more complex and difficult work of a crew responsible for providing construction, maintenance, and repair to assigned City infrastructure, including buildings, parks, streets, water distribution and/or stormwater and drainage systems and facilities and directs the work of assigned staff on a project or day-to-day basis; performs routine to complex maintenance and repair work in an assigned area; provides technical and specialized assistance to the assigned management and supervisory staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management and supervisory staff. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level in the maintenance technician class series that performs the most complex duties required to ensure that City infrastructure, systems, and facilities are maintained in a safe and effective working condition and provide the highest level of safety for public use. Responsibilities include inspecting and attending to assigned areas in a timely manner, and performing a wide variety of tasks in the maintenance and repair of assigned infrastructure, facilities, systems, and appurtenances. This class is distinguished from the Maintenance Superintendent in that the latter is the full supervisory-level class in the series responsible for organizing, assigning, supervising, and reviewing the work of assigned staff involved in maintenance operations.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical and functional supervision to assigned public works maintenance staff; reviews and controls quality of work; participates in performing routine to complex and specialized maintenance and repair work on assigned City public works infrastructure.
- Plans, schedules, prioritizes, and assigns maintenance and repair work in consultation with the Maintenance Superintendent; communicates status of repairs to appropriate personnel, working cooperatively to schedule repairs in accordance with established and special operational priorities; instructs staff in work procedures.
- Trains employees in work methods, use of tools and equipment, and relevant safety precautions.
- Inspects assigned City infrastructure, facilities, systems, and appurtenances for maintenance needs and recommends appropriate actions; assists in developing work plans, procedures, and schedules.
- Estimates costs of construction and maintenance work, supplies, equipment, and materials; orders supplies and equipment for work projects; maintains records of purchase orders; assists in developing budget figures for the division; monitors expenditures.
- Inspects and evaluates work in progress and upon completion to assure that repairs, maintenance, and project activities are performed in accordance with City standards and specifications.

- Performs a wide variety of maintenance, repair, and installation work in the City infrastructure, systems, and facilities to which assigned, including buildings and facilities, parks, streets, sidewalks, curbs and gutters, asphalt pavement, concrete repair, traffic and street sign installation, repair, and reflectivity, pavement markings, wastewater collection and water distribution systems, wastewater pump stations, and/or stormwater and drainage systems and facilities.
- Assists in coordinating, overseeing and personally participating in all assigned maintenance programs.
- Inspects various public works improvement activities and private developments in the assigned functional area; interacts with engineers and contractors regarding compliance with City standards and specifications; reports, records, and documents inspections, observations, and conditions found during the inspection process.
- Performs the skilled operation of specialized construction and maintenance, light to heavy vehicles and equipment.
- Observes safe work methods and makes appropriate use of related safety equipment as required; may participate and assist in coordinating safety training.
- Responds to requests and complaints from the public and answers questions or refers to supervisor, as necessary.
- Performs minor adjustments on service equipment; maintains tools and equipment in working order.
- Stays current on the status of new and pending regulatory legislation; attends continuing education courses and seminars as required.
- Maintains accurate records and logs of daily activities, using appropriate computer software applications.
- Responds to and performs emergency repairs and other emergency services as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Public works maintenance principles, practices, tools, and materials for maintaining and repairing assigned City infrastructure, systems, and facilities.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and equipment.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Traffic control procedures and traffic sign regulations.
- Basic hydraulics and mathematics.
- Safe driving rules and practices.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Plan, schedule, assign, and oversee activities of public works maintenance and repair personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversee and participate in maintenance and related projects in the assigned functional area(s).

- Perform construction, modification, maintenance, and repair work on assigned municipal infrastructure, facilities, systems, and/or appurtenances.
- Operate specialized construction and maintenance light to heavy vehicles and equipment.
- Set up and operate traffic area construction zones, including cones, barricades, and flagging.
- Locate underground utilities by use of blue prints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Read and interpret construction drawings, blueprints, maps, and specifications.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and equipment required for the work; perform routine equipment maintenance.
- Maintain accurate logs, records, and basic written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Give, as well as understand and follow, oral and written instructions.
- Make accurate arithmetic calculations.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade, and three (3) years of experience in construction, maintenance, and/or repair of parks, facilities, streets and roadways, storm water and drainage, traffic signs, and/or related facilities, systems, and appurtenances.

Licenses and Certifications:

- Possess and maintain a valid California class C driver's license with the appropriate endorsements.
- Depending on assignment, possession and maintenance of a valid California class B driver's license with the appropriate endorsements may be required.
- Depending on assignment, Grade II Water Distribution Operator Certificate issued by the California State Water Resources Control Board (formerly California Department of Public Health Services) may be required.
- Depending on assignment, Grade I Wastewater Collection System Operator Certificate issued by the California Water Environment Association (CWEA) may be required.
- Depending on assignment, a Qualified Applicators Certificate may be required.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work

sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: EXEMPT**

SENIOR PLANNER

DEFINITION

Under general direction, administers complex current and advance planning activities, including serving as project manager for complex development applications and special projects; administers specified activities in such areas as zoning, advance planning, and environmental impact studies, protection, and compliance, as well as the capital improvement program (CIP); may provide technical direction to lower-level staff; provides information and assistance to property owners, developers, contractors and the public; provides complex professional assistance to the Planning and Building Director, City Council, Planning Commission, and others in areas of expertise; oversees, reviews and performs a variety of studies and prepares and presents staff reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Planning and Building Director. May exercise technical and functional direction over and provide training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced level class with responsibilities spanning the entire spectrum of the planning function, with a primary emphasis on current and advance planning and environmental impact, protection, and compliance issues. Successful performance of the work requires a broad professional background as well as skill in coordinating assigned work with that of other City departments and public agencies. Responsibilities may include assisting with performing specified departmental day-to-day administrative functions. This class is distinguished from Planning and Building Director in that the latter has overall responsibility for all planning functions and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Serves as project manager for multiple complex current and/or long-range planning projects and special planning studies, including in-depth application and plan review, coordination with applicants to obtain additional information and project changes, preparing legal notices, posting notices on sites, background research, preparing staff reports, attending public hearings and making presentations, monitoring implementation measures and conditions of approval, checking submittals for building plan check, and inspecting development and capital improvement sites at the beginning, during and upon completion of the project; reviews project applications and plans submitted for Planning Commission, and City Council considerations at public hearings.
- Interprets and applies Federal, State, and local laws, rules, and regulations to ensure that public and private projects are in compliance, including the California Environmental Quality Act (CEQA), Subdivision Map Act, Public Resource Code, Government Code, City of Calistoga's General Plan, design specifications, and local guidelines and procedures.

- Interacts and communicates with a variety of individuals and groups at the public service counter, in the field, over the telephone, at public hearings, and in discussion forums, including other City departments and public agencies, elected and appointed City officials, developers, consultants, architects, engineers, attorneys, appraisers, real estate agents, property owners, and the general public for the purpose of obtaining or providing information, coordinating activities, processing projects, negotiating plan changes, and formulating recommendations.
- Conducts site and policy background research to obtain information for the preparation of staff reports, correspondence, memoranda, policy documents, procedure documents, and presentations to supervisory, inter-departmental staff, or governing bodies; reads, interprets, analyzes, and explains a wide variety of technical documents, studies, and practices related to traffic, noise, plant and animal resources, archaeological resources, paleontological resources, cultural resources, geotechnics, water quality, air quality, and legislation that may impact the City's planning projects.
- Prepares and releases requests for proposals for technical consultant services; establishes selection criteria; evaluates proposals and conducts interviews in conformance with City policy; coordinates with and recommends needed contract management provisions and controls; manages and oversees technical consultants' work products to ensure adherence to City standards and legal provisions; ensures that deliverables are submitted on time and budget and that progress and payment requests are consistent with City policy and contract provisions.
- Provides management oversight, administration, and lead direction to staff on regional programs and projects such as climate change, energy management, housing, waste management, and transportation; plans, organizes, oversees, and directs all aspects of assigned programs, including legal and regulatory compliance to avoid substantial fines, coordinates with private businesses and governmental agencies regarding the program as needed.
- Conducts plan check of building permit-level plan submittals associated with complex projects to verify compliance with project approvals and zoning requirements; conducts over-the-counter plan check of less complex development proposals and land uses; approves minor development and design review plans.
- Coordinates project reviews by other City departments and outside agencies and consultants.
- Evaluates the conclusions of initial studies, mitigated negative declarations, environmental impact reports, and uses the evaluation to formulate a recommendation on projects; monitors project compliance with environmental document mitigation measures and conditions of approval.
- Performs specialized planning functions such as environmental review.
- Conducts and supervises planning studies in the community; gathers data for implementing or evaluating current and advance planning projects; makes recommendations.
- Participates in General Plan amendments and updates; participates in and makes recommendations regarding policy development; observes, identifies, and responds to policy and procedure-related questions and concerns; communicates any observed deficiencies to management; participates in creating new policies and procedures as necessary.
- Represents the City and presents oral reports at public meetings and hearings as necessary.
- Provides staff support to a variety of boards and commissions; attends and participates in professional groups and committees; provides technical and professional support to departmental management staff and other City departments and the public; advises other departments regarding planning and/or environmental review requirements, budgets, and timelines to facilitate adequate project planning.
- May review project applications and plans submitted for Planning Commission hearings.
- May hold and conduct Planning Commission meetings, under supervision, providing background and technical assistance to Board members.
- Assists in the development and administration of goals, objectives, policies, and procedures related to the division; drafts formalized policies and procedures with supervisory confirmation.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern principles and practices, technical and legal issues of urban and regional planning, zoning, urban economics, demographics, and environmental planning and program management.
- Geographic, socio-economic, transportation, political, environmental, and other elements related to city planning.
- Comprehensive plans and current planning processes and the development process.
- Site planning, urban, and architectural design principles and complex design review processes.
- General concepts of architecture, landscaping, grading, drainage, traffic and transportation engineering as they relate to the process of urban planning.
- Operational characteristics, services, and activities of a comprehensive environmental planning program.
- Applicable Federal, State, and local laws, codes, and requirements and related reports.
- Project management and contract administration principles and techniques.
- Research and reporting methods, techniques, and procedures.
- Recent developments, current literature, and sources of information related to planning, zoning, and environmental review.
- Modern office methods, practices, procedures, and equipment, including computer hardware and software necessary for graphic presentation, mapping, and database management.
- Practices of researching planning and land use issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Principles of advanced mathematics and their application to planning work.
- Methods and techniques of effective technical report preparation and presentation.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational and regulatory organizations, and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

Ability to:

- Interpret and explain planning and zoning programs to the general public; identify and respond to issues and concerns of the public, City Council, and other boards and commissions.
- Read plans and specifications and make effective site visits.
- Assess, monitor, and report environmental impact on and of various City programs and services.
- Analyze site design, terrain constraints, land use compatibility, utilities, and other urban services.
- Conduct complex research projects, evaluate alternatives, and make sound recommendations.
- Read, interpret, apply, and explain technical written material and complex Federal, State, and local policies, procedures, laws, regulations, ordinances, and City planning policies and procedures.
- Provide qualitative evaluations of architectural plans and designs and communicates alternative design solutions/options to applicants.
- Perform mathematical and planning computations with precision.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various business, professional, and regulatory organizations and individuals.
- Coordinate assigned activities with other City departments and agencies as required.
- Direct the work of contract consultants.
- Prepare and present clear, concise, and logical written and oral reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.

- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in urban planning, community development, business or public administration, architecture or a related field and five (5) years of professional experience in planning, zoning and related community development activities.

Licenses and Certifications:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect City development sites, traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



**DECEMBER 2014
FLSA: NON-EXEMPT**

SENIOR PLANT OPERATOR

DEFINITION

Under general supervision, leads, trains, oversees, and participates in the more complex and difficult operation, control, and maintenance of the City's water and wastewater treatment, pumping facilities, wastewater collection and water distribution systems to ensure the adequate and uninterrupted supply of water to the City; operates equipment, facilities, pump stations, and related appurtenances as found in water and wastewater treatment plants; assists with preventive maintenance and makes minor repairs to plant facilities and equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Utility Systems Superintendent. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level in the plant operator series. In addition to performing the full scope of work, employees provide technical and functional direction to assigned staff on an on-going, day-to-day basis, and perform the most difficult and complex assignments requiring the advanced knowledge of concepts in operation, control, and maintenance of water and wastewater treatment and pumping facilities, as well as City and regulatory standards, practices, policies, and procedures. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility such as scheduled plant start-ups and shutdowns, start-up testing, and replacement or upgrading of process systems. Employees organize and oversee day-to-day activities and are responsible for providing operational support to assigned supervisor/unit manager in a variety of areas. Successful performance of the work requires an extensive operational background as well as ability to coordinate work with that of other units. This class is distinguished from the Utility Systems Superintendent in that the latter is the full supervisory-level class in the series responsible for organizing, assigning, supervising, and reviewing the work of assigned staff involved in treatment plant operations.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Provides technical and functional direction to assigned plant operations staff; reviews and controls quality of work; participates in performing routine to complex and specialized water and wastewater treatment operations and maintenance work.
- Trains employees in work methods, use of tools and equipment, and relevant safety precautions.
- Inspects and evaluates work in progress and upon completion to assure that operations, maintenance, and project activities are performed in accordance with City standards and specifications.
- Estimates time, materials, and equipment required for jobs assigned; order tools, equipment, and supplies needed for plant operations.

- Monitors plant operations equipment and processes to ensure compliance with environmental and public health standards, including monitoring and making adjustments as needed to optimize efficiency, making chemical dosage changes, changing pumping rates, and monitoring all equipment daily.
- Reviews and analyzes automated information and control system data and revises equipment settings as appropriate; notifies supervisor of unusual situations and makes inspections or corrects system problems as necessary.
- Operates pumps, valves, chlorinators, telemetry controls, sludge presses, and other water and wastewater flow regulating controls and equipment.
- Collects water, wastewater and other samples from various phases of the treatment process; performs standard chemical and physical tests on these samples to ensure that plants are operating effectively and that regulatory requirements are being met.
- Inspects and maintains water pipelines, pumps, valves, tanks, reservoirs, and related appurtenances; inspects and tests lines in the distribution system.
- Observes and responds to variations in operating conditions by interpreting meter, gauge, and graph readings and tests results to determine pressure requirements.
- Cleans and flushes water and wastewater analyzers; backwashes pressure filters and cleans scum boxes.
- Records meter reading for irrigation and river discharge; throttles pumps and valves to ensure water flow is within controllable bounds.
- Conducts alarm checks on all analytical and telemetry equipment, standby generators, and remote pumping stations.
- Performs preventative and routine maintenance on a variety of equipment related to the operation, maintenance, and control of water and wastewater treatment and production systems and facilities, including wastewater collection and water distribution systems.
- Performs a variety of general and ground maintenance activities, including mowing irrigation fields.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Responds to complaints and answers questions from public or escalates to supervisor, as necessary.
- Responds to operations, maintenance, and repair emergency situations as required.
- Maintains records and logs of daily activities; prepares reports as necessary.
- Observes safe work methods and provides appropriate use of related safety equipment as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Principles, practices, tools, equipment, and supplies required to maintain, operate, and control water distribution systems, reservoirs, pump stations, and water and wastewater treatment plants.
- Mechanical, electrical, and hydraulic principles.
- Equipment troubleshooting principles and practices
- Operational and maintenance practices of electrical motors, pipes, pumps, and circuitry.
- Computer software related to the work, including the operation of the water telemetry system and its devices.
- Standard chemical and physical tests of water and wastewater.
- Traffic control procedures and traffic sign regulations.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.

- Occupational hazards and safety equipment and practices related to the work, including the handling of hazardous chemicals and confined space entry.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Safe driving rules and practices.
- Basic computer software related to work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Plan, schedule, assign, and oversee activities of water and wastewater treatment plant operations and maintenance personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Conduct standard chemical and physical tests of water, wastewater, and related materials.
- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.
- Safely and effectively use and operate hand tools, mechanical equipment, and power tools required for the work.
- Follow department policies and procedures related to assigned duties.
- Operate a motor vehicle safely.
- Maintain accurate logs, records, and basic written records of work performed.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and three (3) years of increasingly responsible water or wastewater plant experience.

Licenses and Certifications:

- Possession of a valid California Driver's License.
- Possession of, or ability to obtain, a Wastewater Treatment Plant Operator Grade III Certificate issued by the State Department of Water Resources.
- Possession of, or ability to obtain, a Water Treatment Operator III Certificate issued by the California State Water Resources Control Board (formerly California Department of Public Health Services).

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



MONTH YEAR
FLSA: EXEMPT

UTILITY SYSTEMS SUPERINTENDENT

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of water and wastewater treatment plant operations and maintenance staff within the Public Works Department; coordinates, monitors, and provides technical input for assigned water and wastewater treatment operations, maintenance, and repair projects and other special programs; provides responsible technical assistance to the Public Works Director; performs a variety of technical tasks relative to the operations and maintenance of the wastewater treatment plant facilities and systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Director. Exercises direct and general supervision over technical and maintenance staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the plant operations and maintenance class series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of water and wastewater treatment plant operations and maintenance staff either directly or through lead workers. Incumbents are expected to independently perform the full range of public works maintenance duties as assigned. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Public Works Director in that the latter has overall management responsibility for all public works programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the water and wastewater treatment operations and maintenance work division.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Monitors operations and activities of the work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.

- Determines and recommends equipment, materials, and staffing needs for assigned operations, projects, and programs; participates in the annual budget preparation; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance.
- Serves as Chief Plant Operator for the City's tertiary wastewater treatment facility and provides operational support to the contracted Chief Plant Operator at the surface water treatment plant; may serve as the Chief Plant Operator for the City's surface water treatment plant dependent on possession of a T-3 water treatment certificate.
- Oversees laboratory operations; reviews laboratory results to ensure adherence to ensure compliance with regulatory requirements.
- Performs the most difficult water and wastewater treatment plant operations, maintenance, and repair duties and provides technical assistance to operators.
- Troubleshoots complex operational and maintenance problems; corrects or directs the correction and repair of operational and/or equipment problems.
- Coordinates assigned services and activities with those of other divisions and outside agencies.
- Provides staff assistance to the Public Works Director; prepares and presents staff reports and other written materials; supervises the preparation and maintenance of related reports, records, and files; ensures the proper documentation of operations and activities.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Oversees safety programs and training for the assigned functional areas and work groups; assists in action planning for safety programs; implements and monitors risk management plans regarding hazardous materials; responds to workers' compensation issues.
- Answers questions and provides information to the public; investigates inquiries; recommends corrective actions to resolve issues.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles, practices, equipment, materials, and tools used in the operation, cleaning, and preventive maintenance of water and wastewater treatment facilities and equipment.
- The operation and preventive maintenance of piping systems, including pipes, valves, and related appurtenances.
- Standard chemical and physical tests of water, wastewater, and related materials.
- Equipment, tools, and materials used in maintenance activities and services related to water and wastewater treatment and distribution systems.
- Basic mechanical, electrical, and hydraulic principles.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of budget and capital improvement program development, administration, and accountability.
- Principles and practices of contract administration and evaluation.
- Safety principles, practices, procedures, and equipment related to the work.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct assigned maintenance and operations activities.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.
- Perform the most complex maintenance and operations duties and operate related equipment safely and effectively.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, record keeping, and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and five (5) years of increasingly responsible experience in performing water or wastewater plant operations, including two (2) year of lead or supervisory experience. An Associate's degree in business administration or a related field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a Grade IV Wastewater Treatment Plant Operator Certificate for the California State Water Resources Control Board.
- Possession of a Grade III Water Treatment Operator Certificate issued by the California State Water Resources Control Board (formerly California Department of Public Health Services).
- Possession of a Grade II Water Systems Distribution Certificate issued the California State Water Resources Control Board (formerly California Department of Public Health Services).
- Possession of a Grade I Laboratory Analyst Certificate issued by the California Water Environment Association (CWEA).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in the field and water and wastewater treatment facilities; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines and to climb and descend ladders, and to operate varied hand and power tools and equipment; vision to read printed materials and a computer screen; color vision to read gauges and identify appurtenances; and hearing and speech to communicate in person and over the telephone or radio. The job involves frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 75 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work primarily indoors and are exposed to loud noise levels, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances, odors, and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.