



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION UPDATE

TO: All agencies citywide
FROM: Alena Martinez
DATE: June 23, 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

Americans with Disabilities Act Compliance
Officer
Rev. 06/21/2009

Americans with Disabilities Act Compliance
Officer
Est. 09/16/1995

City Forester
Rev. 06/21/2009

City Forester
Est. 09/16/1995

Contract Administrator
Rev. 06/21/2009

Contract Administrator
Rev. 07/6/1997

Copy Center Operator
Rev. 06/21/2009

Copy Center Operator
Rev. 01/01/1996

Deputy Director of Emergency Preparedness
Rev. 06/28/2009

Deputy Director of Emergency Preparedness
Est. 09/16/1995

Recreation Supervisor
Rev. 06/28/2009

Recreation Supervisor
Rev. 06/16/1999



Career Service Authority

Page 1 of 4

Americans with Disabilities Act Compliance Officer

GENERAL STATEMENT OF CLASS DUTIES

Directs and supervises the Commission for People with Disabilities and serves as the City's Americans With Disabilities Act Coordinator and Compliance Officer.

DISTINGUISHING CHARACTERISTICS

Americans With Disabilities Act Compliance Officer is distinguished from Program Administrator. Positions in the Program Administrator class administer programs that may complement the core goals and objectives of an agency/department, but they are separate from the functional areas that support the core goals and objectives of the agency/department. Americans With Disabilities Act Compliance Officer is also distinguished from Operations Coordinator. Operations Coordinator is a general use class for positions that carry out full performance professional work coordinating operational and/or administrative programs or functions, acting as a liaison to facilitate communication between sections/divisions, business/community groups, and/or the public and serving as a technical advisor that may also perform leadwork. Americans With Disabilities Act Compliance Officer is a one position class that, besides performing such duties, supervises two or more employees who do not supervise.

Americans With Disabilities Act Compliance Officer is also distinguished by the following characteristics:

Guidelines, Difficulty and Decision Making Level:

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

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

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

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

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:

May perform lead work or supervise employees within the functional area.

ESSENTIAL DUTIES

Administers the programs and services provided by the Commission for People with Disabilities.

Serves as a liaison for the Mayor with the disabled community and represents the Mayor at public events and activities.

Provides Citywide training and technical assistance to City agencies, organizations, parents and individuals with disabilities.

Performs site visits and/or reviews plans for new building projects within the City to determine if projects meet mandated disability accessibility guidelines.

Makes recommendations to bring buildings and/or plans into compliance with disability accessibility guidelines.

Maintains appropriate documentation and reports regarding compliance regulations and guidelines.

Insures that City agencies and departments are in compliance with the Americans With Disabilities Act.

Develops the performance evaluation program for functions within the unit; monitors and documents employee performance; provides ongoing feedback regarding levels of performance; and formally evaluates employees in relation to performance.

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, 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.

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.

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 of 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.

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

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.

Knowledge of the Americans with Disabilities Act sufficient to be able to determine agency compliance with stated requirements.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Knowledge of training practices sufficient to be able to provide training to others. Skill in developing and managing programs or systems.

Knowledge of mandated disability accessibility guidelines sufficient to be able to determine facility compliance with stated requirements.

Skill in applying existing guidelines or creating new approaches to a variety of unprecedented and problematic situations for a unit, project or organization.

Skill in exercising initiative, judgment and decision making in solving problems and meeting the objectives of the unit, project or organization.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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

Far Acuity: ability to see clearly at 20 feet or more.

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

Depth Perception: ability to judge distance and space relationships.

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

Education Requirement:

Bachelor's Degree.

Experience Requirement:

Three years of professional experience working with people with disabilities.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement

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

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training course prior to completion of probation.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Pat Anderson

REVISED DATE: 06/21/2009

REVISED BY: Paul Wiberg

CLASS HISTORY 05/2009, class specification was put into a new format; competency statements and a distinguishing characteristics narrative were added.



Career Service Authority

Page 1 of 5

City Forester

GENERAL STATEMENT OF CLASS DUTIES

Directs and manages the City's forestry office and programs for the Department of Parks and Recreation Division of Natural Resources.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from Arborist, which performs supervisory and professional work over the inspection, maintenance, cutting, trimming, spraying, and removal of trees, but which does not direct and manage the City's forestry office and programs. It is also distinguished from positions in the Field Superintendent class which may have forestry related duties. Positions in the Field Superintendent class perform non-professional second level supervisory duties over employees involved in City field operations.

The City Forester class is also distinguished by the following characteristics:

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, 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 managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

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 knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises one or more first level supervisors and, by position, non-supervisory or working supervisor employees.

ESSENTIAL DUTIES

Directs and manages subordinate supervisors and employees involved in forestry operations at the Division of Natural Resources.

Directs and manages the enforcement of City codes and ordinances with regard to trees and vegetation.

Directs and coordinates employees involved in the inspection, trimming, spraying and removal of trees on City property.

Coordinates City wide tree planting projects and regulates public and private tree maintenance and removal.

Manages the development of work plans for the Arboreal Inspectors and tree trimming crews for the purpose of controlling highly infectious tree diseases and primary tree insect infestations.

Evaluates surveys of all trees within the City, identifying dead and diseased trees and public hazards.

Manages the maintenance of trees in the City owned nursery and evaluates various tree maintenance programs.

Directs the issuance of notices and citations to individuals for violations of City forestry ordinances.

Directs the issuance of permits and licensing of contractors for tree maintenance activities in the City.

Reviews and approves construction plans impacting existing City owned trees or new tree additions.

Establishes and maintains a safety program to ensure a safe working environment.

Develops and manages the budget for the division or work functions and allocates funds within the budget to accomplish objectives.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisors and/or staff.

Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences and long range development of employees.

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, Knowledge, & Skills:

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.

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

Organizational Awareness - Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

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

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

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

Planning and Evaluating - Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

Managing Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

External Awareness - Identifies and keeps up-to-date on key agency policies/priorities and economic, political, and social trends which affect the organization; understands where the organization is headed and how to make a contribution.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions, including establishing and implementing subordinates' performance evaluation plans.

Knowledge of city ordinances, rules and regulations regarding tree maintenance sufficient to be able to direct enforcement activities.

Knowledge of tree planting, maintenance techniques, diseases, and pests sufficient to be able to direct subordinate supervisors involved in inspection and maintenance of trees.

Knowledge of trees and tree maintenance techniques sufficient to be able to evaluate new types and determine suitability to this area.

Knowledge of budgeting procedures and requirements sufficient to be able to administer a budget to accomplish division objectives.

Knowledge of employee development principles and practices sufficient to be able to ensure the long range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the organization.

Skill in establishing and maintaining effective working relationships with employees, policy making bodies, various representatives of public or private entities and the general public.

Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution and/or garner support for various programs or policies.

Skill in exercising a high degree of initiative, judgment, discretion and decision making to integrate organizational priorities, meet deadlines, and achieve objectives.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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

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

Hearing: Perceiving the nature of sounds by the ear.

Far Visual Acuity: ability to see clearly at 20 feet or more.

Near Visual 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:

Bachelor's degree with major course works in forestry, horticulture, nursery management or related field.

Experience Requirement:

Three years of professional and/or supervisory experience over tree maintenance and planting activities, including disease and pest control-

Education/Experience Equivalency:

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

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

Licensure and/or Certification:

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

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Unknown

REVISED DATE: 06/21/2009

REVISED BY: Paul Wiberg

CLASS HISTORY 06/2009, class specification was put into a new format; supervision exercised was changed; competency statements and a distinguishing characteristics narrative were added; minimum experience requirement was broadened to include professional non-supervisory experience.



Career Service Authority

Contract Administrator

Page 1 of 6

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional work developing, negotiating, implementing, and monitoring contractual and use agreements for the city to ensure effective procurement and delivery of goods and services.

DISTINGUISHING CHARACTERISTICS

Contract Administrator is distinguished from the *Contract Compliance Technician*, which monitors contract compliance and/or contract financial performance to verify contract terms, services to be provided, and payment schedules and reviews contract and/or payment process. Next, the Contract Administrator is distinguished from the *Contract Compliance Coordinator*, which manages contract compliance and performance requirements including prevailing industry practice for similar goods and services and evaluates overall vendor performance.

Next, the Contract Administrator is distinguished from the *Contract Compliance Supervisor*, which performs supervisory duties over employees involved in the operation and maintenance of a contract compliance unit. Finally, the Contract Administrator is distinguished from the *Contract Administration Supervisor*, which performs professional and supervisory work over staff involved in the procurement and administration of contracts, directs policy and procedure development, and develops long range and short term goals and objectives for the assigned area(s) in conjunction with departmental plans and goals

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 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:

By position, performs lead work.

ESSENTIAL DUTIES

Develops, documents, and establishes policy for all necessary contractual parameters, including: types of vendors and services, space allocation, construction requirements, and tenant guideline; develops requests for information or proposals, inter-governmental agreements, and/or revenue agreements.

Markets opportunities for contracting to provide goods and services to the city; moderates pre-proposal conferences and reviews proposals and financial information submitted; and develops and oversees evaluation parameters.

Prepares feasibility studies, which involves: researching and compiling statistics on demographic factors, various markets, and economic conditions; analyzing data; and preparing reports and recommendations for management.

Negotiates the final terms of contracts, which may include developing expenditure agreements, and manages contracts of specific vendors, services, or construction projects.

Provides technical guidance to staff and contractors, recommends and coordinates the implementation of policies and procedures for assigned functions, and assists in developing new policies and procedures.

Performs on-site investigations to verify compliance to contract, including pricing and employment rules and regulations, approves or denies adjustments, responds to inquiries and audits, and re-inspects as necessary.

Acts as a liaison to the City Attorney's Office, follows prospective contracts throughout the review process, and coordinates actions for breach of contract situations.

Makes presentations to contractors, city department heads, concession operators, and public interest groups and provides information on contract policies and procedures and on general business management.

Maintains a tracking system of contract files throughout the term of the contract, archives all resource documents, and completes reports for management on contractor performance.

By position, performs some or all of the elements of lead work including, planning, assigning, and reviewing work assignments; providing training on contract administration techniques, policies and procedures; and resolving problems encountered during daily operations.

By position, coordinates internal review committees and recommends contract renewals, extensions, amendments and modifications to management.

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, Knowledge, & Skills:

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.

Organizational Awareness – Knows how organization's mission and functions and how its social, political, and technological systems work and operates effectively within them. This includes programs, policies, procedures, rules, and regulations of the work unit and/or organization.

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

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

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 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.

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

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

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 minimum supervision; is motivated to achieve; demonstrates responsible behavior.

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

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.

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

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

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

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

Knowledge of various types of contracts, techniques for contracting or procurements, and contract negotiation and administration.

Skill in ensuring compliance with contractual agreements and in performing field investigations to ensure compliance with stated requirements.

Knowledge of financial analysis techniques, including research techniques and analysis of operations and programs, sufficient to be able to perform the duty assignment.

Skill in estimating the cost of personnel, materials, and supplies.

Knowledge of mathematics, including statistics, sufficient to be able to perform statistical analysis and generate decisions from the analysis.

Knowledge of marketing strategies sufficient to be able to recruit services for goods and services required by the agency.

Knowledge of supervisory principles and practices sufficient to be able to establish priorities, assign and review work and resolve problems.

Skill in utilizing internet search engines and computer databases and software to support contract development.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

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

Balancing: maintaining body equilibrium to prevent falling.

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 and object up to 10 pounds.

Far acuity: ability to see clearly at 20 feet 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.

Working Environment:

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

Education Requirement:

Bachelor degree in Business Administration, Public Administration, Political Science, Management, or a directly related field.

Experience Requirement:

Three years of professional experience performing contract negotiation, contract administration, or conducting research and analysis in an area such as budget, compliance issues, or accounting.

Education/Experience Equivalency:

Four years of professional experience and 90 semester hours of post high school course work, including courses in statistics, writing, and public speaking may be substituted for the education and experience requirement.

A master's degree may be substituted for one year of professional experience.

Licensure and/or Certification:

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Exempt
ESTABLISHED DATE: 09/16/1995
ESTABLISHED BY: Jean Canfield
REVISED DATE: 06/21/2009
REVISED BY: Melissa Fisher

CLASS HISTORY

6/2009 – The General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated. The class spec was put into the new format.



Career Service Authority
Copy Center Operator

Page 1 of 4

GENERAL STATEMENT OF CLASS DUTIES

Performs bindery and reprographic work in a quick-copy center.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from Press Operator, which, as well as operating bindery equipment, operates various offset printing presses.

This class is also distinguished by the following characteristics:

Guidelines, Difficulty and Decision Making Level:

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

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

Decisions or recommendations on non-standardized situations are limited to relating organizational 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 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:

May coordinate the work of other employees working on a large job.

ESSENTIAL DUTIES

Sets up and operates machines and equipment in a quick-copy center to complete short-run, on-demand duplicating work.

Makes reproduction masters and evaluates proof runs.

Cleans, adjusts and performs routine maintenance on machines and equipment used in a quick-copy center.

Makes job tickets, checks completed work orders to ensure quality work and compliance with customer requests and approves orders for delivery or reassigns to meet deadlines.

Sets up and operates bindery equipment such as the stitcher, collator, paper cutter, punch and folder for basic stock and standard-size fold.

Trains new employees in the operation of machines and equipment in the quick-copy center.

Some positions may answer customer questions and assist customers with any special copying needs or requirements.

Some positions may weigh and stamp US mail and sort for pick up or delivery.

Some positions may photograph employees for City identification cards and take fingerprints.

Some positions may operate a map machine to produce aerial and base line maps.

Some positions may make change and issue receipts.

Some positions may order, distribute and track office supplies for an agency.

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, Knowledge, & Skills:

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

Conscientiousness - Performs assigned tasks and verifies work; meets deadline on most assigned tasks; assists others when requested.

Reading - Reads short documents and booklets to obtain specific information; follows written directions to perform a simple task.

Writing - Completes standard forms without assistance from co-workers or supervisor; copies information from one source to another.

Listening - Listens to messages to understand simple details, a sequence of events or to get the main idea; usually responds appropriately.

Flexibility - Makes adjustments in work procedures and schedule to accommodate planned or unexpected changes.

Self-Management - Sets general goals and priorities for specific tasks and assignments; manages a single project or several assignments limited in scope; completes most assigned work on time.

Customer Service - Works with customers to identify appropriate products and services to meet customer needs.

Knowledge of mathematics sufficient to be able to perform a variety of calculations.

Knowledge of training techniques sufficient to be able to train others to perform the duties of the work assignment.

Skill in using equipment and machinery used in quick-copy centers.

Skill in maintaining and adjusting machinery and equipment.

Skill in using bindery equipment.

Skill in understanding and applying oral, written, illustrated or demonstrated instructions.

Skill in communicating and presenting factual information related to the work assignment.

Skill in establishing and maintaining effective working relationships with other employees and the public.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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.

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

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.

Feeling: perceiving attributes of objects by means of skin receptors.

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.

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 distance and space relationships.

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

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to electrical and radiant energy hazards
Exposed to hazards from electrical/mechanical/power equipment
Exposed to odorous chemicals and specimens
Subject to hazards of flammable, explosive gases
Subject to burns and cuts.
Subject to injury from moving parts of equipment

Education Requirement:

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

Experience Requirement:

One year of general clerical experience OR completion of an approved training program as a clerical trainee.

Education/Experience Equivalency:

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

Licensure and/or Certification:

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

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE: 01/11/1996 (Braden)
06/28/2009 (Wiberg)

REVISED BY: Paul Wiberg

CLASS HISTORY 06/2009, class specification was put into a new format and competency statements were added.



Career Service Authority

Page 1 of 5

Deputy Director of Emergency Preparedness

GENERAL STATEMENT OF CLASS DUTIES

Administers the Office of Emergency Management in the absence of the Director, manages the City/County Emergency Operations Plan, performs rotational duty officer functions and other supervisory duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Deputy Director of Emergency Preparedness is the formal class title of a position whose working title is "Deputy Director of Emergency Management and Homeland Security" This one position class is distinguished from the Director of Emergency Management. "Director of Emergency Management" is the working title of a position that is classified as Manager 1. Manager 1 positions manage an operational and/or functional area(s) by recommending and implementing plans, procedures, policies, programs, and projects. The Deputy Director of Emergency Management and Homeland Security (Deputy Director of Emergency Preparedness) is responsible for these management duties only in the absence of the Director although regularly assisting the Director in determining the goals and objectives of the organization, and initiates proposals for change in organizational functions, resource allocations, procedures, and priorities.

The Deputy Director of Emergency Management and Homeland Security (The Deputy Director of Emergency Preparedness) is also distinguished by the following characteristics:

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, 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 are 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:

Supervises first level supervisors and other employees who do not supervise.

ESSENTIAL DUTIES

Performs the duties of the Director of Emergency Management and Homeland Security as needed, including budget, personnel, and program responsibilities.

Assists in determining the goals and objectives of the organization, and initiates proposals for change in organizational functions, resource allocations, procedures, and priorities.

Devises strategies to deal with emergency and crisis situations and manages the City/County Emergency Operations Center.

Performs duty officer functions on a rotating basis, evaluates emergency/crisis incidents, and coordinates agency operations and city/county response. May perform operational duties at emergency/crisis location.

Provides expertise and assistance to city agencies developing emergency action plans and identifying hazards, and assists private sector organizations as requested.

Makes presentations and participates in emergency preparedness activities involving community groups, city/county agencies, and other governmental entities, and serves as liaison/representative for the agency.

Designs an organizational approach for the orientation, training, and development of employees that ensure the long-range capability of the organization to function effectively.

Directs the development of performance evaluation standards for functions managed within the guidelines set by management. Formally evaluates the work of directly subordinate supervisors and/or staff.

Delegates responsibility and authority to subordinate supervisors and staff.

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, Knowledge, & Skills:

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.

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

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.

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

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.

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.

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.

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.

Knowledge of emergency and disaster strategies and techniques sufficient to be able to determine and coordinate appropriate assistance.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluations

Skill in exercising a high degree of initiative, judgment, discretion, and decision making to integrate organizational priorities, meet deadlines, and achieve objectives.

Skill in developing techniques and methodologies to resolve unprecedented problems or situations.

Skill in evaluating emergency/crisis situations.

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public in emergency and other situations.

Skill in determining and communicating appropriate emergency response plans.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

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

Balancing: maintaining body equilibrium to prevent falling over.

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.

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

Lifting: raising or lowering an object 10 –25 pounds.

Far Visual Acuity: ability to see clearly at 20 feet or more.

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

Field of Vision: ability to see peripherally.

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

Working Environment:

Exposed to unpleasant elements (accidents, injuries and illness)

Subject to varying and unpredictable situations

Handles emergency or crisis situations

Subject to many interruptions

Pressure due to multiple calls and inquiries

Exposed to dangers of assaults/hazards from investigating alarms

Exposure to toxic chemicals.

Education Requirement:

Bachelor's Degree

Experience Requirement:

Three years of experience performing emergency response functions which included planning and executing disaster response scenarios, coordinating and training response teams, and evaluating emergency response operations.

Education/Experience Equivalency:

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

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

Licensure and/or Certification:

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Unknown

REVISED DATE: 06/28/2009

REVISED BY: Paul Wiberg

CLASS HISTORY 06/2009, class specification was put into a new format; competency statements and a distinguishing characteristics narrative were added. Position's working title is described in this narrative.



Career Service Authority Recreation Supervisor

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Plans, coordinates and supervises the operations of a recreation center(s), a large recreation program or a recreation function.

DISTINGUISHING CHARACTERISTICS

Recreation Supervisor is distinguished from Recreation Coordinator and Recreation Instructor. Recreation Coordinator performs duties related to the development, implementation and evaluation of organized recreational programs, classes and activities. Recreation Supervisor is distinguished from Recreation Coordinator by its responsibility for the overall operations and delivery of program services by a recreation center or a large recreation program.

Recreation Supervisor is also distinguished by the following factors:

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 managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

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 employees who do not supervise.

ESSENTIAL DUTIES

Supervises and coordinates all of the activities of a recreation unit.

Supervises a comprehensive recreational program.

Coordinates special events, activities and programs and collaborates with other recreation staff to develop interagency coordinated programs.

Establishes and maintains liaison with community groups and/or organizations to identify and assess community needs, develop and modify programs, initiate action and guide implementation to improve services and establish effective marketing plans to increase program participation.

Serves as a committee member or project team member to create or modify citywide recreation and athletic programs, fee structures, policies and related ordinances through a consensus agreement.

Implements and enforces rules and policies for recreation participants.

Plans, schedules, coordinate, and assign work and establish goals and priorities for subordinate employees.

Reviews work upon completion for adherence to guidelines and standards.

Resolves problems encountered by employees during the course of the assignment.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance and formally evaluates employees in relation to performance.

Implements safety standards and develops procedures to ensure compliance.

Makes recommendations to develop or modify the Recreation Center budget and allocates resources in accordance with the principles and practices of program based budgeting.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Initiates and recommends disciplinary action for employees as necessary

Utilizes a computer to edit, compile, input, and retrieve files and/or databases to prepare a variety of letters, memorandum, and reports, and to complete forms or templates.

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, 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.

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

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

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

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

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

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

Managing Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

Planning and Evaluating - Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

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

Knowledge of the objectives of a planned community recreation program sufficient to be able to plan, coordinate, and direct the activities of athletics, fitness, cultural/social, and/or arts and crafts in a comprehensive recreation unit.

Knowledge of techniques and practices used in providing recreational activities to special groups or for special events sufficient to be able to provide recreation programs for handicapped, seniors and other groups.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Skill in implementing and enforcing rules and policies.

Skill in utilizing computer software to accomplish a variety of tasks.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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

Walking: moving about on foot.

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

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

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

Hearing: perceiving the nature of sounds by the ear.

Far Visual Acuity: ability to see clearly at 20 feet or more.

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

Working Environment:

Subject to long irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Bachelor's Degree

Experience Requirement:

Three years of experience in planning, organizing, directing, instructing, monitoring and evaluating a comprehensive community recreation program.

Education/Experience Equivalency:

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

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

Licensure and/or Certification:

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

Completion of a Career Service Authority Supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Unknown

REVISED DATE: 06/16/1999
06/28/2009

REVISED BY: 1999 (Nicole Lucero)
2009 (Paul Wiberg)

CLASS HISTORY: 06/2009, class specification was put into a new format; an essential duty statement and skill statement re: computer use, competency statements and a distinguishing characteristics narrative were added.