Title: Consideration of four revised and new job descriptions.

Recommended Motion: Council take the following actions:
1. Approve the updated and amended flexibly staffed Community Services Officer I/II job description;
2. Approve the updated and amended flexibly staffed Community Services Analyst I/II job description;
3. Approve the revised Utility Maintenance Worker job description;
4. Approve the new Principal Planner job description;
5. Authorize the Finance Director to make the budget transfers or amendments as needed.

Background: The following is a summary of each job description:

Community Services Officer I/II
On October 24, 2017, the City Council approved the addition of one Police Officer and one Community Services Officer (CSO) for the Police Department utilizing Measure N funding. Since the CSO position would be taking on new job responsibilities, including parks patrols/presence and technological monitoring; downtown parking enforcement and program development; code enforcement including fire fuels abatement and other “broken windows theory” code activities; response and case reporting of cold calls, the City needed to update the SCO job description. This job description will allow for a flexibly staffed job classification. As noted, this would lead to the addition of one staff position.

Community Services Analyst I/II
The proposed change to this job description is to create a flexibly staffed position for the City Hall front counter operations. The intent of this change is to allow the current CSA positions to take on more complex job duties that would fall outside the current job description. These expected job tasks are more complex and require more responsibility. One of the key management tools available for management staff is to create flexibly staffed positions to assist in the long-term job retention of exceptional employees, and to foster the growth and advancement of qualified staff. Management staff believes this is an excellent way to build and develop talent. This change will not lead to an addition of new staff, but allow advancement opportunities.
Utility Maintenance Worker
To provide a balance between uncertain fiscal times and a continued adequate level of service, the Public Works Department has been looking at ways to standardize job description requirements between similar field positions. With this goal in mind, staff proposes to modify the Utility Maintenance Worker job description relating to certificate, license, and registration requirements for driver’s license to be consistent with job descriptions of the Maintenance Worker series. The proposed change would require a California Class “C” driver’s license rather than the current Class “B” or higher commercial license. However, it also requires for the ability to obtain a class “B” or higher commercial driver’s license within 6 months from the date of hire or prior to completion of probationary period. This change will not lead to an addition of new staff.

Principal Planner
The intent of this new job description is to provide a position in Unit 1 and allow proper supervision and management of staff. This is a journey level management position intended to provide supervision of Community Development Department staff.

All the job descriptions have been reviewed and approved by the representatives of the appropriate employee organizations. Attached is the proposed salary ranges for the CSO I/II, CSA I/II, and Principal Planner.

Fiscal Impacts: These positions will be funded from Measure N, Water and Sewer Fund, and the General Fund through the existing budget.

Reviewed by: ____ City Manager

Attachments:
1. Community Services Officer I/II Job Description
2. Community Services Analyst I/II Job Description
3. Utility Maintenance Worker Job Description
4. Principal Planner Job Description
5. Proposed Salary Ranges
City of Grass Valley
JOB DESCRIPTION

Principal Planner

Department: Community Development Department
 Reports To: Community Development Director
 FLSA Status: Exempt
 Unit: 1, Full-time Position

SUMMARY OF JOB PURPOSE
Under general direction to perform, plan, and implement current and advanced planning activities and programs; perform a variety of difficult and complex professional planning work related to assigned area of responsibility, including but not limited to the implementation, management, and update of the General Plan, Development Code, and other policy documents; management of consultant contracts for Environmental Impact Reports and variety of grants.

SUPERVISION RECEIVED AND EXERCISED
This position receives general direction from the Community Development Director and exercises direct supervision over assigned subordinate professional, technical and/or clerical staff, including recruiting, hiring, evaluating, and disciplining assigned personnel. Incumbents participate in extremely complex and difficult land use projects, or politically sensitive situations.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)
1. Plans, organizes and supervises the activities of professional and technician staff involved in the processing of land use permits, code enforcement, and building activities.
2. Reviews and approves employee schedules, overtime, vacation, sick leave and time cards.
3. Trains employees in work procedures, standards and safety practices, and reviews work in progress or upon completion for compliance with standards.
4. Interviews and recommends selection of job applicants, establishes performance standards, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends disciplinary action.
5. Interprets and applies provisions of law, rules, regulations and policies related to land use planning matters, including environmental laws and code enforcement.
6. Develops policies, procedures and ordinances to ensure compliance with applicable laws and regulations (e.g. CEQA Procedures; Subdivision Ordinance) and City Council direction.
7. Interprets and advises staff on law, regulations, policy and procedures; conducts staff meetings.
8. Works with Community Development Director and staff to resolve policy, procedural or operational issues.

This job description indicates in general the nature and levels of work, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER.
City of Grass Valley

JOB DESCRIPTION

Principal Planner

9. Prepares and reviews RFPs (Request for Proposal) and RFQs (Request for Qualifications) for services to be retained by the Planning Department.

10. Negotiate, develop, and administer complex contracts for professional services to ensure work progress and compliance with contract terms and conditions.

11. Attends and makes presentations at City Council, Planning Commission, Development Review Committee, interagency, committee, and other meetings and conferences.

12. May evaluate and recommend purchase of materials, supplies, and equipment.

13. Oversee economic development activities and projects benefiting the City.

14. Acts on behalf of the Community Development Director when needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

1. Administrative principles and methods, including goal setting, program and budget development and implementation, personnel management and supervision.

2. Principles and practices of land use planning, environmental analysis, and code enforcement.

3. Principles and practices of quality customer service.

4. Federal, State and local laws and regulations affecting the activities of the Community Development Department.

5. Functions and operations of related governmental agencies.

6. Case law (Federal and State) related to the regulations of land use and code enforcement.

7. Contemporary trends and practices of planning and community development, including, but not limited to growth management, urban design, and environmental analysis.

Skills in:

1. Demonstrating strong project management skills by carrying out complex projects to successful completion with general direction.

2. Making effective oral presentations before public bodies, leading community meetings, and facilitating consensus building on complex planning projects.

3. Selecting, motivating, training, and supervising professional and technical staff.

4. Preparing effective, concise, and comprehensive reports and recommendations utilizing all applicable and appropriate local, state, and federal regulations and guidelines.

5. Analyzing complex problems, evaluating alternatives, and making sound recommendations related to Department activities.

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6. Establishing and maintaining effective working relationships with those contacted in the course of work.

Ability to:
1. Motivate employees to perform to the best of their abilities, evaluate employee job performance and initiate recognition and disciplinary procedures where appropriate.
2. Supervise, train and evaluate assigned personal.
3. Work cooperatively with other agencies and City staff to achieve solutions to issues facing the City.

QUALIFICATIONS
To perform this job successfully, the incumbent must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable incumbents with disabilities to perform the essential functions. The requirements listed are representative of the knowledge, skill and/or ability required.

EDUCATION AND EXPERIENCE
A Bachelor's degree from an accredited college or university in planning, community development, or closely related field, and six years of increasingly responsible experience in the field of urban, regional, or environmental planning. The equivalent to a Master's degree from an accredited college or university in planning, community development, or closely related field may be substituted for two years of the required experience.

CERTIFICATES, LICENSES AND REGISTRATIONS
1. Possession of a valid California Driver's License and a satisfactory driving record is a condition of initial and continued employment.

PHYSICAL REQUIREMENTS
1. Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.
2. While performing necessary field duties, must be capable of moving about safely while maintaining body equilibrium to prevent falling on narrow, uneven and slippery surfaces. The incumbent must be able to work in variable temperatures and weather conditions.
3. Must have a clear field of vision and be capable of distinguishing colors.
4. Must be able to sit at a confined work station for extended periods while performing essential duties.
5. On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.

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JOB DESCRIPTION

LANGUAGE SKILLS
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; write reports, business correspondence, and procedure manuals; effectively present information and respond to questions from managers, employees, and the general public.

MATHEMATICAL SKILLS
Ability to perform mathematical concepts such as: fractions, percentages, ratios, and proportions to practical situations; ability to work with mathematical concepts such as probability and statistical inference.

REASONING ABILITY
Ability to apply common sense and understanding to carry out instructions furnished in written, oral, or diagram form. Resolve problems involving several known variables in standardized situations using standard industry and departmental processes and/or procedures.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job.

WORKING ENVIRONMENT
While performing the duties of this job the incumbent is regularly exposed to outside elements of wet and/or humid conditions, rain, snow and heat; moving mechanical parts; fumes or airborne particles and toxic or caustic chemicals. The incumbent is occasionally exposed to risk of electrical shock and vibration; and steady level of loud noise.

GENERAL
The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: ________________________________

Signature: ________________________________ Date: ________________

Adopted: ____________________________ Revised: ____________________________

This job description indicates in general the nature and levels of work, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER.
SUMMARY OF JOB PURPOSE
Under direction and supervision a Community Service Officer (CSO) is assigned to any division of the Grass Valley Police Department and performs a number of non-hazardous tasks and assignments, including: organizing and implementing projects and events; preparing and compiling a variety of analytical work; responding to calls for service in the field; proactively patrolling areas of the City; and performing a variety of professional and technical level tasks relative to assigned areas of responsibility.

Community Services Officer I is the entry level class in the Community Services Officer series. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Community Services Officer II is the journey level class in the Community Services Officer series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level based on the performance of the full scope of work, meeting performance standards, and meeting the requirements of the II level.

The Community Service Officer (CSO) I/II class is distinguished from Police Officer I/II class in that the CSO is a non-sworn classification, which assists sworn personnel by performing non-hazardous law enforcement and other public safety duties.

SUPERVISION RECEIVED AND EXERCISED
The CSO I/II class position receives immediate supervision from an on-duty Sergeant or Police Officer.

The CSO I/II class position receives general supervision from division managers who may assign larger projects, tasks, or program oversight. The CSO II class may have limited supervision of, and/or provide direction to, the CSO I class.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)

Community Service Officer, Typical Duties:

Depending upon assignment, duties may include, but are not limited to the following:

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Community Service Officer I / Community Service Officer II
(Flexibly Staffed)

1. Patrol assigned areas enforcing parking, vehicle abatement, code violations, and related laws and regulations.
2. Provide support to patrol, animal control, narcotics, detectives, investigations, and other divisions within the police department.
3. Provide support to fire prevention and investigations and/or fire related code enforcement efforts.
4. Assist police officers in routine investigations.
5. Respond to and investigate non-injury traffic collisions.
6. Prepare non-emergency theft, stolen car, missing person, vandalism and quality of life reports.
8. Collect, receive, process, index and safeguard property/evidence; maintain evidence chain-of-custody records.
9. Perform traffic control, non-violent crowd control, and administer first aid as necessary.
10. Respond to and process found property calls.
11. Transport victims, witnesses, and equipment.
12. Refer violations and complaints by citizens to proper authorities and departments.
13. Perform as scribe at crime scenes and command posts.
14. Act as a liaison to schools regarding Police Department/school activities.
15. Testify in court or at hearings regarding case records and investigative activities.
16. Perform parking enforcement and vehicle abatement duties including: issue citations; collection and documentation of cash/coin/transaction data; maintain a variety of records related to citations and vehicle impoundments; sign-off on citations related to equipment violations.
17. Perform code enforcement activities, including, but not limited to abatement of nuisances or other code enforcement of municipal codes across City departments.
18. Enforce vehicle, sign and litter abatement ordinances; drive, deploy and pick up speed monitoring equipment; observe and report needed street sign repairs/corrections.
19. Direct traffic at accident scenes and other events that may require traffic direction.
20. Participate and/or work special events within or related to the City.
21. Carry less lethal personal protection such as oleoresin capsicum “OC” and/or other weapons as assigned by the police department and authorized by law.
22. Locate, investigate, and interview victims, witnesses and non-custodial suspects.
23. Record, analyze, and evaluate statements made by victims, witnesses, and non-custodial suspects.
24. Provide break or absence relief for other job classes within the police and fire departments or other departments as assigned.
25. Performs a variety of responsible customer service duties in support of an assigned function including, but not limited to, licensing, office support, records maintenance, and cashiering.

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Community Service Officer I / Community Service Officer II
(Flexibly Staffed)

26. Monitors work activities to ensure safe practices, quality and accuracy; ensures compliance to applicable rules, policies and procedures.
27. Perform other related duties as assigned; not all duties listed are necessarily performed by each individual holding this classification.

Community Services Officer II, Additional Duties:
Depending upon assignment, duties may include, but are not limited to the following:

1. Provide comprehensive forensic crime scene response, including but not limited to, evidence collection, photo-video-3D crime scene documentation, and scene processing.
2. Patrol assigned areas enforcing animal control, parking, vehicle abatement, code violations, and related laws and regulations.
3. Capture and impound unlicensed, stray, and uncontrolled domestic and wild animals (including use of chemical immobilization); safely secure and transport to shelter.
4. Investigate complaints concerning animals creating nuisances and take appropriate action; investigate reports of animal abuse; issue warnings and citations for violations.
5. Respond to calls regarding animal bites; quarantine animals for rabies observation; petition court to deem dogs potentially dangerous and vicious.
6. Plan, participate, and/or work special events within or related to the City.
7. Assist in conducting surveys and studies by compiling, tabulating, analyzing and reporting data.
8. Analyze and produce reports related to crime information among other data sources.
9. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications to increase work efficiencies.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

1. Law enforcement and fire prevention issues in the Grass Valley community.
2. Problems, needs, concerns, and attitudes of Grass Valley residents.
3. Basic operations and functions of the Grass Valley Police Department.
4. English usage, grammar, vocabulary, and spelling.
5. General principles and practices commonly used to establish effective Police community relations.
6. Basic principles, procedures, and methods used in the performance of customer service and basic office duties.
7. Modern office procedures, methods, and equipment including computer equipment and software including word processing and use of Excel, Outlook, internet and mobile devices.
8. Basic mathematical principles.
9. Methods and techniques of proper phone etiquette.

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Community Service Officer I / Community Service Officer II
(Flexibly Staffed)

10. Principles and procedures of record keeping and filing.
12. Pertinent federal, state, and local laws, codes, and regulations.

Skills in:
1. Reviewing, understanding, and implementing provisions of applicable codes, ordinances and regulations enforceable by the City;
2. Applying laws, regulations, codes and departmental policies;
3. Recognizing, prioritizing and accomplishing needed tasks;
4. Researching, preparing and writing clear and concise technical reports.

Ability to:
1. Acquire, through training, knowledge of contemporary and approved principles, practices, and procedures of public safety work, state laws, City ordinances, and first-aid.
2. Acquire, through training, knowledge of the geography and demographics of the City and common problems.
3. Write clearly, accurately, concisely, and legibly, using correct English grammar, punctuation, and spelling.
4. Perform a variety of customer service tasks in support of assigned function.
5. Understand and carry out oral and written instructions.
6. Prepare clear, accurate, and concise letters, reports, and other correspondence.
7. Observe, assimilate, remember, and record pertinent facts and details.
8. Read maps and mapped information.
9. Apply selected knowledge (i.e., laws, statutes, court decisions, department policies, criminal investigation theories, etc.) in collecting, organizing, and analyzing a variety of information to decide on an appropriate and reasonable course of action.
10. Analyze problems and rationally take effective action in emergency and stressful situations.
11. Establish and maintain cooperative working relationships with co-workers, other City employees, community and neighborhood organizations, and the public.
12. Maintain the confidentiality of records.
13. Deal courteously with the public.
14. Operate a public safety radio, mobile data computer, office computers and mobile devices.
15. Adapt to changing technologies and learn functionality of new equipment and systems.
16. Develop skill in the use of a less lethal personal protection such as the use of oleoresin capsicum “OC” or other assigned equipment.
17. Safely operate a City vehicle.
18. Understand and apply applicable federal, state, and local laws, codes, and regulations.
19. Work independently and as part of a team.

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Community Service Officer I / Community Service Officer II
(Flexibly Staffed)

Community Service Officer (CSO) II, Additional Knowledge, Skills and Abilities:

1. Knowledge of more complex principles, procedures, and methods used in the performance of customer service and job duties.
2. Knowledge of more complex mathematical principles and complex use of computer systems, networks, and processes.
3. A broader understanding of department and cross-department divisions and functions.
4. Ability to engage in complex research and data compilation, analysis and reporting.
5. A strong understanding of criminal evidence principles including DNA and other forensic evidence components.
6. Ability to plan and effectively coordinate community and problem oriented policing projects, special events, and present to diverse and large groups.

QUALIFICATIONS
To perform this job successfully, the incumbent must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable incumbents with disabilities to perform the essential functions. The requirements listed are representative of the knowledge, skill and/or ability required.

PHYSICAL REQUIREMENTS
1. Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.
2. Must be able to sit at a confined work station for extended periods or work in a vehicle for extended periods while performing essential duties.
3. On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.
4. Run, walk and stand during field activities; bend, squat, kneel and twist; climb stairs and/or ladders while in the field; perform simple and power grasping, pushing, pulling, and fine manipulation; and regularly carry weight of 35 pounds or less and intermittently carry weight of 75 pounds; walk on uneven ground.
5. While performing the duties of this job the incumbent is regularly required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold, and manipulate tools and talk and hear. The incumbent is occasionally required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 20 pounds alone, and up to 40 pounds with assistance. See in the normal visual range with or without correction. Hear in the normal audio range with or without correction.

EDUCATION AND EXPERIENCE
This job description indicates in general the nature and levels of work, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER.
Community Service Officer I / Community Service Officer II  
(Flexibly Staffed)

1. Equivalent to the completion of the twelfth grade. An Associates of Arts degree, or equivalent, from an accredited college or university with major course work in administration of justice, business, or a closely related field is desirable; and
   A. Community Service Officer I – Prior law enforcement experience or internship is preferred.
   B. Community Service Officer II – One year of experience as a Community Service Officer I, or prior similar experience in another law enforcement agency.

CERTIFICATES, LICENSES AND REGISTRATIONS
Community Services Officer I
1. Must have an acceptable driving record and possess an appropriate California Driver’s License.
2. Possess or obtain a valid PC 832 certificate within 6 six months of hire

Community Services Officer II
1. Must have an acceptable driving record and possess an appropriate California Driver’s License.
2. Possess a valid PC 832 certificate at time of appointment.
3. Attend and complete other certification programs/classes as assigned to more effectively accomplish job duties.

GENERAL
The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: ________________________________
Signature: ________________________________ Date: ______________

Adopted: ______________ Revised: ______________

This job description indicates in general the nature and levels of work, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER.
City of Grass Valley
JOB DESCRIPTION

Community Services Analyst I / Community Services Analyst II
(Flexibly Staffed)

Department: Various
FLSA Status: Non-Exempt
Reports To: Department Director
Unit: 2, Full-time Position

SUMMARY OF JOB PURPOSE
Under direction to plan, organize and implement City permit operations; prepare and compile a variety of analytical work that ranges from moderate to considerable difficulty; and perform a variety of professional and technical level tasks relative to assigned area of responsibility.

The Community Services Analyst I is an entry level classification responsible for assisting a Department Director and/or their designee.

The Community Services Analyst II is journey level position and is assigned a greater variety of more difficult tasks and projects. This class is distinguished from the Community Services Analyst I in that the position is expected to be self-directed, have greater familiarity with City operations, and work on more complex projects and special assignments. Positions in this class may be flexibly staffed and are normally filled by advancement from the Community Services Analyst I position. Appointment to the higher class requires that the employee be performing the full range of duties for the class and meet qualification standards for the class.

SUPERVISION RECEIVED AND EXERCISED
The Community Services Analyst I class position receives general supervision from the Community Development Director or their designee.

The Community Services Analyst II class works with limited supervision and, within a framework of established procedures, is expected to perform a variety of complex duties with only occasional instruction or assistance from the Community Development Director or designee.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)

Community Services Analyst I, Typical Duties:

1. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the City's permitting programs; implement policies and procedures.
2. Develop and implement the permit programs by compiling, evaluating, and determining specific needs related to permit customers.
3. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications to increase work efficiencies.
4. Research, compile, and prepare reports and documentation on program activities; maintain records of findings and corrective actions; prepare periodic status reports.

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5. Provide information and direction to the public at the counter, via telephone, e-mail, and written correspondence related to the City's processes including planning, building, engineering, public works, utility, and zoning matters.

6. Review applications, documents and plan submittals to assure basic submittal requirements are provided based on established criteria; log-in and coordinate routing of various plans and permits to appropriate departments and outside agencies.

7. Issue minor planning, engineering, and building permits and provide fee estimates as requested.

8. Assist with the development of marketing and informational materials; maintain database of new businesses.

9. Respond to requests for information from the general public, City staff, developers, and other interested parties; research requested information and make recommendations appropriate to resolving inquiries and/or complaints.

10. Performs a variety of responsible customer service duties in support of an assigned City area or function including, but not limited to, billing, licensing, office support, records maintenance, accounting, and cashiering.

11. Receives and processes applications and license renewals; verifies accuracy of information on applications, collects fees, and posts payments; routes applications to appropriate departments for review and action.

12. Receives and responds to requests for City records and documents; converts hardcopy records into digital formats; indexes digital records into an electronic records system; maintains electronic and hardcopy files; files and retrieves record copies as necessary.

13. May serve as custodian of petty cash; assumes responsibility for maintaining records of petty cash distributions; reconciles petty cash; ensures ample supply of cash on hand.

14. Monitors work activities to ensure safe practices, quality and accuracy; ensures compliance to applicable rules, policies and procedures.

15. Performs general administrative work as required, including but not limited to preparing reports and correspondence, entering computer data, etc.

16. Establishes and maintains positive working relationships with other City staff, representatives of community organizations, state/local agencies, consultants, contractors, and the public.

17. Performs related duties as assigned.

Community Services Analyst II, Additional Duties:

1. Analyze program activities and develop corrective actions in conjunction with City management staff.

2. Review applications for accuracy and compliance with pertinent laws.

3. Perform minor plan checks; issue minor planning, engineering and building permits; calculate permit and impact fees and provide fee estimates as requested; prepare fee credits for proposed projects.

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Community Services Analyst I / Community Services Analyst II  
(Flexibly Staffed)

4. Work directly with City vendors to manage customer issues and to improve customer service.
5. Provides training for Community Services Analysts and other staff on permit processes.
6. Assists with the management of contracts.
7. Assists with the preparation, and submittal of grant applications.
8. Assists with more complex code enforcement cases.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:
1. Basic principles, procedures, and methods used in the performance of customer service and basic office duties.
2. Operations, services and activities of the City area or function to which assigned.
3. Basic mathematical principles.
4. Methods and techniques of proper phone etiquette.
5. Principles and procedures of record keeping and filing.
6. English usage, spelling, grammar and punctuation.
8. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
9. Pertinent federal, state, and local laws, codes, and regulations.
11. Planning, building, and public works permit approval processes and procedures.

Skills in:
1. Reviewing, understanding, and implementing provisions of applicable codes, ordinances and regulations enforceable by the City;
2. Applying laws, regulations, codes and departmental policies;
3. Recognizing, prioritizing and accomplishing needed tasks;
4. Researching, preparing and writing clear and concise technical reports.

Ability to:
1. Perform, with some assistance and instruction, a range of varied complex, sensitive, highly responsible, and confidential office administrative, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department.
2. Plan and organize work to meet changing priorities and deadlines.
3. Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

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Community Services Analyst I / Community Services Analyst II  
(Flexibly Staffed)

4. Understand, interpret, and apply general and specific administrative and departmental policies and procedures using good judgement.
5. Understand and apply applicable federal, state, and local laws, codes, and regulations.
6. Perform a variety of customer service tasks in support of assigned function.
7. Perform a variety of contracting, office accounting, fiscal, and statistical record keeping duties including preparing, maintaining, and reconciling a variety of records and files.
8. Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.
9. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
10. Read, understand, and review documents for accuracy and relevant information.
11. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications at a speed necessary for successful job performance.
12. Adapt to changing technologies and learn functionality of new equipment and systems.
13. Maintain composure and exercise good judgment when answering demanding questions.
14. Establish and maintain effective working relationships with those contacted in the course of work.
15. Participate in researching, compiling, analyzing, and interpreting data.
16. Prepare clear, accurate, and concise letters, reports, and other correspondence.
17. Understand and carry out oral and written directions.
18. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
19. Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
20. Utilize public relations techniques in responding to inquiries and complaints.
21. Communicate clearly and concisely, both orally and in writing.
22. Understand basic maps, sketches, drawings, specifications and technical manuals.
23. Understand plans for infrastructure components and pipelines.
24. Organize, prioritize and follow up on work assignments.
25. Work independently and as part of a team.

Community Services Analyst II, Additional Knowledge, Skills and Abilities:

1. Knowledge of more complex principles, procedures, and methods used in the performance of customer service and office duties.
2. Knowledge of more complex mathematical principles.
4. Knowledge of methods and techniques of contract negotiation and administration.
Community Services Analyst I / Community Services Analyst II
(Flexibly Staffed)

5. Skills in interpreting and complying with provisions of applicable codes, ordinances and regulations enforceable by the City.

6. Ability to independently perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department with only occasional instruction or assistance.

7. Ability to read and interpret maps, sketches, drawings, specifications and technical manuals.

8. Ability to read, decipher and understand plans for infrastructure components and pipelines.

9. Ability to oversee contracts.

QUALIFICATIONS
To perform this job successfully, the incumbent must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable incumbents with disabilities to perform the essential functions. The requirements listed are representative of the knowledge, skill and/or ability required.

PHYSICAL REQUIREMENTS
1. Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.

2. Must be able to sit at a confined work station for extended periods or work at a drafting table for extended periods while performing essential duties.

3. On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.

4. While performing the duties of this job the incumbent is regularly required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold, and manipulate tools and talk and hear. The incumbent is occasionally required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 20 pounds alone, and up to 40 pounds with assistance. See in the normal visual range with or without correction. Hear in the normal audio range with or without correction.

EDUCATION AND EXPERIENCE
A typical way to obtain the knowledge and skills is:

1. An Associates of Arts degree, or equivalent, from an accredited college or university with major course work in general education, business, accounting, planning, civil engineering, building inspection technology, or a closely related field; and
Community Services Analyst I / Community Services Analyst II
(Flexibly Staffed)

2. A. Community Services Analyst I - One year of customer service, specialized clerical, accounting clerical, construction permitting, or administrative/business experience involving routine bookkeeping or related record keeping.
   B. Community Services Analyst II - Three years of customer service, specialized clerical, accounting clerical, construction permitting, or administrative/business experience involving routine bookkeeping or related record keeping.

CERTIFICATES, LICENSES AND REGISTRATIONS
1. Must have an acceptable driving record and possess an appropriate California Driver's License.
2. Possession of a Permit Technician Certificate issued by the International Code Council (ICC) or equivalent certificate is desirable.

GENERAL
The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: ________________________________
Signature: ________________________________ Date: __________

Adopted:
Revised:

This job description indicates in general the nature and levels of work, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER.
Utility Maintenance Worker
(Distribution Operator)

Department: Public Works Department  FLSA Status: Non-Exempt
Reports To: PW Management/ Senior Maintenance Worker  Unit: 4 /Classified FT Position
Adopted: April 14, 2009

SUMMARY OF JOB PURPOSE
The Utility Maintenance Worker is a journey-level position. Under general supervision incumbents in this classification are expected to operate and maintain the City owned and operated water distribution system, sewer collection system, associated storage facilities, and other related work as required.

Subject to the disciplinary process, management reserves the right to terminate an incumbent in the Utility Maintenance Worker classification for lack of obtaining and maintaining the required certifications and or licensure.

SUPERVISION RECEIVED AND EXERCISED
General supervision is provided by the Senior Maintenance Worker and/or Public Works Director appointed designee (i.e. Public Works Assistant Director of Operations). The Utility Maintenance Workers do not have supervisory responsibilities but may provide lead direction as required or assigned.

ESSENTIAL FUNCTIONS (include but not limited to listed tasks)
1. Performs construction, maintenance and repair of water mains, laterals, service meters and fire hydrants, valves, pumps and other infrastructure associated with a water distribution system;
2. Performs construction, maintenance and repair of sewer mains, laterals, lift stations, valves, pumps and other infrastructure associated with a sewer collections system;
3. Investigates and resolves water and sewer system related problems;
4. Reads and interprets water and sewer system maps and charts;
5. Operates specialized tools and equipment used in the maintenance and repair of water systems;
6. Reads meters on a scheduled basis;
7. Assists with the City’s snow removal operations in conjunction with protection of all City facilities;
8. Serves as a City liaison to the City’s sewer and water system customers and all Grass Valley constituents in keeping with the City’s Customer Service Policy;
9. Participates in the rotation of the Mandatory Standby Program;
10. Takes chlorine residual and bacteriological samples;
11. Turns water service on and off, reports and distributes information on service disruptions;
12. May enter and work in a confined space after appropriate training;
13. Demonstrates the ability and willingness to work in a team environment in the course of daily activities;
City of Grass Valley
JOB DESCRIPTION

Utility Maintenance Worker
(Distribution Operator)

14. Adequately performs trench and street restoration activities as needed;
15. Performs related duties and responsibilities as required.

Knowledge of:
1. American Water Works Association (AWWA), California Department of Public Health
   and City Standards;
2. Department organization policies and directives;
3. Safe working procedures;
4. Proper operation of a wide variety of power and hand tools;
5. Pertinent Federal, State and local laws, codes and regulations.

Skills in:
1. Inspecting assigned areas for a wide variety of maintenance, repair and risk
   management issues;
2. Applying laws, regulations, codes and departmental policies governing the water
   distribution and storage;
3. Applying laws, regulations, codes and departmental policies governing the sewer
   collections systems;
4. Recognizing, prioritizing and accomplishing needed tasks;
5. Maintaining accurate logs, records and basic written records of work performed;
6. Using and operating hand tools, mechanical equipment, power tools, and equipment
   required for the work in accordance with safety standards;
7. Understanding and following oral and written instructions;
8. Using English effectively to communicate in person, over the telephone and in writing;
9. Establishing and maintaining effective working relationships with those contacted in the
   course of work.

Ability to:
1. Comply with OSHA and City safety rules and policies;
2. Perform heavy manual labor;
3. Serve as a key customer service representative when interfacing with the public and/or
   others;
4. Perform all work activities in a safe manner;
5. Learn to operate Public Works Department equipment;
6. Perform janitorial and heavy maintenance work;
7. Climb stairs and ladders;
8. Demonstrate a willingness and ability to work as a team member;
9. Drive and operate standard and automatic drive motor vehicles, operate power
   generator and other related power and hand tools necessary to perform job functions;
10. Follow oral and written instructions;
11. Communicate clearly, concisely and effectively, both orally and in writing;
12. Maintain cooperative working relations with the general public and employees;
13. Develop and maintain positive public relations with emphasis on customer service;
City of Grass Valley

JOB DESCRIPTION

Utility Maintenance Worker
(Distribution Operator)

14. Carry out the mission of the City and the department and adhere to the City's and department’s organizational values;
15. Ability to work out of doors in all weather conditions and near traffic with varying noise levels.
16. Serve in a standby status after regular working hours and respond to emergency callouts.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE
Any combination of education and experience that would demonstrate the knowledge, skills and abilities as outlined above is qualifying. A typical way to obtain the knowledge and skills is:

1. High School Diploma or General Education Degree (GED) and a minimum of twelve (12) months of water distribution system maintenance; OR an equivalent combination of education and experience that would provide the necessary knowledge, skills, and abilities.

CERTIFICATES, LICENSES, REGISTRATIONS
1. A valid California class “C” driver’s license is required along with the ability to obtain a class “B” or higher commercial driver’s license within 6 months from the date of hire or prior to completion of probationary period.
2. Possession and Maintenance of a Class “B” or higher commercial driver’s license is preferred, but not required.
3. Incumbents are required to have and maintain a Grade II certification as a Distribution Operator issued by the California Department of Health Services.
4. Subject to the disciplinary process, management reserves the right to terminate an incumbent in the Utility Maintenance Operator classification for lack of obtaining and maintaining the required certifications and/or licenses.

LANGUAGE SKILLS
Ability to read, write and communicate in English at a level required for successful job performance.

MATHEMATICAL SKILLS
Ability to use and understand basic mathematical concepts such as: adding, subtracting, multiplying, dividing, simple fractions and percentages.
City of Grass Valley
JOB DESCRIPTION

Utility Maintenance Worker
(Distribution Operator)

REASONING ABILITY
Ability to apply common sense understanding to carry out instructions furnished in written, orally or in diagram form; analyze and resolve problems involving circumstances and or events using standardized methods or procedures.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job the employee is regularly required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold, and manipulate tools and talk and hear. The employee is routinely required to climb, balance, stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 50 pounds alone, and up to 100 pounds with assistance, and operate a jackhammer weighing up to 90 lbs. Specific vision ability required by this job includes close vision, color vision, peripheral vision, depth perception and ability to adjust focus with or without ocular aids. The employee must be able to work in variable temperatures and weather conditions. Have the ability and willingness to work around and tolerate unpleasant odors and objectionable substances common to the field.

WORKING ENVIRONMENT
While performing the duties of this job the employee is regularly exposed to outside conditions, wet and/or humid conditions, rain, snow and heat; moving mechanical parts; fumes or airborne particles and toxic or caustic chemicals. The employee is occasionally exposed to risk of electrical shock and vibration; and the noise level in the work environment is usually loud.

GENERAL
The city reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: __________________________

Signature: __________________________

Date: __________________________

Adopted: April 14, 2009
Revised: April 10, 2018

This job description indicates in general the nature and levels of work, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER.
### CITY OF GRASS VALLEY SALARY SCHEDULE/UNIT DESIGNATIONS

#### Unit 2

| Classification / Title | Step A | Step B | Step C | Step D | Step E | Step A | Step B | Step C | Step D | Step E | Step A | Step B | Step C | Step D | Step E | Step A | Step B | Step C | Step D | Step E |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Community Services Officer (Flextime Staffed) |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| October 1, 2017 - September 30, 2018 | 10.01  | 10.58  | 11.15  | 11.72  | 12.29  | 1,521.02 | 1,658.44 | 1,795.87 | 1,933.30 | 2,070.73 | 3,396.09 | 3,542.87 | 3,689.65 | 3,836.43 | 4,035.11 | 39,547 | 41,320 | 43,093 | 45,865 | 48,638 |
| October 1, 2018 - September 30, 2019 | 10.59  | 11.16  | 11.73  | 12.30  | 12.87  | 1,658.44 | 1,795.87 | 1,933.30 | 2,070.73 | 2,208.16 | 3,542.87 | 3,689.65 | 3,836.43 | 4,035.11 | 41,320 | 43,093 | 45,865 | 48,638 | 51,408 |
| October 1, 2019 - September 30, 2020 | 11.15  | 11.72  | 12.29  | 12.86  | 13.44  | 1,795.87 | 1,933.30 | 2,070.73 | 2,208.16 | 2,345.59 | 3,689.65 | 3,836.43 | 4,035.11 | 43,093 | 45,865 | 48,638 | 51,408 | 54,178 |

#### Unit 3

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