



Career Service Authority
Denver's Human Resource Agency
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JOB SPECIFICATION UPDATE

TO: All agencies citywide
FROM: Alena Martinez
DATE: April 7, 2009
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

Job Specifications to be Removed

County Court Marshal
Rev. 02/22/2009

County Court Marshal
Rev. 10/21/2007

County Court Marshal Supervisor
Rev. 02/22/2009

County Court Marshal Supervisor
Rev. 10/21/2007

Webmaster
Rev. 02/22/2009

Internet Site Administrator
Est. 06/16/1998

Analyst Specialist
Rev. 04/01/2005

Bibliographic Technician Supervisor
Est. 09/16/1995

Bookmobile Circulation Clerk
Est. 09/16/1995

Business Analyst
Rev. 04/01/2004

Case Management Coordinator
Rev. 08/16/2006

Case Management Supervisor
Rev. 08/16/2006





**DENVER**  
THE MILE HIGH CITY

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**New and Revised  
Job Specifications**

**Job Specifications  
to be Removed**

Food Service Lead Technician  
Est. 09/16/1995

Operations Support Coordinator  
Est. 09/16/1995

Public Service Work Program Technician  
Est. 09/16/1995

Respiratory Equipment Technician  
Est. 09/16/1995

Vehicle Impound Investigator  
Est. 09/16/1995



Career Service Authority  
County Court Marshal

Page 1 of 6

### GENERAL STATEMENT OF CLASS DUTIES

Acts as special police officer for Denver County Court by performing fugitive investigation on individuals who failed to appear for court or comply with judicial orders; locating individuals and serving legal notices issued by the Traffic, Criminal, and General Sessions and Civil Divisions of Denver County Court; coordinating, implementing, and executing arrest attempts; and transporting arrestees.

### DISTINGUISHING CHARACTERISTICS

The County Court Marshal is distinguished from the *Deputy Sheriff*, which performs entry-level to full performance level protective services work for Denver County by providing for the security, care, custody, and safety of Denver County prisoners and the public in detention, medical, court, and transportation settings.

The County Court Marshal is also distinguished from the *County Court Marshal Supervisor*, which participates in and performs supervisory responsibilities over County Court Marshals performing fugitive investigations and locating individuals and serving legal notices; supervises the planning and execution of tactical arrest plans for wanted persons.

#### ***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 persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

***Level of Supervision Exercised:***

None

**ESSENTIAL DUTIES**

Manages assigned investigatory caseload of persons named in legal process issued by the Traffic, Criminal, and General Sessions Divisions of Denver County Courts including bench warrants, mittimuses, summons, complaints, subpoenas, and citations.

Confirms a warrant or mittimus as still current then performs investigations on the whereabouts and known associates of the wanted person and reviews the criminal history and any other documentation needed to make the arrest.

Coordinates and implements arrest attempts of wanted persons, which includes evaluating potential risk factors that may arise in the arrest attempt, developing tactical plans in order to safely execute the arrest, and executing the arrest plan by leading a team comprised of other marshals and, when necessary, police officers from various agencies.

Maintains and prioritizes case files and prepares activity records reports.

Provides assistance to the Denver Police Department by responding to emergency calls, assisting with motor vehicle accidents and fights, securing scenes for officers calling for help, rendering first aid, directing traffic, etc.

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 and understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

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

**Decision Making** – Specifies goals and obstacles in achieving goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make determinations, draw conclusions, or solve problems.

**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, and distinguishes between relevant and irrelevant information to make logical judgments.

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

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

**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.

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

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

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

**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.

**Communicating with Persons Outside Organization** – Communicates with people outside of the organization and represents the organization to customers, the public, government, and other external sources. This information can be exchanged in-person, in writing, by telephone, or e-mail.

Knowledge of the laws, policies, and procedures regarding the service of legal processes sufficient to be able to perform duties without violating an individual's rights or compromising the county's legal standing.

Knowledge of safety hazards and necessary safety precautions and accepted police officer safety tactics sufficient to be able to establish a safe working environment for self and others.

Knowledge of the procedures/techniques related to exposure to combative subjects, firearms, edged weapons and blood borne pathogens must be practiced at all times.

Knowledge of the legal procedures and techniques regarding arrests sufficient to be able to arrest individuals without violating their rights or compromising the county's legal standing.

Knowledge of the procedures/techniques of transporting arrestees sufficient to be able to avoid physical harm or liability to any parties involved.

Knowledge of the laws/policies/procedures regarding emergency driving sufficient to be able to safely and effectively perform the duties of a first responder when applicable.

Skills in utilizing communication equipment to communicate information to other officers and the Denver Police Department Combined Communication Center.

Skill in reacting calmly and effectively in emergency or stressful situation.

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

Sitting: Remaining in the normal seated position for extended periods of time

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

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

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

Running: Moving about on foot at a fast pace for extended distances.

Handling: Seizing, holding, grasping, or otherwise working with hands.

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 the use of two or more.

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

Depth Perception: Ability to judge distance 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.

Static Strength: Required to wear body armor and carry duty weapons and other equipment weighing up to 30 lbs.

Lifting: Raising or lowering an object of 25 to 50 lbs from one level to another.

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

Walking: Moving about on foot.

Pushing: Exerting force upon an object so that it is moving away.

Pulling: Exerting force upon 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 waist.

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

Crouching: Bending body downward and forward by bending legs.

Crawling: Moving about on hands and knees or hands and feet.

May be required to physically subdue violent persons and chase persons on foot to apprehend them.

Required to carry lethal and less-than-lethal weapons and must qualify in the use of those weapons.

Employs a continuum of force when necessary to maintain order in the course of assigned duties.

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

May be exposed to conditions where there is danger to life, body, and/or health.

May be exposed to infections and contagious diseases.

May be exposed to the risk of blood borne pathogens.

May be exposed to hazardous anesthetic agents, bodily fluids, and wastes.

May be exposed to unpleasant elements (accidents, injuries, and illness).

May be exposed to sufficient noise to cause distraction or possible hearing loss.

May be exposed to adverse weather conditions.  
Contact with defendants and public under a wide variety of circumstances.  
Subject to varying and unpredictable situations.  
Handling emergency and/or crisis situations.  
Makes home and business visits where there is a potential danger to life.  
Subject to many interruptions and long, irregular hours.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate is required in addition to completion of a Colorado Peace Officers Standards and Training (POST) approved police academy.

***Experience Requirement:***

Two years of law enforcement experience.

***Education/Experience Equivalency:***

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

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

Possession/maintaining of a valid driver's license at the time of application and during the employment.

Possession of a current Colorado Peace Officer Standards and Training (P.O.S.T.) certification issued by the POST Board of the Colorado Attorney General's Office at the time of application.

Possession/maintaining firearms qualification.

Possession/maintaining Taser Certification.

Possession/maintaining arrest control certification.

**CLASS DETAIL**

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

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

***REVISED DATE:*** 02/22/2009

***REVISED BY:*** Melissa Palmer

***CLASS HISTORY***

8/2005 - This class specification was revised in order to expand the experience requirements.

12/2006 – This class was updated and revised. The Colorado P.O.S.T. certification issued by the P.O.S.T. Board of the Colorado Attorney General's Office was added.

09/2007 – The spec was updated and revised.

02/2009 – The General Statement of Duties, Essential Duties, Competencies, and Minimum Qualifications were updated to reflect changes in job duties.



# Career Service Authority

## County Court Marshal Supervisor

Page 1 of 6

### GENERAL STATEMENT OF CLASS DUTIES

Participates in and performs supervisory responsibilities over County Court Marshals performing fugitive investigations and locating individuals and serving legal notices; supervises the planning and execution of tactical arrest plans for wanted persons.

### DISTINGUISHING CHARACTERISTICS

The County Court Marshal Supervisor is distinguished from the *County Court Marshal*, which acts as special police officer for Denver County Court by performing fugitive investigation on individuals who failed to appear for court or comply with judicial orders; locating individuals and serving legal notices issued by the Traffic, Criminal, and General Sessions and Civil Divisions of Denver County Court; coordinating, implementing, and executing arrest attempts; and transporting arrestees.

The County Court Marshal Supervisor is also distinguished from the *Court Staff Supervisor*, which coordinates and supervises support personnel for the County Court and related purchasing, personnel, information, or report processing.

Finally, the County Court Marshal Supervisor class is distinguished from the *Deputy Sheriff Sergeant*, which performs supervisory duties over Deputy Sheriffs who work in a specialized unit or who provide security, care, custody, and safety of prisoners and the public in detention, medical, court, and transportation settings.

### ***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 are of a non-prescribed nature involving the negotiation and resolution of problems 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 County Court Marshals.

**ESSENTIAL DUTIES**

Supervises County Court Marshals performing fugitive investigations and locating individuals and serving legal notices; supervises the planning and execution of tactical arrest plans for wanted persons.

Oversees the security functions in County Court locations not located in the City and County Building, which includes working directly with the security provider to ensure issues are addressed in a timely fashion, equipment is working properly, and contractual obligations are being met.

Confirms a warrant or mittimus as still current then performs investigations on the whereabouts and known associates of the wanted person and reviews the criminal history and any other documentation needed to make the arrest.

Coordinates and implements arrest attempts of wanted persons, which includes evaluating potential risk factors that may arise in the arrest attempt, developing tactical plans in order to safely execute the arrest, and executing the arrest plan by leading a team comprised of other marshals and police officers from various agencies.

Performs background checks for all potential new hires, conducts hiring interviews and selects candidates for job openings.

Trains new staff members, familiarizes staff with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws; acts as CCIC coordinator for the Court by maintaining proper training and certification for all users of CCIC.

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 including escalations from clients.

Investigates all incidents of use of force by employee to ensure proper procedures are followed and individuals' rights are not violated; receives, investigates and resolves complaints made by citizens regarding conduct of employees; educates the public as to county court and law enforcement policies and procedures, when necessary.

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.

Develops and maintains working relationships and open lines of communications with other local law enforcement agencies.

Performs other related duties as assigned.

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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:***

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

**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, and distinguishes between relevant and irrelevant information to make logical judgments.

**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.

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

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

**Leadership** – Inspires, motives, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and 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 or work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with 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, and promotes teamwork, acceptance, and productivity among diverse persons.

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

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

**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.

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

**Decision Making** – Specifies goals and obstacles in achieving goals, generates alternatives, considers risks, evaluates and chooses the best alternative in order to make a determination, and draws conclusions or solves a problem.

**Communicating with Persons outside Organization** – Communicating with people outside the organization and represents the organization to customers, the public, government, and other external sources. This information can be exchanged in-person, in writing, by telephone, or e-mail.

Skill in applying various municipal ordinances, state statutes and constitutional laws that relate to the issue of search/seizure.

Skill in dealing with individuals who have a propensity for violence to include the mentally ill.

Knowledge of the laws, policies, and procedures regarding the service of legal processes sufficient to be able to perform duties without violating an individual's rights or compromising the county's legal standing.

Knowledge of safety hazards and necessary safety precautions and accepted police officer safety tactics sufficient to be able to establish a safe working environment for self and others.

Knowledge of the procedures/techniques related to exposure to combative subjects, firearms, edged weapons and blood borne pathogens must be practiced at all times.

Knowledge of the legal procedures and techniques regarding arrests sufficient to be able to arrest individuals without violating their rights or compromising the county's legal standing.

Knowledge of the procedures/techniques of transporting arrestees sufficient to be able to avoid physical harm or liability to any parties involved.

Knowledge of the laws/policies/procedures regarding emergency driving sufficient to be able to safely and effectively perform the duties of a first responder when applicable.

Skills in utilizing communication equipment to communicate information to other officers and the Denver Police Department Combined Communication Center.

Skill in reacting calmly and effectively in emergency or stressful situation.

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

Sitting: Remaining in the normal seated position for extended periods of time

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

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

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

Running: Moving about on foot at a fast pace for extended distances.  
Handling: Seizing, holding, grasping, or otherwise working with hands.  
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 the use of two or more.  
Near Acuity: Ability to see clearly at 20 inches or less.  
Depth Perception: Ability to judge distance 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.  
Static Strength: Required to wear body armor and carry duty weapons and other equipment weighing up to 30 lbs.  
Lifting: Raising or lowering an object of 25 to 50 lbs. from one level to another.  
Standing: Remaining on one's feet in an upright position  
Walking: Moving about on foot.  
Pushing: Exerting force upon an object so that it is moving away.  
Pulling: Exerting force upon 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 waist.  
Kneeling: Bending legs to come to rest on one or both knees.  
Crouching: Bending body downward and forward by bending legs.  
Crawling: Moving about on hands and knees or hands and feet.

May be required to physically subdue violent persons and chase persons on foot to apprehend them.

Required to carry lethal and less-than-lethal weapons and must qualify in the use of those weapons.

Employs a continuum of force when necessary to maintain order in the court of assigned duties.

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

May be exposed to conditions where there is danger to life, body, and/or health.

May be exposed to infections and contagious diseases.

May be exposed to the risk of blood borne pathogens.

May be exposed to hazardous anesthetic agents, bodily fluids, and wastes.

May be exposed to unpleasant elements (accidents, injuries, and illness).

May be exposed to sufficient noise to cause distraction or possible hearing loss.

May be exposed to adverse weather conditions.

Contact with defendants and public under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Handling emergency and/or crisis situations.

Makes home and business visits where there is a potential danger to life.

Subject to many interruptions and long, irregular hours.

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

Associate Degree in Criminal Justice, or a related field.

**Experience Requirement:**

Three years of experience at the type and level of County Court Marshal or an equivalent type and level of experience.

**Education/Experience Equivalency:**

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

**Licensure and/or Certification:**

Possession/maintaining of a valid driver's license at the time of application and during the employment.

Possession of a current Colorado Peace Officer Standards and Training (P.O.S.T.) certification issued by the POST Board of the Colorado Attorney General's Office at the time of application.

Possession/maintaining firearms qualification.

Possession/maintaining Taser Certification.

Possession/maintaining arrest control certification.

**CLASS DETAIL**

**FLSA CODE:** Exempt

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

**REVISED DATE:** 02/22/2009

**REVISED BY:** Melissa Palmer

**CLASS HISTORY**

08/05 - Class spec was revised in order to expand the experience requirement.

12/06 - Class spec was updated and revised. The Colorado P.O.S.T. cert issued by the P.O.S.T. Board of the Colorado Attorney General's Office was added.

10/07- Class spec was updated including Essential Duties and Licensure/Certification.

02/2009 – The General Statement of Duties, Essential Duties, Competencies, and Minimum Qualifications were updated to reflect changes in job duties.



## Career Service Authority

Page 1 of 5

# Webmaster

### GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional information technology work ensuring the consistency and accessibility of the city's internet and intranet; developing technical solutions and web tools to enhance web usability, website architecture, and search engine optimization; tracking and monitoring system activities; and developing and maintaining standards and guidelines for website style and content.

### DISTINGUISHING CHARACTERISTICS

The Webmaster is distinguished from the *Content Developer*, which provides content development support to department or agency staff, prepares department web pages and applications for web sites, and coordinates and provides editorial and technical support in this area to departmental staff.

#### ***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, may perform lead work.

**ESSENTIAL DUTIES**

Coordinates and manages the city's internet and intranet to ensure consistency and accessibility characterized by interactive services, editorial integrity and technical training for users in technology, current business models and marketing strategies.

Works with developers and system administrators to ensure effective interaction design and interface design with web applications.

Researches industry best practices on information delivery (to the end user) and develops technical solutions and web tools to enhance web usability, website architecture, and search engine optimization.

Identifies and tracks system activity, including search mechanisms, content errors, and referring sites, then monitors and reports trends such as access frequency and volume of information published.

Develops and maintains standards and guidelines for website style and content, based on industry best standards, to meet the needs of users, designers, and technical staff; creates and maintains web based training on style and content standards.

Coordinates the writing and editing of online content with authors and content developer to ensure presentation and content standards are in compliance with web usability and accessibility industry best practices.

Develops recommendations for improvement to the website in order to enhance the city's marketing and communication goals; develops technical processes needed to implement website improvements.

Participates in special marketing and communication campaigns for the city by developing strategies to effectively deliver information to the end user through the city's website.

Provides direction and guidance to others technical staff, especially with system updates or rewrites.

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, Knowledges & Skills:***

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

**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; is trustworthy.

**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.

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

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

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

**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.

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

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

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with 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 difference situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

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

**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.

**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.

**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.

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

Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

Knowledge of computer languages and their applications to enable a system to perform specific functions.

Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements.

Knowledge of data processing sufficient to be able to review program specifications, design programs, and write or modify code.

***Physical Demands:***

Sitting: remaining in the normal seated position.

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

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

Handling: seizing, holding, grasping, or otherwise working with hands.

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.

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

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

***Working Environment:***

Work is primarily performed in an office setting and frequently at other locations for meetings. Work involves pressure due to multiple calls and inquiries and is subject to interruption.

***Education Requirement:***

Bachelor degree in Computer Science, Marketing, Communications or a directly related field.

***Experience Requirement:***

Three years of professional information technology experience designing and developing internal and external websites, including experience with user interaction and interface design.

***Education/Experience Equivalency:***

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

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

None

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 06/16/1998

***ESTABLISHED BY:*** Don Braden

***REVISED DATE:*** 02/22/2009

***REVISED BY:*** Melissa Fisher

***CLASS HISTORY:*** 2/2009: The class spec was put into new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.