



**DENVER**  
THE MILE HIGH CITY

**Career Service Authority**

Denver's Human Resource Agency

201 W. Colfax, Department 412

Denver, CO 80202

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[www.denvergov.org/csa](http://www.denvergov.org/csa)

## JOB SPECIFICATION UPDATE

TO: All agencies citywide  
Holders of Job Specification Books

FROM: Alena Martinez

DATE: January 26, 2009

SUBJECT: New and/or revised Job Specifications

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Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

### New and Revised Job Specifications

### Job Specifications to be Removed

Bibliographic Technician  
Rev. 2/1/2009

Administrative Operations Supervisor  
Rev. 07/01/2006

Assessment Technical Services Supervisor  
Est. 09/16/1995

Business Development Associate I  
Est. 12/21/2008

Bibliographic Technician  
Est. 09/16/1995

Business Development Associate II  
Est. 12/21/2008

Business Development Supervisor  
Est. 12/21/2008

Central Services Support Supervisor  
Est. 09/16/1995

Court Staff Supervisor  
Est. 09/16/1995

Court Technical Clerk  
Rev. 11/16/2005



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**New and Revised  
Job Specifications**

Shelver  
Rev. 02/01/2009

**Job Specifications  
to be Removed**

Decedent Affairs Coordinator  
Est. 09/16/1995

Division Director  
Rev. 11/16/2003

Engineering Manager  
Rev. 05/01/2003

Environmental Inspector  
Est. 09/16/1995

Environmental Scientist II  
Est. 09/16/2003

Manager of Arenas  
Est. 09/16/1995

Shelver  
Est. 09/16/1995

Wastewater Construction Supervisor  
Est. 09/16/1995



Career Service Authority  
Bibliographic Technician

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**GENERAL STATEMENT OF CLASS DUTIES**

Performs on-line data entry, retrieval and reconciliation to implement the classification and cataloging of library materials.

**DISTINGUISHING CHARACTERISTICS**

Positions in this class perform on-line data entry, retrieval and reconciliation of library materials. This class is distinguished from the Administrative Support Assistant III class that performs a variety of full performance level office support work.

***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

***Level of Supervision Exercised:***

None.

**ESSENTIAL DUTIES**

Catalogs fiction and children's picture books using national database records and writes descriptions, determines access points and assigns unique call numbers.

Contributes to the library customer service mission by assisting library customers and staff as needed and requested.

Researches national bibliographic information using on-line database (OCLC) for cataloging of library materials.

Receives library materials that have been selected or approved, donated or purchased for the library collection by entering receipt data into the online serials/acquisition system as appropriate. Reconciles invoices and approves them for payment, making foreign currency conversions as necessary.

Searches multiple databases (CARL) and matches the most appropriate data with the item to finalize record for input.

Enters, corrects and deletes records from the database and reports daily production statistics.

Formats database records consisting of fixed and-variable fields, codes and indicators, to ensure user access.

Makes recommendations about the collection, suggesting acquisition, transfer or withdrawal of materials.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Reading** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**Arithmetic/Mathematical Reasoning** - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate; to listeners and situations.

**Writing** - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

**Flexibility** - Adapts quickly to changes.

**Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

**Memory** - Recalls information that has been presented previously.

**Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

**Customer Service** - Works and communicates with clients and customers to satisfy their expectations and is committed to quality services.

**Self Management** - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Skill in communicating and establishing effective working relationships with other employees, organizations and the public.

Skill in researching and analyzing information relative to the work assignment.

Skill in synthesizing information to determine differences, commonalities, and linkages.

Skill in using computers for data entry and retrieval.

Skill in examining information related to the work assignment for completeness, correctness, and accuracy.

Skill in using bibliographic databases.

Knowledge of library operations sufficient to be able to maintain a specific collection of materials.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm (s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

### ***Working Environment:***

Subject to many interruptions.

Requires ability to memorize.

Requires ability to comprehend written material.

### ***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

Two years of library experience using an automated bibliographic database.

***Education/Experience Equivalency:***

None.

***Licensure and/or Certification:***

None.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:*** Don Braden

***REVISED DATE:*** 02/01/2009

***REVISED BY:*** Tony Gautier

***CLASS HISTORY*** Placed into the current format, added distinguishing characteristics, competencies and additional duty statement.



## Career Service Authority

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# Business Development Associate I

### **GENERAL STATEMENT OF CLASS DUTIES**

Performs paraprofessional work facilitating processes that prepare job seekers to meet industry demands and provide businesses with a qualified workforce.

### **DISTINGUISHING CHARACTERISTICS**

This class performs paraprofessional work in workforce and business development functions preparing job seekers to achieve goals related to work participation, job placement, retention and wage gain. The Business Development Associate I class differs from Business Development Associate II by the level of practical knowledge and experience required to perform assigned work and, also, its level of involvement with the employer community. The Business Development Associate II class performs standard/intermediate level professional work facilitating processes that prepare job seekers to meet industry demands and provide businesses with a qualified workforce.

In addition, the Business Development Associate I class is distinguished by the following characteristics:

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational practices to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

None.

**ESSENTIAL DUTIES**

Provides career development guidance to job seekers to enhance job seeker employability and promote a qualified workforce.

Understands and utilizes job skills and interest assessment tools to guide job seekers in developing and achieving the goals outlined in the Employability Plan.

Ensures accurate tracking, placement and utilization of employment based services by job seekers.

Coordinates recruitment and training efforts among job seekers, co-workers, businesses, contracted partners and community agencies.

Identifies employability strengths and historical barriers that have led to lack of successful employment and assists job seekers in using career building tools and/or work experiences that result in attaining and retaining employment that meets industry demands.

Establishes and monitors employability plans that identify benchmarks for achieving goals related to participation, job placement, retention and wage gain.

Provides employment based counseling that addresses issues that impact customer success in securing employment.

Effectively communicates customer compliance requirements as defined by rules, policies, procedures and standards.

Performs employment based case management functions, ensuring that customers are informed of and responding to programmatic requirements.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written material to specific situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

**Self Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Arithmetic** – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Knowledge and understanding of local, state and national workforce development issues and economic trends.

Knowledge of federal and state regulations governing workforce development.

Knowledge of career development theories, models and techniques as they apply to lifelong career development for people of various gender, age, and ethnic backgrounds.

Skill in using computers to enter data and retrieve reports.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, grasping, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Subject to varying and unpredictable situations.

***Education Requirement:***

Associate Degree in Business Administration, Public Administration, Human Resources, Communications, Public Relations or a related field.

***Experience Requirement:***

Two years of technical experience in workforce development, vocational or educational counseling, human resources or a closely related field.

***Education/Experience Equivalency:***

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

***Licensure and/or Certification:***

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 12/21/2008

***ESTABLISHED BY:*** Paul Wiberg

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY*** This class replaces Staff Business Development Associate.



## Career Service Authority

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# Business Development Associate II

### GENERAL STATEMENT OF CLASS DUTIES

This class performs standard/intermediate level professional work facilitating processes that prepare job seekers to meet industry demands and provide businesses with a qualified workforce.

### DISTINGUISHING CHARACTERISTICS

This class performs standard/intermediate level professional workforce and business development functions to prepare workers to obtain and maintain employment, careers and self sufficiency; Business Development Associate II positions also facilitate processes by which businesses develop, assess and retain a workforce that enables them to maintain and improve their economic competitiveness. They also provide specialized services that include career development, specialized recruitments and training development directly to their job seeker and business customers. The Business Development Associate I class performs paraprofessional work in workforce and business development functions to prepare job seekers to achieve goals related to work participation, job placement, retention and wage gain.

In addition, the Business Development Associate II class is distinguished by the following characteristics:

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs leadwork.

**ESSENTIAL DUTIES**

Facilitates processes by which individual job seekers identify, prepare for, obtain and maintain employment, careers and self sufficiency.

Facilitates processes by which businesses and other employing agencies develop, assess and retain a workforce that improves their economic competitiveness.

Provides services to job seekers, businesses and community agencies that include career development, customized recruitments and the development of training programs.

Serves as a workforce development resource in transformational projects and workgroups as dictated by market trends and agency needs.

Assures the ongoing, effective provision of core workforce development services that prepare job seekers to achieve goals related to work participation, job placement, retention and wage gain.

By position, ensures that contracted providers consistently meet regulatory compliance standards and requirements for requests for proposals (RFP's), State of Colorado certification requirements and/or Office of Economic Development program requirements.

By position or specialized work unit, facilitates the coordination and delivery of training that meets the workforce, community and business development needs of job seekers, community organizations and businesses.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written material to specific situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

**Self Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

**Self-Esteem** – Believes in own self-worth; maintains a positive view of self and displays a professional image.

**Decision Making** – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Problem-Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Memory** – Recalls information that has been presented previously.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Knowledge and understanding of local, state, and national workforce development issues and economic trends.

Knowledge of federal and state regulations governing workforce development.

Knowledge of career development theories, models and techniques as they apply to lifelong career development for people of various gender, age, and ethnic backgrounds.

Knowledge of training methodologies sufficient to be able to facilitate training programs and presentations.

Knowledge of community resources sufficient to be able to use them appropriately as needed.

Knowledge of workforce development business services.

Skill in applying career development theory and techniques to job seekers.

Skill in interviewing others to obtain or verify information.

Skill in administering and analyzing occupational testing instruments.

Skill in using computers to enter data and retrieve reports.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, grasping, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to varying and unpredictable situations.

***Education Requirement:***

Baccalaureate Degree in Business Administration, Public Administration, Human Resources, Communications, Public Relations or a related field.

***Experience Requirement:***

Two years of experience of the type and level of Business Development Associate I in workforce development, vocational or educational counseling, human resources, or a closely related field.

***Education/Experience Equivalency:***

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

***Licensure and/or Certification:***

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 12/21/2008

***ESTABLISHED BY:*** Paul Wiberg

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY:*** This class replaces Business Development Associate.



## Career Service Authority

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# Business Development Supervisor

### GENERAL STATEMENT OF CLASS DUTIES

Performs first level supervision over paraprofessional and intermediate level professional staff that prepares job seekers to meet industry demands and provide businesses with a qualified workforce.

### DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Economic Development Supervisor. Positions in the Economic Development Supervisor class are distinguished from Business Development Supervisor by essential duties such as first level supervision of professional staff at the full performance level, second level supervision of professional staff, supervision of specialized functional areas and/or administrative responsibilities that are not required of positions in the Business Development Supervisor class. Business Development Supervisor is also distinguished from the Program Administrator class. Positions in this class administer programs in specialized areas that may complement the core functions of an agency/department but which are separate from them.

In addition, the Business Development Supervisor class is distinguished by the following characteristics:

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

##### **Administrative Supervision**

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

#### ***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more full time paraprofessional and intermediate level professional workforce/business development employees who do not supervise.

**ESSENTIAL DUTIES**

Supervises assigned staff by utilizing various forms of communication, monitoring, coaching and developing activities tied to OED services and programs.

Participates in training opportunities to continuously upgrade skills and guide subordinate activities that reflect state-of-the-art knowledge of workforce development best practices.

Participates in activities related to the coordination of service delivery across all functional teams within the Office of Economic Development.

Assures that goals and objectives of the unit and department are met and seeks to continuously improve the effectiveness and efficiency of supervised programs and activities

Communicates opportunities and obstacles related to achievement of organizational goals to immediate supervisor in a timely fashion.

Develops and continually improves communications with internal and external partners and customers to achieve effective, integrated service delivery strategies.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions that promote teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops and monitors performance enhancement plans for subordinates, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goal achievement.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Adjusts work plans/activities in response to budget changes.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Internal Controls/Integrity** – Assures that effective internal controls are developed and maintained to ensure the integrity of the organization. Identifies needed resources and develops plans for carrying out work in a timely manner. Monitors and evaluates progress to ensure that policies are implemented to accomplish the organization's mission.

**Oral Communication** – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

**Problem-Solving** – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** – Expresses facts and ideas in writing in a succinct and organized manner.

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

**Leadership** – Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

**Flexibility** – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

**Supervising a Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Human Resources Management** – Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

**Self Direction** – Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

**Team Building** – Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Decisiveness** – Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

**Conflict Management** – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

**Client Orientation** – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Knowledge of concepts, principles and techniques of interviewing, appraising and placing job applicants.

Knowledge of social, economic and labor market conditions as they relate to workforce development center programs.

Knowledge and understanding of local, state, national workforce development issues and economic trends.

Knowledge of federal and state regulations governing workforce development.

Knowledge of workforce development business services.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Skill in maintaining statistically accurate records.

Skill in using computers to enter data and retrieve reports.

***Physical Demands:***

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Subject to many interruptions

Subject to varying and unpredictable situations

Pressure due to multiple calls and inquiries.

Work is primarily performed in an office setting and frequently at other locations for meetings.

***Education Requirement:***

Baccalaureate degree in Business Administration, Public Administration, Human Resources, Psychology or a related field.

***Experience Requirement:***

Two years of experience comparable to the type and level of a Business Development Associate II.

***Education/Experience Equivalency:***

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

***Licensure and/or Certification:***

Completion of Career Service Authority supervisory training courses prior to the completion of the probationary period.

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 12/21/2008

***ESTABLISHED BY:*** Paul Wiberg

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY*** This is a new class.



## Career Service Authority

### Shelver

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#### **GENERAL STATEMENT OF CLASS DUTIES**

Retrieves and shelves books, magazines and other library materials according to the library's classification system.

#### **DISTINGUISHING CHARACTERISTICS**

Positions in this class retrieve and shelf library materials according to the library's classification system. This class is distinguished from the class of Administrative Support Assistant II that performs a variety of standard/intermediate performance level office support work.

#### ***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None.

#### **ESSENTIAL DUTIES**

Collects and sorts books, magazines and other library materials and returns them to shelving area in proper order and location.

Contributes to the library customer service mission by assisting library customers and staff as needed and requested.

Empties book drop and other containers, sorts onto book truck for shelving or delivery to other areas or branches.

Reads titles on shelves to locate misplaced items and straightens and shifts materials as needed.

Identifies and routes books in need of maintenance and repair.

Locates and retrieves materials requested by customers and staff.

Greets customers, provides information about the location of materials, instructions in use of the database system (CARL) and referrals to appropriate staff.

Makes recommendations about the collection, suggesting acquisition, transfer or withdrawal of materials.

Some positions may process and sort incoming and outgoing mail.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization and displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race gender, disabilities, and other individual differences.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Self-Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Reading** – Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written materials to specific situations.

**Oral Communication** – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Arithmetic** – Performs computations such as additions, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

**Customer Service** – Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or other outside organizations) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of library operations sufficient to be able to maintain a specific collection of materials.

### ***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s)

Fingering: picking, pinching, or otherwise working with fingers.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Lifting: Raising or lowering an object 25 - 50 pounds.

### ***Working Environment:***

Subject to many interruptions.

### ***Education Requirement:***

Graduation from high school or possession of a GED Certificate desirable.

### ***Experience Requirement:***

None.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 09/16/1995

**ESTABLISHED BY:** Don Braden

**REVISED DATE:**

**REVISED BY:** Tony Gautier

**CLASS HISTORY** Placed spec in current format, added distinguishing characteristics and competencies.