



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION MEMORANDUM

TO: All agencies citywide
Holders of Job Specification Books

FROM: Alena Martinez

DATE: October 29, 2008

SUBJECT: New and/or revised Job Specifications

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

Associate Parks Landscape Planner
Rev. 09/21/2008

Case Management Coordinator I
Rev. 11/2/2008

Case Management Coordinator II
Rev. 11/2/2008

Landscape Architect Supervisor
Rev. 09/21/2008

Senior Landscape Architect
Rev. 09/21/2008

Staff Parks Landscape Planner
Rev. 09/21/2008

Usher
Rev. 09/21/2008

Youth Worker
Rev. 11/2/2008

Job Specifications to be Removed

Associate Landscape Architect
Rev. 08/17/2008

Case Management Coordinator I
Est. 9/7/2008

Case Management Coordinator II
Est. 9/7/2008

Landscape Architect Supervisor
Rev. 03/16/2005

Senior Landscape Architect
Rev. 08/17/2008

Staff Landscape Architect
Rev. 03/16/2005

Usher
Rev. 05/01/1998

Youth Worker
Est. 08/16/2006



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Associate Parks Landscape Planner

GENERAL STATEMENT OF CLASS DUTIES

Performs professional parks landscape planning work by coordinating landscape projects for parks, open spaces, and parkways and serves as a project manager on moderately difficult projects.

DISTINGUISHING CHARACTERISTICS

This class performs professional parks landscape planning work by coordinating landscape projects for parks, open spaces, and parkways and serves as a project manager on moderately difficult projects. This class is distinguished from a Senior Landscape Architect that performs professional, specialized project management work including planning, designing, and coordinating landscape architectural projects for the development and rehabilitation of parks, natural areas, parkways, and other open spaces. The Associate Parks Landscape Planner class is distinguished from the Staff Parks Landscape Planner class that performs entry level professional parks landscape planning work under close supervision while learning and assisting in the preparation and checking of plans, designs, and specifications.

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 policies 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 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, assists with or coordinates the work of consultants/contractors and other employees who are assigned to specific projects.

ESSENTIAL DUTIES

Performs project management work on moderately difficult municipal landscape planning projects, develops design specifications, coordinates the activities of contractors engaged in the construction of landscape projects, and maintains project conformance with city, department, and landscape architectural standards and practices.

Assists in the development of long range and short term planning initiatives and modifications to policies, procedures, and standards related to landscape architecture projects.

Defines scope of work for a project under the direction of a supervisor, develops project work plans, designs project in-house or hires a consultant to design the project, determines and sets time frames and project milestones, and manages project budget.

Coordinates the work of consultants engaged in the design and/or construction of moderately difficult landscape architectural/capital improvement projects, reviews plans and specifications for compliance to standards and practices under the direction of a supervisor, performs on-site inspections during construction to determine work progress and conformance to established bid specifications/contracts, and provides technical support in solving problems.

Coordinates effort to bring stakeholders together who have opposing views and interests in order to successfully complete projects.

Researches and compiles information on funding sources and writes grants and other funding proposals.

Performs other related duties as assigned or requested.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Landscape Architecture - Knowledge of the concepts, theories, and practices used in the planning, design, construction, and adaptation of outdoor features, taking into consideration recreation planning, requirements, aesthetic value, and compatibility with other developments and resources.

Public Planning - Knowledge of functions, principles, methods, and techniques of public planning including those related to community planning, outdoor recreation planning, and natural resource management such as demand forecasting, environmental impact analysis, financial forecasting, and land use planning and zoning

Project Management - Applies principles, methods, or tools for developing, scheduling, coordinating, monitoring, evaluating, and managing projects and resources including technical performance.

Building and Construction - Knowledge of materials, methods, systems, and the tools used to construct objects, structures, and buildings.

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

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

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

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.

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

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 an organization, monitors progress, and evaluates outcomes.

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 program goals, and causes change.

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

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

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service - Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Creative Thinking - Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Technical Competence - Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

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

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

Knowledge of architecture and civil engineering concepts, principals, and theories sufficient to be able to perform project management and lead multi-disciplinary project teams.

Physical Demands:

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

Walking: moving about on foot.

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

Balancing: maintaining body equilibrium to prevent falling over.

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

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).

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

Hearing: perceiving the nature of sounds by the ear.

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

Working Environment:

May be exposed to extremes of heat and cold in all weather conditions.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Baccalaureate Degree in Landscape Architecture, Architecture, Engineering, Planning, or a related field.

Experience Requirement:

Two years of professional landscape architecture experience.

Education/Experience Equivalency:

A Masters Degree may be substituted for one year of the experience requirement. Appropriate experience may be substituted for the education requirement

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 09/21/2008

REVISED BY: Patricia Anderson

CLASS HISTORY

3/2005 – the class specification was updated.

8/2008 – Additional degrees were added to the Education Requirements Section.

9/2008 – The title of this class has changed from Associate Landscape Architect to Parks Landscape Planner. The title was changed because the State of Colorado now requires Landscape Architects to be licensed. Unlicensed classes cannot be called Landscape Architects based on state law.



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Case Management Coordinator I

GENERAL STATEMENT OF CLASS DUTIES

Performs entry level eligibility work while receiving training in the applicable federal and state laws and county rules and regulations of financial eligibility for public assistance programs and develops the knowledge and skills to enter client information into a complex computer system.

DISTINGUISHING CHARACTERISTICS

This class performs entry level eligibility work while receiving training in applicable federal and state laws and state and county computer systems. This class is distinguished from a Case Management Coordinator II that conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, and analyzes information against numerous public assistance programs and their related regulations. The Case Management Coordinator I class is also distinguished from the Administrative Support Assistant IV that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

An employee will perform increasingly more responsible work as the employee gains experience and independently provides basic eligibility services. Additionally, as employees in this class gain experience, they will be required to conduct extensive interviews and collect sensitive and personal information from applicants who may be overwhelmed and in difficult situations. Cases must be processed to achieve state and federally mandated accuracy standards and within the mandated time frames. Processing financial information incorrectly may cause the department to be penalized by the state and federal government. Therefore, processing cases accurately and reducing/eliminating errors is essential. Skills needed to successfully perform this type of work include strong organizational and time management skills, communication/interviewing skills, and solid computer skills. Applicants complete an intensive on-the-job and classroom training program.

There are four classes in the case management coordinator series which allows for career progression. The Case Management Coordinator I is an entry level class. The Case Management Coordinator II class performs full performance eligibility work and the Case Management Coordinator III class performs advanced level eligibility work. The Lead Case Management Coordinator performs permanently assigned lead work over lower level case management coordinators.

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.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry, or place which may include making gross discriminations as to size, color, or readily observable conditions.

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 close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

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:

No supervisory duties.

ESSENTIAL DUTIES

Receives on-the-job training on financial eligibility work methods and techniques in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid.

Attends training sessions to learn processes, practices and application of financial eligibility work, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Trains and assists in determining financial eligibility for public assistance programs including cash assistance, food assistance, and Medicaid benefits by interviewing clients to elicit and verify pertinent eligibility information under close supervision.

Enters and updates eligibility determinations into complex state and county computer systems and reviews input for accuracy.

Receives training and instruction on identifying internal and external referral resources in order to provide referrals to clients to non-profit agencies and other service providers.

Performs increasingly more responsible work as the employee gains experience and independently provides basic eligibility services.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

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

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

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.

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

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

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

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

Oral Communication – Communicates or explains ideas and/or information clearly and thoughts are well organized. Employees recognize potential miscommunications.

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

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

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

Flexibility – Adapts quickly to changes.

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

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

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

Memory – Recalls information that has been presented previously.

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

Knowledge of interviewing techniques sufficient to be able to elicit information.

Physical Demands:

Sitting: remaining in the normal seated position.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
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.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Education Requirement:

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

Experience Requirement:

Two years of experience performing specialized/technical office support work.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 9/7/2008

REVISED DATE: 11/2/2008

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.



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Case Management Coordinator II

GENERAL STATEMENT OF CLASS DUTIES

Conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, analyzes information against numerous public assistance programs and their related regulations, and refers clients to a variety of internal and external resources/services.

DISTINGUISHING CHARACTERISTICS

This class conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs. This class is distinguished from a Case Management Coordinator III that performs advanced level eligibility work that involves extensive client interaction and case management by identifying client needs, determining eligibility of benefits for various public assistance programs, and referring clients to appropriate programs and/or services. The Case Management Coordinator II is distinguished from a Case Management Coordinator I that performs entry level eligibility work while receiving training in the applicable federal and state laws and county rules and regulations of financial eligibility for public assistance programs and develops the knowledge and skills to enter client information into a complex computer system.

This class requires employees to conduct extensive interviews and collect sensitive and personal information. Employees may be required to interact with applicants/clients who are overwhelmed and in difficult situations. Cases must be processed to achieve state and federally mandated accuracy standards and within the mandated time frames. Processing financial information incorrectly may cause the department to be penalized by the state and federal government. Therefore, processing cases accurately and reducing/eliminating errors is essential. Skills needed to successfully perform this type of work include strong organizational and time management skills, communication/interviewing skills, and solid computer skills. Applicants complete an intensive on-the-job and classroom training program.

There are four classes in the case management coordinator series which allows for career progression. The Case Management Coordinator I is an entry level class. The Case Management Coordinator II class performs full performance eligibility work and the Case Management Coordinator III class performs advanced level eligibility work. The Lead Case Management Coordinator performs permanently assigned lead work over lower level case management coordinators.

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 lead work.

ESSENTIAL DUTIES

Conducts in-depth interviews with applicants in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid, explains rights and responsibilities of clients, and gathers, organizes, and documents information.

Elicits and verifies pertinent eligibility information such as employment, income, residence, property ownership, rent, household expenses, and other banking and financial resources, assists applicants obtain additional information and resolve discrepancies, and answers applicant questions regarding eligibility.

Determines initial and on-going eligibility for public assistance programs in accordance with federal and state laws, county rules and regulations, and approves and issues benefits.

Records client information, enters and updates information into complex state and county computer systems, and responds to inquiries about case records for administrative state hearings, federal reviews, fraud investigations, and federal and state program management and evaluation.

Ensures benefit calculations made by the state computer system are accurate in order to reduce/eliminate errors. Impact of financial errors is significant due to state and federal sanctions.

Provides referrals to clients to non-profit agencies and other service providers to facilitate a comprehensive solution to the client's issues.

Monitors changes in client's status, contacts clients to verify changes, and makes appropriate adjustments to eligibility and support payments.

Monitors changes in the Colorado benefits management system and adjusts work processes to ensure accurate provision of benefits.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

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

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

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.

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

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

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

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

Oral Communication – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

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

Decision Making – 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.

Reasoning – Discovers or selects rules, regulations, and relationships between facts and other information.

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job training.

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

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

Flexibility – Adapts quickly to changes.

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

Negotiation – Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

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

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

Memory – Recalls information that has been presented previously.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

Knowledge of interviewing techniques sufficient to be able to elicit information.

Physical Demands:

Sitting: remaining in the normal seated position.

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

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

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

Hearing: perceiving the nature of sounds by the ear.

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.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

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

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Education Requirement:

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

Experience Requirement:

Three years of technical/specialized clerical experience including one year of experience at the type and level of a Case Management Coordinator I.

Education/Experience Equivalency:

Additional appropriate education may substitute for the minimum experience requirement except for the one year of experience at the Case Management Coordinator I level.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 9/7/2008

REVISED DATE: 11/2/2008

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class and it replaces the Eligibility Technician class.



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Landscape Architect Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs professional and supervisory work over landscape architects, provides direction and long range and short term planning, directs policy and procedure development, and makes budgetary and resource allocation decisions.

DISTINGUISHING CHARACTERISTICS

This class performs professional and supervisory work over landscape architects and provides leadership and direction. This class is distinguished from a Senior Landscape Architect that performs professional, specialized project management work including planning, designing, and coordinating landscape architectural projects for the development and rehabilitation of parks, natural areas, parkways, and other open spaces. This class is distinguished from a Manager I that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects. In the landscape architect series there is also an entry level class, Staff Parks Landscape Planner, and an associate level class, Associate Parks Landscape Planner.

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:

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 and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more professional landscape architects and may supervise other professional positions.

ESSENTIAL DUTIES

Directs and evaluates the work of professional landscape architects, provides technical expertise to staff, and establishes section and staff work programs and project objectives.

Develops long range and short term planning initiatives and establishes policies, procedures, and standards related to landscape architecture projects and programs.

Assists in developing and managing the budget for the section and allocating funds for projects in order to accomplish yearly goals and objectives.

Performs project management work on complex, multifaceted municipal landscape architectural projects including managing design and construction projects, developing project and design specifications, and coordinating activities with other city departments, elected officials, community and neighborhood groups, and other stakeholders.

Defines scope of work for a project, develops project work plans, designs project in-house or hires a consultant to design the project, determines and sets time frames and project milestones, and manages project budget.

Coordinates the work of multi-disciplinary teams engaged in the design and construction of landscape architectural/capital improvement projects, reviews plans and specifications for compliance to standards and practices, performs on-site inspections during construction to determine work progress and conformance to established bid specifications/contracts, and provides technical support in solving problems.

Prepares pre-bid materials defining the scope of work and related information.

Participates on selection committees to reviews proposals and provides recommendations.

Coordinates effort to bring stakeholders together who have opposing views and interests in order to successfully complete projects.

Researches and compiles information on funding sources and writes grants and other funding proposals.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Landscape Architecture - Knowledge of the concepts, theories, and practices used in the planning, design, construction, and adaptation of outdoor features, taking into consideration recreation planning, requirements, aesthetic value, and compatibility with other developments and resources.

Public Planning - Knowledge of functions, principles, methods, and techniques of public planning including those related to community planning, outdoor recreation planning, and natural resource management such as demand forecasting, environmental impact analysis, financial forecasting, and land use planning and zoning.

Project Management - Applies principles, methods, or tools for developing, scheduling, coordinating, monitoring, evaluating, and managing projects and resources including technical performance.

Strategic Thinking - Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy, examines policy issues and strategic planning with a long term perspective, determines objectives and sets priorities, and anticipates potential threats or opportunities.

Building and Construction - Knowledge of materials, methods, systems, and the tools used to construct objects, structures, and buildings.

Oral Communication - Clearly communicates and explains organizational policies and work assignments to staff and communicates information to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate area(s).

Interpersonal Skills - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish section's mission. Adapts approach to different people and situations.

Conflict Management - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

Financial Management - Recommends, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of an area.

Decisiveness - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out ideas, systems, or policies that affect the section. Legal, public, and financial consequences are generally limited to the area(s).

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

Flexibility - Is open to new ideas, adapts to changing work situations and priorities by modifying existing plans and work methods that affect the area, internal and external customers, and local stakeholder groups, and remains calm under pressure.

Self-Direction - Sets goals, takes initiative in implementing ideas, systems, or policies that affect an area, manages time efficiently, encourages feedback, and invests in self-development.

Client Orientation - Applies quality management principles and processes for delivery of high-quality products and service(s), meets routine demands of internal and external customers, and strives for continuous improvement.

Leadership - Initiates and sustains action to accomplish the goals of an area by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

Planning and Evaluating - Establishes objectives and strategies, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

Human Resource Management - Works with human resource staff to implement human resource policies to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition, and corrective/disciplinary action, maintains effective employee relations, and complies with government/citywide regulations and policies.

Managing Diverse Workforce - Implements diversity policies for an area, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

Team Building - Encourages and facilitates cooperation and open communication, promotes team work at all levels, cooperates with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to accomplish goals.

Internal Controls/Integrity - Follows guidelines to implement and maintain accounting and administrative controls within an agency/department. Exhibits personal integrity, promotes ethical conduct by employees, and abides by the City's Code of Ethics.

Technical Competence - Is knowledgeable about the subject matter, procedures, requirements, regulations, and policies related to the area of responsibility. Provides expert advice to staff,

higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups.

Knowledge of architecture and civil engineering concepts, principals, and theories sufficient to be able to perform project management and lead multi-disciplinary project teams.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish program objectives.

Physical Demands:

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

Walking: moving about on foot.

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

Balancing: maintaining body equilibrium to prevent falling over.

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

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).

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

Hearing: perceiving the nature of sounds by the ear.

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

Working Environment:

May be exposed to extremes of heat and cold in all weather conditions.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Baccalaureate Degree in Landscape Architecture, Architecture, Engineering, Planning, or a related field.

Experience Requirement:

Three years of professional experience as a landscape architect performing planning, project design, and construction management work.

Education/Experience Equivalency:

A Masters Degree may be substituted for one year of the experience requirement. Appropriate experience may be substituted for the education requirement.

Licensure and/or Certification:

Registration as a Professional Landscape Architect by the Colorado State Board of Landscape Architects at the time of application. Registration as a Professional Landscape Architect by another state will be accepted in lieu of this requirement providing the applicant is registered by the State of Colorado by the completion of the probationary period.

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 09/21/2008

REVISED BY: Patricia Anderson

CLASS HISTORY 3/2005 - This class specification was updated.
8/2008 – Additional degrees were added to the Education Requirements Section.
9/2008 – The new state licensure requirement for Landscape Architects was added to the Licensure and/or Certification Section.



Career Service Authority
Senior Landscape Architect

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Performs professional, specialized project management work including planning, designing, and coordinating landscape architectural projects for the development and rehabilitation of parks, natural areas, parkways, and other open spaces.

DISTINGUISHING CHARACTERISTICS

This class performs professional, specialized project management work on complex, multifaceted projects. This class is distinguished from an Associate Parks Landscape Planner class that performs professional parks landscape planning work by coordinating landscape projects for parks, open spaces, and parkways and serves as a project manager on moderately difficult projects. This class is distinguished from a Landscape Architect Supervisor that performs professional and supervisory work over landscape architects, provides direction and long range and short term planning, directs policy and procedure development, and makes budgetary and resource allocation decisions. The Senior Landscape Architect is distinguished from the Staff Parks Landscape Planner that performs entry level professional parks landscape planning work under close supervision while learning and assisting in the preparation and checking of plans, designs, and specifications.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

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 remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

Coordinates the work of consultants/contractors and other employees who are assigned to specific projects.

ESSENTIAL DUTIES

Performs project management work on complex, multifaceted municipal landscape architectural projects managing design and construction projects, developing project and design specifications, and coordinating activities with other city departments, elected officials, community and neighborhood groups, and other stakeholders.

Participates in the development of overall long range and short term planning initiatives and initiates and recommends modifications to policies, procedures, and standards related to landscape architecture projects and programs.

Defines scope of work for a project, develops project work plans, designs project in-house or hires a consultant to design the project, determines and sets time frames and project milestones, and manages project budget.

Coordinates the work of multi-disciplinary teams engaged in the design and construction of landscape architectural/capital improvement projects, including reviews plans and specifications for compliance to standards and practices, performs on-site inspections during construction to determine work progress and conformance to established bid specifications/contracts, and provides technical support in solving problems.

Prepares pre-bid materials defining the scope of work and related information.

Participates on selection committees to reviews proposals and provides recommendations.

Coordinates effort to bring stakeholders together who have opposing views and interests in order to successfully complete projects.

Researches and compiles information on funding sources and writes grants and other funding proposals.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Landscape Architecture - Knowledge of the concepts, theories, and practices used in the planning, design, construction, and adaptation of outdoor features, taking into consideration

recreation planning, requirements, aesthetic value, and compatibility with other developments and resources.

Public Planning - Knowledge of functions, principles, methods, and techniques of public planning including those related to community planning, outdoor recreation planning, and natural resource management such as demand forecasting, environmental impact analysis, financial forecasting, and land use planning and zoning

Project Management - Applies principles, methods, or tools for developing, scheduling, coordinating, monitoring, evaluating, and managing projects and resources including technical performance.

Strategic Thinking - Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy, examines policy issues and strategic planning with a long term perspective, determines objectives and sets priorities, and anticipates potential threats or opportunities.

Building and Construction - Knowledge of materials, methods, systems, and the tools used to construct objects, structures, and buildings.

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

Writing - Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and 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, and demonstrates responsible behavior.

Vision - Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

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

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.

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

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 an organization, monitors progress, and evaluates outcomes.

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 program goals, and causes change.

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

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

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service - Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Creative Thinking - Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Technical Competence - Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Influencing/Negotiating - Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

Leadership - Influences, motivates, and challenges others and adapts leadership styles to a variety of situations.

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

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

Knowledge of architecture and civil engineering concepts, principals, and theories sufficient to be able to perform project management and lead multi-disciplinary project teams.

Physical Demands:

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

Walking: moving about on foot.

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

Balancing: maintaining body equilibrium to prevent falling over.

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

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).

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

Hearing: perceiving the nature of sounds by the ear.

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

Working Environment:

May be exposed to extremes of heat and cold in all weather conditions.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Baccalaureate Degree in Landscape Architecture, Architecture, Engineering, Planning, or a related field.

Experience Requirement:

Three years of professional experience in landscape architecture performing project design and/or construction management work.

Education/Experience Equivalency:

A Masters Degree may be substituted for one year of the experience requirement. Appropriate experience may be substituted for the education requirement

Licensure and/or Certification:

Registration as a Professional Landscape Architect by the Colorado State Board of Landscape Architects at the time of application. Registration as a Professional Landscape Architect by another state will be accepted in lieu of this requirement providing the applicant is registered by the State of Colorado by the completion of the probationary period.

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 09/21/2008

REVISED BY: Patricia Anderson

CLASS HISTORY
3/2005 – The class specification was updated.
8/2008 – Additional degrees were added to the Education Requirements Section.
9/2008 – The new state licensure requirement for Landscape Architects was added to the Licensure and/or Certification Section.



Career Service Authority
Staff Parks Landscape Planner

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GENERAL STATEMENT OF CLASS DUTIES

Performs entry level professional parks landscape planning work under close supervision while learning and assisting in the preparation and checking of plans, designs, and specifications.

DISTINGUISHING CHARACTERISTICS

This class performs entry level professional parks landscape planning work. This class is distinguished from the Associate Parks Landscape Planner class that performs professional parks landscape planning work by coordinating landscape projects for parks, open spaces, and parkways and serves as a project manager on moderately difficult projects. The Staff Parks Landscape Planner is distinguished from a Senior Landscape Architect that performs professional, specialized project management work including planning, designing, and coordinating landscape architectural projects for the development and rehabilitation of parks, natural areas, parkways, and other open spaces.

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.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry, or place which may include making gross discriminations as to size, color, or readily observable conditions.

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 close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

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:

No supervisory responsibilities.

ESSENTIAL DUTIES

Performs entry level landscape planning work on small routine projects or parts of large projects such as walkways, fencing, or site furnishings under the direction of a landscape architect.

Reviews and designs landscape architectural specifications for small projects or parts of large projects and monitors construction projects of limited scope for compliance with design guidelines, requirements, and standards.

Performs field investigations of new sites and/or existing facilities to determine conditions affecting tentative plans and prepares working drawings based on approved preliminary plans.

Meets with contract personnel, citizen/neighborhood groups, and other city staff to resolve problems and concerns and answer questions on non controversial issues/projects.

Assists with field inspections of projects for conformance to approved plans.

Trains in the formulation of budgets for projects including planning, design, regulatory, and construction phases.

Performs increasingly more responsible work as the employee gains experience and independently provides parks landscape planning work.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Landscape Architecture - Knowledge of the concepts, theories, and practices used in the planning, design, construction, and adaptation of outdoor features, taking into consideration recreation planning, requirements, aesthetic value, and compatibility with other developments and resources.

Building and Construction - Knowledge of materials, methods, systems, and the tools used to construct objects, structures, and buildings.

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

Writing - Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written

information which may include technical material that is appropriate for the intended audience.

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

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.

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

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

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

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service - Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Creative Thinking - Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Technical Competence - Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

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

Physical Demands:

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

Walking: moving about on foot.

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

Balancing: maintaining body equilibrium to prevent falling over.

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

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).

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

Hearing: perceiving the nature of sounds by the ear.

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

Working Environment:

May be exposed to extremes of heat and cold in all weather conditions.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Baccalaureate Degree in Landscape Architecture, Architecture, Engineering, Planning, or a related field.

Experience Requirement:

None.

Education/Experience Equivalency:

Additional appropriate education may substitute for the minimum experience requirement.

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 09/21/2008

REVISED BY: Patricia Anderson

CLASS HISTORY 3/2005 - This class specification was updated.
9/2008 – The title of this class has changed from Staff Landscape Architect to Staff Parks Landscape Planner. The title was changed because the State of Colorado now requires Landscape Architects to be licensed. Additional degrees were added to the Education Requirements Section.



Career Service Authority

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Usher

GENERAL STATEMENT OF CLASS DUTIES

Provides assistance to patrons of entertainment facilities by relaying times of performances, locating proper entrances, collecting tickets for admission, and locating seats and exits.

DISTINGUISHING CHARACTERISTICS

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.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry, or place which may include making gross discriminations as to size, color, or readily observable conditions.

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 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:

No supervisory responsibilities.

ESSENTIAL DUTIES

Some positions in Level One assist in maintaining order among patrons by advising them of correct seating, requesting silence during performances, and directing patrons to the nearest exits during emergencies.

Some positions in Level Two perform doorman duties including checking passes, collecting tickets for admission into events, and organizing, sorting, and counting tickets.

Level Three Ushers plan, assign, and supervise the work of Ushers engaged in the admission, seating, and checking of ticket stubs.

Level Three Ushers train ushers in the proper performance of duties.

Level Three Ushers review complaints and prepare records and reports.

Some positions ensure that entrances and exits are free from obstructions and are in compliance with safety regulations.

Performs other related duties as assigned or requested.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

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

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.

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

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

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

Oral Communication – Communicates or explains ideas and/or information clearly and thoughts are well organized. Employees recognize potential miscommunications.

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

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

Flexibility – Adapts quickly to changes.

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

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

Memory – Recalls information that has been presented previously.

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.

Climbing: ascending or descending objects usually with hands/feet.

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.

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

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.

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

Depth Perception: ability to judge distances and space relationships.

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

Working Environment:

Noise: sufficient to cause distraction or possible hearing loss.

Subject to many interruptions.

Education Requirement:

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

Experience Requirement:

None.

Licensure and/or Certification:

Must be at least 18 years of age at time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 5/1/1998

REVISED DATE: 9/21/2008

REVISED BY: Patricia Anderson

CLASS HISTORY This class was put in the current class specification format.



Career Service Authority

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Youth Worker

GENERAL STATEMENT OF CLASS DUTIES

Performs paraprofessional work providing supervision, implementing behavioral/educational programs for youth residents, maintaining a safe environment where youth are housed and involved in programmatic activities, observing and documenting the interaction and behavior of youths engaged in various daily activities, and working in collaboration with other professional staff to establish and/or meet the goals of the treatment plan.

DISTINGUISHING CHARACTERISTICS

This class provides supervision and implements behavioral/educational programs for youth residents, maintains a safe environment where youth are housed and involved in programmatic activities, observes and documents the interaction and behavior of youths engaged in various daily activities, and works in collaboration with other professional staff to establish and/or meet the goals of the treatment plan. This class is distinguished from the Human Service Advocate that provides direct services to families including supervised visitations and in-home services, participates in treatment planning with caseworkers and other community professionals, and refers families to community resources and services. The Youth Worker is distinguished from the Staff Social Case Worker that performs entry level professional social case work while receiving training in the principles, practices, procedures, and applications of case work methods and techniques and develops the knowledge and skills to perform case management. The Youth Worker is distinguished from the Human Service Supervisor that performs supervisory duties over employees who perform a variety of human service related duties such as providing supervision and implementation of behavioral/educational programs, receiving and responding to incoming telephone calls involving child abuse and/or neglect, and/or providing direct services to families/children including supervising visitations and in-home services.

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 policies 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 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:

No supervisory duties.

ESSENTIAL DUTIES

Provides supervision and basic care of youth including living, recreational, dining, educational, medical, and other areas, establishes rapport and trust with youth, and implements behavior management programs/techniques and appropriate intervention techniques.

Maintains close supervision over youth to prevent self injuries, accidents, fights, and/or other negative incidents and responses to emergency situations which may require physically subduing and/or restraining youth in order to ensure the safety and security of facility residents and staff.

Collaborates with caseworkers and other professional staff members to establish and/or meet the goals of the treatment plan, assesses and records a youth's progress, incidents, and treatment issues, attends youth staffings, and communicates with team members the specific needs and issues of the youth.

Interacts and establishes supportive relationships with youth, facilitates groups, observes behavior patterns in order to detect behavior/emotional issues/problems, encourages youth to discuss their behavior and personal habits/attitudes, discusses and reinforces appropriate behavior patterns, and assists with crisis intervention when needed.

Acts as an assistant to a teacher and assists the classroom teacher in the following areas: assists in preparing classroom materials; follows the behavior program within the classroom; assists teacher identify individual, academic, and emotional needs and the best method to meet these needs; provides educational needs for students; assists in implementing curriculum and instructing students; attends planning meetings, and suggests different techniques to use with students.

Arranges family visits and phone calls with youth residents as authorized by the caseworker and/or therapist, records observations between youth and family members, and discusses and advises staff on significant events that may require staff support and/or intervention.

Coordinates and arranges for needed services and care for youth including medical, dental, mental health, and other types of appointments and relays information regarding appointments to unit staff.

Receives supervision from clinical staff related to interaction patterns with clients and other work related issues and participates in trainings and workshops to enhance work performance and professional growth.

Prepares daily youth interactions entries, incident reports, and other required documentation and reports.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

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

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

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

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

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.

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

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 program goals, and causes change.

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

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

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

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

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

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

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

Memory – Recalls information that has been presented previously.

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

Knowledge of the emotional needs of families and children sufficient to be able to perform a variety of duties related to the work assignment.

Physical Demands:

Carrying: transporting an object usually by hand, arm, or shoulder.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Accommodation: Ability to adjust vision to bring objects into focus.
Depth Perception: Ability to judge distance and space relationships.
Far Acuity: Ability to see clearly at 20 feet or more.
Field or Vision: Agility to see peripherally.
Near Acuity: Ability to see clearly at 20 inches or less.

Working Environment:

Subject to varying and unpredictable situations.
Subject to many interruptions.

Education Requirement:

Associate Degree in Sociology, Psychology, Human Services, Child Development, or a closely related field.

Experience Requirement:

One year of experience providing supervision and/or services to youth.

Education/Experience Equivalency:

A combination of appropriate education and experience may substitute for the minimum education and experience requirement.

Licensure and/or Certification:

By position, requires possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 08/16/2006

REVISED DATE: 11/2/2008

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY

8/2006 - This class was created.

11/2008 – The following job responsibility was added to the class specification, "Maintains close supervision over youth to prevent self injuries, accidents, fights, and/or other negative incidents and responses to emergency situations which may require physically subduing and/or restraining youth in order to ensure the safety and security of facility residents and staff".