



DEPARTMENT OF PUBLIC HEALTH

Memo

To: Finance Committee/Mayor McFarland
From: Health Officer/Director Carol Quest
Date: June 26th, 2023
Re: Office Manager Position

There have been significant changes in the responsibilities of the Confidential Secretary position at the Health Department over the last several years. Areas of increased responsibilities include fiscal management, facility maintenance, staff supervision and program management.

- The position is responsible for increased responsibilities for fiscal management and accounting for over 30 funding streams. Grant funding audit and report requirements have become more complex, requiring increase expertise.
- The position is the point of contact for Brandt Building maintenance and repairs with City staff and outside service vendors.
- The position supervises a part-time office assistance.
- This position coordinates the Seal-A-Smile program in the schools.

If this position would need to be filled based on the current job responsibilities the education and experience requirements would include:

Bachelor's degree in accounting, finance, business administration or a related field from an accredited college or university, or equivalent experience. Any combination of training and experience that would provide the required knowledge, skills and abilities will be considered.

This position is split between three Health Department budgets.

The budget split is:

- 75% Environmental Health Budget - non-levy (14 Budget)
- 25% Health Department (01 Budget)
- 5% Seal-A-Smile – non-levy (18-Budget)

This position is currently grade F on the pay scale. The pay rate currently is grade F step 5 \$21.78.

I am recommending that this position be reclassified as Office Manager and placed in grade H. With the current employee Step 2 \$24.13. This would be an increase of \$2.35/hour or \$4888 annually.

Thank you for your consideration of this request.

Respectfully

Health Officer/Director
Watertown Dept of Public Health



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Detail of Changes to Job Description

The Confidential Secretary Job description was updated as there have been significant changes in the responsibilities of the position at the Health Department over the last several years. Areas of increased responsibilities include staff supervision, fiscal management, program management, and facility maintenance.

Staff Supervision

The Office Manager provides direct supervision of Office Assistant to include assigning daily and weekly work schedule. They provide guidance and training for various assignments for the department.

Fiscal Management

The Office Manager acts as the financial manager for the health department which includes four separate department budgets including over 30 funding streams.

This position is responsible for;

- Monitoring, updating, analyzing and maintaining financial transactions for four separate department budgets. Generating department month end reports, auditing accounts for discrepancies, and consulting department head on status of accounts.
- Creating invoices or inputting into electronic billing system to receive reimbursement for services rendered and follow up on outstanding payments for numerous programs.
- Receiving and processing invoices for payment. Submitting for approval from department head and finance department.
- Preparing and inputting all accounts receivable into city accounting system. Entering each payment and assigning to proper accounts. Documenting and reviewing appropriate payment into department's ledger system (excel) for each budget revenue account.
- Processing deposits and delivering to City Clerk with corresponding documentation.
- Preparing invoices for Environmental Health inspected/licensed facilities. Processing inspected/licensed facility payments for the Environmental Health Department by entering into Healthspace program, documenting on detail deposit ledger and entering payment into city accounting system for deposit. Generating and distributing applicable facility license.
- Providing fiscal grant management. Tracking and documenting revenues and expenditures by funding source for over 30 funding streams. Preparing documentation for annual program audits. Preparing monthly financial statements; assisting with regulatory reporting as applicable. Downloading and auditing monthly grant payment reports through State of Wisconsin grant platform. Analyzing and assigning proper revenue account number for disbursement of funds to individual budgets. Reviewing with Health Officer/Director for approval and sending information to Clerk's Office for allocation of funds. Coordinating with Health Officer/Director and Assistant Director to



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ensure transactions are properly recorded and agree to the grant/contract agreement, while also ensuring financial activities adhere to deliverable deadlines.

Program Management

The Office Manager provides management for the Seal-A-Smile Program for the department.

They are responsible for;

- Coordinating and scheduling onsite clinics & educational days with schools & dental staff. Transporting dental supplies & equipment to dental clinics. Supervising onsite clinics & concurrently enter data into DentaSeal Program. Facilitating contracts with hygienists & assistants including invoices for reimbursements. Managing Seal-A-Smile inventory. Ordering supplies as needed. Billing medical assistance for participant students. Maintaining State provided education for program. Obtaining & maintaining student rosters for schools and entering into DentaSeal program. Organizing and maintaining hours and expenses to submit to grant program for reimbursement. Managing student information to create dental & billing paperwork for each clinic. Formulating and analyzing data to track progress in program. Assisting hygienists in sealant delivery when needed. Identifying and coordinating outreach for students with urgent dental needs.

Facility Maintenance

The Office Manager coordinates facility maintenance including maintenance for building and department fleet vehicles.

They are responsible for;

- Coordinating medical waste & confidential document removal & disposal.
- Maintaining department log and scheduling maintenance appointments for department fleet.
- Point of contact for Brandt Building maintenance and repairs with City staff and outside service vendors.

Formatting changes were made to the job description to be consistent with other health department job descriptions.

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POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

ORIGINAL DATE: October 2011

REVISED: June 2023

Title: Office Manager

Department: Health Department

FLSA Status: Non - exempt

General Summary

This is a professional position whose duties involve office management responsibilities in the Health Department office for the City of Watertown. These duties include but are not limited to front office management of customer service through phone, email, social media, and in person communication; administrative file management for department records; guidance and support for program development; financial reporting and payment, assistance with preparation and monitoring of the annual budget, and responding to needs and direction of the Board of Health and Common Council.

Reporting Relationships

Under general supervision of the Health Officer/Director, is responsible for work which requires the exercise of some independent judgment, initiative and discretion based on knowledge of administrative policies and procedures. Work is reviewed through conferences, periodic performance reports and observation of results achieved.

Essential Duties and Responsibilities

- **Provide High Quality Public Health Services**
 - Primary customer service contact for the Health Department responding to all forms of communication and directing callers/inquiries to appropriate staff.
 - Support communication for all public health programs including follow-up letters to residents, composing orders for public health programs, and completing reports.
 - Direct supervision of Office Assistant to include assigning daily and weekly work schedule. Provide guidance and training for various assignments for the department.
 - Monitor, update, analyze and maintain financial transactions and accounting for four separate department budgets.
 - Generate department month end reports.
 - Audit accounts for discrepancies and report to Health Officer and Clerk's office.
 - Consult Health Officer/Director on status of accounts.
 - Create invoices or input into electronic billing system to receive reimbursement for services rendered and follow up on outstanding payments for numerous programs.
 - Receive and process invoices for payment. Submit for approval from department head and finance department.
 - Prepare and input all accounts receivable into city accounting system. Enter each payment and assign to proper accounts. Document and review appropriate payment into department's ledger system (excel) for each budget revenue account.
 - Process deposits and deliver to City Clerk with corresponding documentation.

- Prepare invoices for Environmental Health inspected/licensed facilities.
 - Process inspected/licensed facility payments for the Environmental Health Department by entering into Healthspace program, documenting on detail deposit ledger and entering payment into city accounting system for deposit.
 - Generate and distribute applicable facility license.
- Review and edit employee time sheet entries.
 - Review and approve employee time entry through city payroll system.
 - Prepare staff payroll sheets for processing and review and approval by Health Officer/Director.
 - Provide payroll documents to Clerk's office for processing.
- Document staff member's vacation, sick & comp time on individual spreadsheets.
 - Maintain balances for staff review. Review totals on spreadsheets with totals in city payroll system for accuracy.
 - Investigate discrepancies and contact Clerk's office for adjustment if needed.
- Provide fiscal grant management.
 - Track and document revenues and expenditures by funding source for over 30 funding streams.
 - Prepare documentation for annual program audits.
 - Prepare monthly financial statements; assisting with regulatory reporting as applicable.
 - Download and audit monthly grant payment reports through State of Wisconsin grant platform. Analyze and assign proper revenue account number for disbursement of funds to individual budgets. Review with Health Officer/Director for approval and send information to Clerk's Office for allocation of funds.
 - Coordinate with Health Officer/Director and Assistant Director to ensure transactions are properly recorded and agree to the grant/contract agreement, while also ensuring financial activities adhere to deliverable deadlines.
- Data entry for numerous State and Local health department programs (ex. Wisconsin Immunization Registry, Radon).
- Manage Seal A Smile Program.
 - Coordinate & schedule onsite clinics & educational days with schools & dental staff.
 - Transport dental supplies & equipment to dental clinics.
 - Supervise onsite clinics & concurrently enter data into DentaSeal Program.
 - Facilitate contracts with hygienists & assistants including invoices for reimbursements.
 - Manage Seal A Smile inventory. Order supplies as needed.
 - Bill medical assistance for participant students.
 - Maintain State provided education for program.
 - Obtain & maintain student rosters for schools and enter into DentaSeal program.
 - Organize and maintain hours and expenses to submit to grant program for reimbursement.
 - Manage student information to create dental & billing paperwork for each clinic.
 - Formulate & analyze data to track progress in program.
 - Assist hygienists in sealant delivery when needed.
 - Identify and coordinate outreach for students with urgent dental needs.
- Develop and maintain a filing system and various files and records.
- Schedule appointments for department head and various staff members.
- Maintain inventory, organize, and order office supplies and items needed for department operations.
- Distribute general information and provide education to visitors to the department (i.e. radon kits, immunization clinics, WIC program, food pantry, etc.).
- Coordinates/collaborates with other departments and agencies as needed.
- Schedules clients for various clinics and activities.
- Compose and distribute public service announcements using current social media platforms. Follow city established policies and procedures pertaining to social media use. Edit and keep department web page up to date.
- Coordinates articles, reviews and submits articles for City Connection.

- Creates and submits news releases and other public health information following the city policy.
 - Prepare agenda items, gather statistical data, prepare resolutions, prepare packets for meetings and post agenda items on city Municode platform. Attend meetings as requested by Health Officer/Director. Document and prepare meeting minutes.
 - Coordinate medical waste & confidential document removal & disposal.
 - Research and process application materials & information to submit for revalidation of Medicare and Medicaid.
 - Maintain log and schedule maintenance appointments for department fleet.
 - Point of contact for Brandt Building maintenance and repairs with City staff and outside service vendors.
- **Promotes policy development at organizational and community level to improve health.**
 - Assures ongoing review and update of health department policy and procedure.
 - Provides leadership on local ordinance development, monitoring and revision related to public health issues.
 - Assures implementation of policies, programs and services is consistent with laws and regulations.
 - Provides leadership to community in bringing a health in all policy lens to community wide discussions related to organizational, institutional, and governmental policy.
 - Monitors and provides input to policy makers on local and state policy initiatives impacting the health of the population.
 - Supports the Board of Health in policy exploration, analysis, and action.
- **Assures internal and external communication on key public health and organizational issues.**
 - Provides regular and accurate communication to department and Board of Health about current operations and priorities of the department.
 - Conveys data and information to professionals and the public using a variety of approaches and communication skills, e.g., reports, presentations, email, letters, testimony, press interviews.
 - Assures that health department communication assures health literacy and is done with linguistic and cultural proficiency, e.g., using age-appropriate materials, incorporating images.
 - Develops and utilizes methods for communicating population health data and health priorities to the public and community partners.
 - Assures ongoing, effective marketing of department services and brand.
 - Builds and maintains strong relationships with media partners.
- **Health Equity and Cultural Competency**
 - Ensures the development and implementation of public health communication strategies that take into account health literacy of the population.
 - Ensures the availability of targeted, culturally appropriate information to help individuals and groups understand public health policies and regulations.
 - Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles, and physical abilities.
 - Ensures a variety of approaches are considered and used to disseminate public health information while ensuring health equity throughout the community.
 - Communicates the role of the public health department to other entities within the public health system.
 - Promotes diversity in the public health workforce.

- **Other Duties as Assigned**

- Meets all HIPAA privacy standards for maintaining confidentiality of clients or other privileged information.
- Uses individual, team, and organizational learning opportunities for personal and professional development.
- Arranges work area to reduce physical stress and increase productivity and efficiency, uses good judgment to act in a manner that is safe for themselves and their coworkers, and follows any Department safety procedures.
- Performs additional duties and responsibilities as may be assigned from time to time.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The duties and responsibilities listed are representative of the knowledge, skill, and/or ability required.

Qualifications

Education and Experience:

Bachelor's degree in accounting, finance, business administration or a related field from an accredited college or university, or equivalent experience. Any combination of training and experience that would provide the required knowledge, skills and abilities will be considered.

Required Knowledge, Skills, and Abilities:

- Ability to apply and interpret applicable laws, codes, local ordinances and regulations, and practices pertaining to public health programs and enforcement procedures.
- Comprehensive knowledge of community organizations and resources.
- Ability to be resourceful and flexible in an emergency situation.
- Ability to communicate effectively and persuasively, have excellent active listening skills, and experience with public speaking.
- Ability to effectively problem solve including determining the nature of a problem, identifying potential solutions, implementing effective and strategic solutions, and monitoring/evaluating results.
- Ability to utilize analytical skills such as attention to detail, critical thinking, and systematic thinking.
- Ability to work collaboratively with individuals and groups with varied backgrounds, perspectives, and interests.
- Ability to deliver culturally appropriate, and inclusive information to help individuals and groups understand public health promotion, disease prevention, policies, regulations, and public health codes.
- Ability to utilize appropriate methods for interacting and communicating effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, ethnic, sexual orientations, lifestyles, and physical abilities with a health equity lens.
- Proficiency in the use of intermediate computer skills: email, word processing, use of Excel spreadsheets.
- Proficiency in assuring that cultural, social, and behavioral factors play a significant role in the accessibility, availability, and delivery of public health services.
- Utilize and perform continuous quality improvement and make recommendations based on findings.
- Ability to prepare and maintain accurate records and reports.
- Knowledge of HIPPA compliance standards and all aspects of client privacy practices.
- Ability to work independently with little supervision.

- Thorough knowledge of office practices, procedures, and of the operation of standard office equipment.
- Knowledge of accounting including data processing software.
- Considerable skill and knowledge in the use of computer equipment and applications & software.
- Ability to type rapidly and accurately at not less than 50 words per minute.
- Good knowledge of business English, spelling, arithmetic, and vocabulary.
- Ability to prepare effective correspondence and to perform office details without referral to a supervisor.
- Ability to maintain effective working relationships with officials, department heads, employees and the public and to deal with public relations issues courteously and tactfully.
- Ability to perform arithmetic computations accurately and rapidly.
- Strong organization and time management skills, and ability to prioritize.
- Ability to follow moderately complex instructions and to adhere to prescribed routines.

Certificates, Licenses, Registrations:

- Valid Wisconsin driver's license and excellent driving record.
- Additional certificates for trainings in relation to job duties and functions.

Essential Job Functions

Physical Demands:

Duties require sufficient mobility to work in a normal office setting and community environments, use of standard office equipment including a computer, read printed materials and a computer screen and to communicate in person or over the telephone.

May also include:

- Standing, walking, sitting, and stooping.
- Kneeling, crouching, climbing, balancing, and bending/twisting.
- Reaching, lifting, carrying, pushing/pulling (up to 35 lbs.).
- Handling, grasping, filing, typing, and writing.

Work performed could involve exposure to:

- Conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, and poor illumination of a job site.
- Communicable diseases, insects, and other disease vectors, toxins, hazardous materials, chemicals, and animals.
- Members of the public who exhibit challenging, atypical, intimidating, or hostile behaviors and/or communication.

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.

Environmental/Working Conditions of the Position:

Work routinely performed in:

- Normal office setting
- Private residence
- Outdoor setting
- Community spaces
- Private businesses

Mathematical Skills:

Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships. Ability to interpret basic descriptive statistical reports.

Reasoning Ability:

Ability to exercise the judgment, decisiveness, and creativity required in critical and/or unexpected situations involving moderate risk to the organization.

Language Skills:

Required to consistently communicate effectively and professionally with City of Watertown residents, clientele, employees, and officials.

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POSITION DESCRIPTION

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October 2011

Title: ~~Confidential Secretary~~ Office Manager
Department: Health Department
FLSA Status: Non - exempt

General Summary

This is a professional position whose duties involve office management responsibilities in the Health Department office for the City of Watertown. These duties include but are not limited to front office management of customer service through phone, email, social media, and in person communication; administrative file management for department records; guidance and support for program development; financial reporting and payment, assistance with preparation and monitoring of the annual budget, and responding to needs and direction of the Board of Health and Common Council.

This is a confidential position whose duties involve providing administrative support for the Watertown Department of Public Health staff.

Reporting Relationships

Reporting Relationships

Under general supervision of the ~~Watertown Department of Public Health~~ Officer/Director, is responsible for work which requires the exercise of some independent judgment, initiative and discretion based on knowledge of administrative policies and procedures. Work is reviewed through conferences, periodic performance reports and observation of results achieved.

Essential Duties and Responsibilities

- **Provide High Quality Public Health Services**

Specific Accountabilities:

- 1- Primary customer service contact for the Health Department responding to all forms of communication and directing callers/inquiries to appropriate staff.
- 2- Support communication for all public health programs including follow-up letters to residents, composing orders for public health programs, and completing reports.
- 3- Supervise part time administrative staff. Provide guidance and training for various assignments for the department. Direct supervision of Office Assistant to include assigning daily and weekly work schedule. Provide guidance and training for various assignments for the department.

ORIGINAL DATE:

**REVISED- Revised: May 2021
May 2022 June 2023**

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- Monitor, update, analyze and maintain financial transactions and accounting for four separate department budgets.
 - Perform accounting functions end of month/end of year, maintain account worksheets for four separate budgets. Reconcile & balance accounts with City Hall balances monthly. Update monthly finance sheet for the four budgets for the department. Generate department month end reports. Review accounts against the MiView program.
 - a. Analyze Audit accounts for discrepancies and report to Health Officer and Clerk's office.
- 4. Monitor and evaluate all health, environmental health, emergency preparedness, and seal-a-smile budget accounts and report to consult Health Officer/Director on status of accounts.
- Process/Create invoices or input into electronic billing system to receive reimbursement for services rendered -and follow up on outstanding payments for insurance/numerous programs, billings, food license renewals, sharps/immunizations, Medicare (flu), Badgercare health checks/immunizations, Prenatal Care Coordination, Grants (CARS).
- 5. Create invoices or input into electronic billing system to receive reimbursement for services rendered.
- 6. Receive and process invoices for payment. Enter invoices into the MiView program. Determine and assign proper account that invoice should be paid from. Submit for approval from department head and finance department.
- Prepare and input all payments/accounts receivable, cash & check into city accounting the MiView system. Enter each payment and assign to proper accounts. Document and review appropriate payments payment into department's worksheets ledger system (excel) for each budget revenue account.
- 7. Process deposits and deliver to City Clerk with corresponding documentation.
- Prepare invoices for Environmental Health inspected/licensed facilities.
- 8. Process inspected/renewal licensed facility payments/fees for the Environmental Health Department by entering into Healthspace program, documenting on detail deposit spreadsheet ledger and entering payment into city accounting system MiView for deposit. Enter each payment into the corresponding accounts for accurate account balances.
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- Generate and distribute applicable facility license.
- Review and edit employee time sheet entries.
 - Review and approve employee time entry through city payroll system.
 - Prepare staff payroll sheets for processing and review and approval by Health Officer/Director.
- 9. Documents then sent Provide payroll documents to Clerk's office for processing.
- 10. Document staff member's vacation, sick & comp time on individual spreadsheets.
 - Maintain -balances for staff review. Review totals on spreadsheets with totals in MiView city payroll system program for accuracy.
 - -accuracy. Investigate discrepancies and contact Clerk's office for adjustment if needed.
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- 11. Provide fiscal grant management for multiple funding streams. Confer with Health Officer/Director with any concerns and status updates.
 - Manages accounting of expenditures and payments Track and document revenues and expenditures by funding source for over 30 funding streams.
 - a. Prepare Maintain spreadsheets detailing and documenting hours and costs for numerous state and federal grants to be used for reimbursement of funds. Information documentation for annual program audits, ed is used in auditing at the end of the year.
 - b. Maintain records of billings and monthly payment reports through State grant management software. Prepare monthly financial statements; assisting with regulatory reporting as applicable.

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- e. Download and ~~audit~~~~assess~~ monthly grant payment reports through State of Wisconsin grant platform. (CARS). Analyze and assign proper revenue account number for disbursement of funds to individual budgets. Review with Health Officer/Director for approval and send information to Clerk's Office for allocation of funds.
- d. ~~Invoice various grant sponsors for expenses incurred on monthly basis.~~
- e. ~~Monitor and analyze all budgets and analyze all costs and ensure compliance with applicable deadlines. Review status of each grant with Health Officer/Director. Coordinate with Health Officer/Director and Assistant Director to ensure transactions are properly recorded and agree to the grant/contract agreement, while also ensuring financial activities adhere to deliverable deadlines.~~
- 12. ~~Generate and send invoices for services provided to other departments and outside agencies~~
- 13. o Data entry for ~~various numerous State and Local~~ health department programs (ex. Wisconsin Immunization Registry, Radon). ~~including immunizations and grant expenses.~~
- 14. o Manage Seal A Smile Program.
 - a. ~~Coordinate & schedule onsite clinics & educational days with schools & dental staff.~~
 - b. ~~Transport dental supplies & equipment to dental clinics.~~
 - c. ~~Supervise onsite clinics & concurrently enter data into DentaSeal Program.~~
 - d. ~~Facilitate contracts with hygienists & assistants including timesheets-invoices for reimbursements.~~
 - e. ~~Manage Seal A Smile inventory. Order supplies as needed.~~
 - f. ~~Bill medical assistance for participant students.~~
 - g. ~~Maintain State provided education for program.~~
 - h. ~~Obtain & maintain student rosters for schools and enter into DentaSeal program. (Seal A Smile data program).~~
 - i. ~~Organize and maintain hours and expenses to submit to grant program for reimbursement.~~
 - j. ~~Manage student information to create dental & billing paperwork for each clinic.~~
 - k. ~~Formulate & analyze data to track progress in program.~~
 - l. ~~Assist hygienists in sealant delivery when needed.~~
 - m. ~~Identify and coordinate outreach for students with urgent dental needs.~~
- 15. o Develop and maintain a filing system and various files and records.
- 16. ~~Prepares reports as related to the department.~~
- 17. o Schedule appointments for department head and various staff members.
- 18. o Maintain inventory, organize, and oOrder office supplies and items needed for department operations.
- 19. Distribute general information and provide education to visitors to the department (i.e. radon kits, immunization clinics, o WIC program, food pantry, etc.).
- 20. Coordinates/collaborates with other departments and agencies as needed.
- 21. o ~~Performs EDS electronic billing (Medical Assistance) for Health Check, immunization administration, Prenatal Care Care Coordination, case management.~~
- 22. ~~Bills Medicare Part B electronically for flu shots.~~
- 23. o Schedules clients for various clinics and activities.
 - o Compose and distribute public service announcements using current social media platforms. Follow city established policies and procedures pertaining to social media use. Edit and keep department web page up to date. Create and schedule social media posts to initiate community outreach.
 - o Coordinates articles, reviews and submits articles for City Connection.
 - o Creates and submits news releases and other public health information following the city policy.
- 24. o Prepare agenda items, gather statistical data, prepare resolutions, prepare packets for meetings and post agenda items on city Municode platform. Attend meetings as requested by Health Officer/Director. Document and prepare meeting minutes.
- 25. o Coordinate medical waste & confidential document removal & disposal.
 - o Research and process application materials & information to submit for revalidation of Medicare and Medicaid, flu/PNCC/HealthCheck programs.

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- Maintain log and schedule maintenance appointments for department fleet.
- 26.○ Point of contact for Brandt Building maintenance and repairs with City staff and outside service vendors.
- Performs related duties as may be required or assigned.

- **Promotes policy development at organizational and community level to improve health.**

- Assures ongoing review and update of health department policy and procedure.
- Provides leadership on local ordinance development, monitoring and revision related to public health issues.
- Assures implementation of policies, programs and services is consistent with laws and regulations.
- Provides leadership to community in bringing a health in all policy lens to community wide discussions related to organizational, institutional, and governmental policy.
- Monitors and provides input to policy makers on local and state policy initiatives impacting the health of the population.
- Supports the Board of Health in policy exploration, analysis, and action.

- **Assures internal and external communication on key public health and organizational issues.**

- Provides regular and accurate communication to department and Board of Health about current operations and priorities of the department.
- Conveys data and information to professionals and the public using a variety of approaches and communication skills, e.g., reports, presentations, email, letters, testimony, press interviews.
- Assures that health department communication assures health literacy and is done with linguistic and cultural proficiency, e.g., using age-appropriate materials, incorporating images.
- Develops and utilizes methods for communicating population health data and health priorities to the public and community partners.
- Assures ongoing, effective marketing of department services and brand.
- Builds and maintains strong relationships with media partners.

- **Health Equity and Cultural Competency**

- Ensures the development and implementation of public health communication strategies that take into account health literacy of the population.
- Ensures the availability of targeted, culturally appropriate information to help individuals and groups understand public health policies and regulations.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles, and physical abilities.
- Ensures a variety of approaches are considered and used to disseminate public health information while ensuring health equity throughout the community.
- Communicates the role of the public health department to other entities within the public health system.
- Promotes diversity in the public health workforce.

- **Other Duties as Assigned**

- Meets all HIPAA privacy standards for maintaining confidentiality of clients or other privileged information.
- Uses individual, team, and organizational learning opportunities for personal and professional development.

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- o Arranges work area to reduce physical stress and increase productivity and efficiency, uses good judgment to act in a manner that is safe for themselves and their coworkers, and follows any Department safety procedures.
- o Performs additional duties and responsibilities as may be assigned from time to time.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The duties and responsibilities listed are representative of the knowledge, skill, and/or ability required.

Qualifications

27.

Education and Experience:

Bachelor's degree in accounting, finance, business administration or a related field from an accredited college or university, or equivalent experience. Any combination of training and experience that would provide the required knowledge, skills and abilities will be considered.

Required Knowledge, Skills, and Abilities:

- Ability to apply and interpret applicable laws, codes, local ordinances and regulations, and practices pertaining to public health programs and enforcement procedures.
- Comprehensive knowledge of community organizations and resources.
- Ability to be resourceful and flexible in an emergency situation.
- Ability to communicate effectively and persuasively, have excellent active listening skills, and experience with public speaking.
- Ability to effectively problem solve including determining the nature of a problem, identifying potential solutions, implementing effective and strategic solutions, and monitoring/evaluating results.
- Ability to utilize analytical skills such as attention to detail, critical thinking, and systematic thinking.
- Ability to work collaboratively with individuals and groups with varied backgrounds, perspectives, and interests.
- Ability to deliver culturally appropriate, and inclusive information to help individuals and groups understand public health promotion, disease prevention, policies, regulations, and public health codes.
- Ability to utilize appropriate methods for interacting and communicating effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, ethnic, sexual orientations, lifestyles, and physical abilities with a health equity lens.
- Proficiency in the use of intermediate computer skills: email, word processing, use of Excel spreadsheets.
- Proficiency in assuring that cultural, social, and behavioral factors play a significant role in the accessibility, availability, and delivery of public health services.
- Utilize and perform continuous quality improvement and make recommendations based on findings.
- Ability to prepare and maintain accurate records and reports.
- Knowledge of HIPPA compliance standards and all aspects of client privacy practices.
- Ability to work independently with little supervision.
- Thorough knowledge of office practices, procedures, and of the operation of standard office equipment.
- Knowledge of accounting including data processing software.
- Considerable skill and knowledge in the use of computer equipment and applications & software.
- Ability to type rapidly and accurately at not less than 50 words per minute.
- Good knowledge of business English, spelling, arithmetic, and vocabulary.

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- Ability to prepare effective correspondence and to perform office details without referral to a supervisor.
- Ability to maintain effective working relationships with officials, department heads, employees and the public and to deal with public relations issues courteously and tactfully.
- Ability to perform arithmetic computations accurately and rapidly.
- Strong organization and time management skills, and ability to prioritize.
- Ability to follow moderately complex instructions and to adhere to prescribed routines.

Graduation from high school (or HSED equivalent) with course work in secretarial science plus one year secretarial experience; and an equivalent combination of experience and training which provides the following knowledge, skill, and ability:

Certificates, Licenses, Registrations:

- Valid Wisconsin driver's license and excellent driving record.
- Additional certificates for trainings in relation to job duties and functions.

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Essential Job Functions

- ~~Ability to work independently with little supervision.~~
- ~~Thorough knowledge of office practices, procedures, and of the operation of standard office equipment.~~
- ~~Knowledge of accounting including data processing equipment.~~
- ~~Considerable skill and knowledge in the use of computer equipment and applications & software.~~
- ~~Ability to type rapidly and accurately at not less than 50 words per minute.~~
- ~~Good knowledge of business English, spelling, arithmetic, and vocabulary.~~
- ~~Ability to utilize analytical and problem-solving skills to make responsible decisions.~~
- ~~Ability to prepare effective correspondence and to perform office details without referral to a supervisor.~~
- ~~Ability to maintain effective working relationships with officials, department heads, employees and the public and to deal with public relations issues courteously and tactfully.~~
- ~~Ability to perform arithmetic computations accurately and rapidly.~~
- ~~Ability to schedule effective use of own time.~~
- ~~Ability to follow moderately complex instructions and to adhere to prescribed routines.~~
- ~~Ability to utilize a variety of communication skills and appropriate methods for interacting and communicating effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, ethnic, sexual orientations, lifestyles, and physical abilities with a health equity lens.~~
- ~~Ability to deliver targeted, culturally appropriate information to help individuals and groups understand public health promotion, disease prevention, policies, regulations, and public health codes.~~

Physical Demands:

Duties require sufficient mobility to work in a normal office setting and community environments, use of standard office equipment including a computer, read printed materials and a computer screen and to communicate in person or over the telephone.

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May also include:

- Standing, walking, sitting, and stooping.
- Kneeling, crouching, climbing, balancing, and bending/twisting.
- Reaching, lifting, carrying, pushing/pulling (up to 35 lbs.).
- Handling, grasping, filing, typing, and writing.
- ~~Standing, walking, sitting, and stooping.~~
- ~~Kneeling, crouching, climbing, balancing, and bending/twisting.~~
- ~~Reaching, lifting, carrying, pushing/pulling (up to 35 lbs.).~~

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~~Handling, grasping, filing, typing, and writing.~~

Work performed could involve exposure to:

- ~~Conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, and poor illumination of a job site.~~
- ~~Communicable diseases, insects, and other disease vectors, toxins, hazardous materials, chemicals, and animals.~~
- ~~Members of the public who exhibit challenging, atypical, intimidating, or hostile behaviors and/or communication.~~

~~Various noises~~

~~Environmental factors (irate individuals, intimidation, disease, and traffic hazards)~~

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.

Environmental/Working Conditions of the Position:

Work routinely performed in:

- Normal office setting
- Private residence
- Outdoor setting
- Community spaces
- Private businesses

~~Normal office setting~~

~~Private residence~~

~~Outdoor setting~~

~~Community spaces~~

~~Private businesses~~

Mathematical Skills:

Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships. Ability to interpret basic descriptive statistical reports.

Reasoning Ability:

Ability to exercise the judgment, decisiveness, and creativity required in critical and/or unexpected situations involving moderate risk to the organization.

Language Skills:

Required to consistently communicate effectively and professionally with City of Watertown residents, clientele, employees, and officials.

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June 2023

Hello Mayor McFarland and Finance Committee Members,

I am requesting the re-evaluation of library positions. The updated job descriptions have been approved by the Library Board at the June 8, 2023 meeting. Evaluation costs per job description will be paid for through the library budget.

The updated job descriptions were approved by the Library Board at the June 8, 2023 meeting.

Overview:

It has been a significant amount of time, 5+ years since the full time positions have been re-evaluated. Part-time library assistants, central to the success of library services, were never included on the Pay Table. As a cost savings strategy, these part-time positions do not receive pro-rated benefits.

Transitioning from a 25,000 sq. ft. "analog" facility to a state of the art, 41,000 sq ft. technology focused facility has added and increased responsibilities for all team members. Past job descriptions did not include understanding and troubleshooting the new technologies implemented throughout the facility. (self check-out machines, book sorter, for examples) Comfort using computer programs and technologies is incorporated into all job descriptions and some positions now have a stronger focus than previously described.

Another significant change is the increase in square footage, with patrons spread out throughout the facility. Service desk responsibilities and library security are shared by all, instead of a narrow focus of one department/one desk, supervised by one department. Team members are required to assist at four desks.

Request:

Part-Time Library Assistants-

- I am requesting that all part-time library assistants are added to the pay table. When the original study was completed, library part-time employees were not included. In the past, we worked with city hall to create our own table.
- It was recently pointed out to me that part-time library employees are the lowest paid employees when compared to employees on the city pay table.
- We have been struggling to find employees when openings occur and we've experienced turnover in this position for a variety of reasons; one being pay.
- All PT employees are required to work a night, one weekend and some city holidays.
- Compression may become an issue if an increase in a starting salary is recommended.

Senior Library Assistant: Cataloging and Circulation

- Job description has not been reviewed for 5 years.
- Part of the supervisory team responsible for an expanded facility, assists with library operations and supervision of the facility in the absence of the Director and Department Heads.
- Catalogs all materials, from all departments. In the past, cataloging was split up between departments. Increased desk and programming responsibilities have limited the amount of time part-time team members can dedicate to the cataloging processes. Our library system also requested that we have the least amount of people cataloging to minimize mistakes and inaccurate changes to the system catalog.
- Requires a more in-depth knowledge of the Circulation Department because this position assists with training, mentoring and instructing team members.
- Troubleshoots problems with wifi hotspots, Roku, self check-out terminals, book sorter in the Circulation Department
- Assisting patrons with new online resources: library app, Hoopla, and Libby

Senior Library Assistant-Teen Services

- Job description has not been reviewed for 5 years.
- Entire rooms to supervise. (Teen and Gaming Room, plus Makerspace when program in progress)
- Increased use of the space requires more planning and more time dedicated to teen services compared to the previous layout of the teen area. Increased programming requires more time to prepare and promote through social media posts, etc.
- Part of the supervisory team responsible for an expanded facility, assists with library operations and supervision of the facility in the absence of the Director and Department Heads.

Professional Librarian-Adult Services

- Requires a Master's Degree.
- Job description has not been reviewed for 5 years.
- Increased expectations to monitor, troubleshoot and implement the new technologies added to the facility...library app, self-checkout machines, Wifi, items in our Maker Space, Bridges ILS, online calendars and reservation software, library laptops and ipads, patron computers, library cameras. This position is the contact team member for outsourced technology assistance.
- Part of the supervisory team responsible for an expanded facility, assists with library operations and supervision of the facility in the absence of the Director.

Professional Librarian-Children's Services

- Requires a Master's Degree.
- Job description has not been reviewed for 5 years.
- Part of the supervisory team responsible for an expanded facility, assists with library operations and supervision of the facility in the absence of the Director.

- Children's has increased responsibilities due to the increased size of the space dedicated to children's services. Additional responsibilities include the Storybook Trail, planning and executing the changing of the Marketplace Play area, and meetings with the GWCHF to oversee growth in programming and early literacy events.

Peg Checkai
Director
Watertown Public Library

WATERTOWN PUBLIC LIBRARY

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the Library. The Library retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: June 2023

Title: (Senior Library Assistant Teen/Reference) **Department:** (Library) **FLSA Status:** (Non-Exempt)

General Summary:

A full-time position with semi-professional responsibilities of developing and delivering library services for teens aged 11-17. Supports services in the Adult Services Department. Acts as part of the administration team, oversees the two story 41,000 sq ft facility and technology operations in the absence of the Library Director and Department Heads.

Reporting Responsibility:

Under the direction of the Library Director, the Senior Library Assistant is responsible for working closely with teens who visit the library; developing and facilitating a regular schedule of programs, conducting outreach and developing partnerships with schools and teachers, making decisions regarding collection development and preparing all publicity for teen programs. A self-starter. This position is required to work with a minimum of supervision to complete regular assignments, however, special and unusual, assignments may be subject to closer supervision.

Specific Accountabilities:

- Assists with developing and implementing teen specific policies.
- Responsible for maintaining a teen specific area and dedicated gaming room
- Plans, organizes and implements a robust assortment of programs/activities for teens/tweens catering to the dedicated teen space in the facility.
- Creates and posts for the robust assortment for social media events and information.
- Enjoys working with tweens/teens with ability to relate tactfully and courteously.
- Develops and maintains relationships with teachers, schools, and community groups through community outreach and partnerships.

- In-depth knowledge of teen literature, current events, popular local and youth culture.
- Working knowledge of library ILS (Polaris), library app, online resources and databases
- Responsible for collection development and maintenance of the teen collection; selecting, ordering, withdrawing outdated/damaged materials
- Manages the portion of the library's budget allocated to teen materials and programming. Also includes managing funds donated to Teen Services.
- Provides readers advisory and reference services.
- Proficiency operating software programs utilized by library staff and patrons, creates reports for collection analysis.
- Assists with training library staff who work in the Teen Room and the Adult Services Reference Desk.
- Enjoys working with diverse populations.
- Assists with Implementing, maintaining, training and troubleshooting technical equipment required by library staff and patrons to successfully perform duties.
- Expected to work at all four service desks when necessary.
- Assists other departments as needed.

Knowledge, Skills, and Abilities:

Associate degree preferred, with experience working with teens and families a plus, but equivalent combination of education and work experience will be considered.

- Proficient knowledge of computers, tablets, Microsoft office, library networks, library software, self-checkout and digital resources.
- Ability to perform classification of teen library materials.
- Assists with responsibilities in the Adult Services Department
- Knowledge of basic library principles, procedures, technology, goals and philosophy's of service
- Ability to plan, coordinate and direct work
- Ability to create a pleasant, helpful atmosphere
- Ability to relate tactfully and courteously with the public and to maintain effective working relationships with other employees. Consistently presents the Watertown Public Library and its resources to the public in positive manner.
- Ability to exercise initiative, and to stimulate interest and encourage participation in reading and other library literacy activities.
- Comfortable working in a multi-tasking environment
- Provide services and materials within the guidelines of the operating budget
- Ability to make responsible decisions.
- Ability to prepare effective correspondence without referral to a supervisor.
- Ability to maintain effective working relationships with high level officials, department heads, employees and the public and to deal with public relations problems courteously and tactfully.
- Ability to be confidential.
- Ability to schedule effective use of own time,
- Ability to follow instructions and to adhere to prescribed facility practices.
- Ability to work a flexible schedule; including nights and weekends or on an as needed basis; works extra hours as required.
- Maintains regular and predictable attendance

Physical Requirements

The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

- Continuously requires vision.
- Work frequently sitting.
- Use hands to operate computers, answer phones and handle library materials of all sizes
- Work frequently standing, walking, stooping, kneeling, crouching, and lifting.
- Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the American with Disabilities Act of 1990 (as amended).

WATERTOWN PUBLIC LIBRARY

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the Library. The Library retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: June 2023

Title: (Senior Library Assistant Cataloging/Circulation/Reference) **Department:** (Library)
FLSA Status: (Non-Exempt)

General Summary:

A full-time position with semi-professional responsibilities of cataloging all library materials and assisting with managing Circulation Department employees and processes. Assists with troubleshooting technology related devices checked out to library patrons. Supports services in the Adult Services Department, planning and implementing adult specific programs.

Acts as part of the administration team, overseeing the two story, 41,000 sq. ft. facility and technology operations in the absence of the Library Director and Department Heads.

Reporting Responsibility:

Under the direction of the Circulation Manager, the Senior Library Assistant is responsible for cataloging all library materials; including but not limited to books, DVDs, CDs, audiobooks, children's materials, Library of Things, video games. Acts as a mentor for employees with questions regarding circulation, cataloging and IT questions. Under the direction of the Adult Services Librarian, assists with developing adult specific programs.

This requires the exercise of independent judgment, initiative, and discretion based on established policy and procedure. This position is required to work with a minimum of supervision to complete regular assignments, however, special and unusual assignments may be subject to closer supervision.

Specific Accountabilities:

- Participates in hiring, training and supervising Circulation staff
- Assists Circulation Manager with troubleshooting patron complaints, accounts and material issues.
- Mentors and guides Circulation staff about proper policies and procedures
- Assists with developing and implementing circulation and cataloging policies.
- Working knowledge of library ILS (Polaris), library app, online resources and databases.
- Provides readers advisory and reference services

- Proficiency operating software programs utilized by library staff and patrons, creates reports for collection analysis
- Implements, maintains, trains and troubleshoots technical equipment required by library staff and patrons to successfully perform duties.
- Assists with adult services programs and desk responsibilities.
- Expected to work at all four service desks when necessary.
- Enjoys working with diverse populations.
- Assists other departments as needed

Knowledge, Skills, and Abilities:

Associate degree preferred but equivalent combination of education and work experience will be considered.

- Proficient knowledge of computers, tablets, Microsoft office, library networks, library software, self-checkout and digital resources.
- Ability to perform classification and cataloging of all library materials.
- Knowledge of basic library principles, procedures, technology, goals and philosophy's of service.
- Ability to plan, coordinate and direct work.
- Ability to create a pleasant, helpful atmosphere.
- Ability to relate tactfully and courteously with the public and to maintain effective working relationships with other employees. Consistently presents the Watertown Public Library and its resources to the public in positive manner.
- Ability to exercise initiative, and to stimulate interest and encourage participation in reading and other library literacy activities.
- Ability to make responsible decisions.
- Ability to prepare effective correspondence without referral to a supervisor.
- Ability to maintain effective working relationships with high level officials, department heads, employees and the public and to deal with public relations problems courteously and tactfully.
- Ability to be confidential.
- Ability to schedule effective use of own time, and, may coordinate activities of other personnel regarding departmental operations.
- Ability to follow instructions and to adhere to prescribed facility practices.
- Ability to work a flexible schedule including nights and weekends.

Physical Requirements

The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

- Continuously requires vision.
- Work frequently sitting.
- Use hands to operate computers, answer phones and check out materials.
- Work frequently standing, walking, stooping, kneeling, crouching, and lifting.
- Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the American with Disabilities Act of 1990 (as amended).

WATERTOWN PUBLIC LIBRARY

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the Library. The Library retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: June 2023

Title: (Library Assistant) **Department:** (Library) **FLSA Status:** (Non-Exempt)

General Summary:

Performs a variety of paraprofessional tasks related to the daily operations responsible for assisting with the operations associated with library circulation, youth, teen and adult service/reference areas

Reporting Responsibility:

Under the direction of the Department Head (i.e. Adult Services Librarian, Children's Librarian, Circulation Manager, a library assistant is responsible for performing paraprofessional tasks which require the exercise of independent judgment, initiative, and discretion based on established policy and procedure. Works with a minimum of supervision to complete daily assignments.

Specific Accountabilities:

- Assists with routine desk procedures at 4 service desks
- Processes library materials for patron use
- Repairs damaged materials
- Promotes library services to library users.
- Responds to, implements,
- and completes paperwork needed for statewide Interlibrary Loan services.
- Collects, sorts, and routes library materials
- Assists with programs and book displays
- Plans and executes library programs
- Re-shelves materials, cleans and straightens the library
- Supervises patron behaviors as needed, assists with monitoring a two story, 41,000 sq ft library
- Performs reader's advisory and reference assistance
- Troubleshoots computer problems in Tech Center
- Troubleshoots library sorter and self-check-out machines
- Checks-out and checks-in library materials
- Handles the registration of new library cardholders and issue library cards.
- Assists with instructing patrons as to how to use library resources; brick and mortar, ILS, and online databases
- Performs other related work as assigned.
- Enjoys working with diverse populations.

Knowledge, Skills, and Abilities:

Essential Training:

Some post-secondary education preferred or library experience. Customer service experience.

- Strong customer service skills with the ability to relate tactfully and courteously with the public to maintain effective working relationships with other employees. Presents the Watertown Public Library and its resources to the public in a positive manner.
- Comfortable with technology to learn the library ILS(Polaris Operating system) and assist patrons with questions about **library app and online resources**
- Comfortable working with computers, printers, and other office equipment
- **Experience with social media platforms**
- Familiar with library organization and practices
- Ability to make responsible decisions.
- Ability to follow instructions and to adhere to prescribed department practices.
- Ability to work a flexible schedule including nights and weekends or on an as needed basis.

Physical Requirements

- Continuously requires vision.
- Occasional exertion of up to 25 pounds and occasionally up to 50 pounds.
- Talk or hear
- Use hands to operate computers, answer phones and handle library materials of all sizes.
- Work standing, walking, stooping, kneeling, crouching, reaching with hands and arms and lifting.
- Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the American with Disabilities Act of 1990 (as amended).

WATERTOWN PUBLIC LIBRARY

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the Library. The Library retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in it's judgment, to be proper.

DATE: June 2023

Title: (Children's Librarian) **Department:** (Library) **FLSA Status:** (Exempt)

General Summary:

A full-time professional position with the primary responsibility of developing and delivering services to children (birth-age 10) and their caregivers, including outreach services. Prepares and oversees the budget for the Children's Dept., supervises employees throughout the facility. Acts as part of the administration team, and oversees the two story, 41,000 sq. ft. facility and technology operations in the absence of the Library Director and Circulation Manager.

Reporting Responsibility:

Under the direction of the Library Director, the Children's Librarian is responsible for supervising all children's room employees. Maintains and monitors the Children's Dept material and programming budgets, along with planning, organizing and implementing children's room programs and ordering all supplies and materials for the department. Provides reports and statistics to the Greater Watertown Community Health Foundation as per the library agreement. This requires the exercise of independent judgment, initiative, and discretion based on established policy and procedure. This position is required to work with a minimum of supervision to complete regular assignments, however, special and unusual, assignments may be subject to closer supervision.

Specific Accountabilities:

- Participates in hiring, training, reviewing, setting goals, and supervising Children's Department staff
- Reviews, selects, and purchases books and other materials for children's department.
- Supervises patron behaviors as needed, assists with monitoring a two story, 41,000 sq ft library
- Expanded programming expectations to compliment the Children's Department that has quadrupled in size.
- Provides library tours and orientations.
- Plans, implements and manages a comprehensive program of library services for children. Activities include but are not limited to, story times, community outreach, and the summer reading.
- Assists with the maintenance of the children's webpage, online calendar, and social media

- Creates calendars and other promotional materials.
- Carries out collection management responsibilities: withdrawal of outdated materials; replacement of worn materials still in demand; and, purchase of needed new materials
- Takes responsibility for the appearance of the children's room including the condition of the shelves, displays and general atmosphere of the room
- Maintain budget records for the department.
- Provides readers advisory and reference services
- Expected to work at all four service desks when necessary.
- Enjoys working with diverse populations.
- Assists other departments as needed

Knowledge, Skills, and Abilities:

Must have a Master of Library Science degree from an accredited library school. Undergraduate degree in elementary, early childhood or related child education field. Past supervisory experience is desired but not necessary.

- Extensive knowledge of children's literature.
- Thorough knowledge of basic library principles, procedures, technology, goals and philosophy's of service.
- Ability to meet, communicate with and interact with children effectively.
- Ability to plan, coordinate and direct work.
- Ability to create a pleasant, helpful atmosphere.
- Proficient knowledge of Microsoft office.
- Ability to relate tactfully and courteously with the public and to maintain effective working relationships with other employees. Consistently presents the Watertown Public Library and its resources to the public in positive manner.
- Ability to exercise initiative, and to stimulate interest and encourage participation in reading and other library literacy activities.
- Ability to find and implement alternative sources of funding such as grants and local investors.
- Knowledge of current events, popular, local and youth culture.
- Ability to make responsible decisions.
- Provide services and materials within the guidelines of the operating budget.
- Ability to prepare effective correspondence without referral to a supervisor.
- Ability to maintain effective working relationships with high level officials, department heads, employees and the public and to deal with public relations problems courteously and tactfully.
- Ability to be confidential.
- Ability to schedule effective use of own time, and, may coordinate activities of other personnel regarding departmental operations.
- Ability to follow instructions and to adhere to prescribed office practices.
- Ability to work weekends and nights.

Physical Requirements

The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

- Continuously requires vision.
- Work frequently sitting.
- Work frequently standing, walking, stooping, kneeling, crouching, and lifting.

- Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the American with Disabilities Act of 1990 (as amended).

WATERTOWN PUBLIC LIBRARY

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the Library. The Library retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: June 2023

Title: (Adult Services Librarian) **Department:** (Library) **FLSA Status:** (Exempt)

General Summary:

A full-time professional position with the primary responsibilities of developing and delivering services to adults; including reference services, adult outreach, and orders adult nonfiction and reference materials. Prepares and oversees budget for department, supervises employees assigned to the department. This position is responsible for the IT services used by staff and patrons and is the lead contact person for out-sourced IT services. Acts as part of the administration team and oversees the two story, 41,000 sq. ft. facility and technology operations in the absence of the Library Director and Circulation Manager.

Reporting Responsibility:

Under the direction of the Library Director, the Adult Services Librarian is responsible for supervising all Adult Services employees, along with planning, organizing and facilitating adult focused programs and ordering all supplies and materials for the department. This position is responsible for building-wide IT services, ordering of technology materials used by staff and patrons and is the lead contact person for out-sourced IT services This requires the exercise of independent judgment, initiative, and discretion based on established policy and procedure. This position is required to work with a minimum of supervision to complete regular assignments, however, special and unusual, assignments may be subject to closer supervision.

Specific Accountabilities:

- Participates in hiring, training, reviewing, setting goals, and supervising for Adult Services staff.
- Reviews, selects, and purchases nonfiction and reference materials for the library.
- Reviews, selects, and purchases technology related items staff and patrons.
- Supervises patron behaviors as needed, assists with monitoring a two story, 41,000 sq ft library
- Lead contact person for patron's questions, concerns, and complaints associated with Adult Services.(Compliments too)
- Plans, implements and manages a comprehensive program of library services for adults. Activities also include community outreach.
- Head team member for the maintenance of the library's webpage, online calendar, online reservation software, library cameras, and Wifi network
- Lead person monitoring all library social media outlets.
- Creates calendars and other promotional materials.

- Carries out collection management responsibilities: withdrawal of outdated materials; replacement of worn materials still in demand; and, purchase of needed new materials
- Working knowledge of library ILS (Polaris)
- Takes responsibility for the appearance of the expanded second floor/adult services area including the condition of the shelves, displays, and general atmosphere of the area.
- Maintains budget records for the department.
- Provides readers advisory and reference services.
- Proficient operating software programs utilized by library staff and patrons.
- Implements, maintains, trains and troubleshoots technical equipment required by library staff and patrons to successfully perform duties.
- Expected to work at all four service desks when necessary.
- Enjoys working with diverse populations.
- Assists other departments as needed.

Knowledge, Skills, and Abilities:

Must have a Master of Library Science degree from an accredited library school and be familiar and comfortable working with and troubleshooting technology. Past supervisory experience is desired but not necessary.

- Proficient knowledge of computers, tablets, Microsoft office, library networks, library software, self-checkouts, library material's sorter and digital resources.
- Thorough knowledge of basic library principles, procedures, technology, goals and philosophy's of service
- Ability to plan, coordinate and direct work.
- Ability to create a pleasant, helpful atmosphere.
- Ability to relate tactfully and courteously with the public and to maintain effective working relationships with other employees. Consistently presents the Watertown Public Library and its resources to the public in a positive manner.
- Ability to exercise initiative, and to stimulate interest and encourage participation in reading and other library literacy activities.
- Ability to find and implement alternative sources of funding such as grants and local investors
- Knowledge of current events, popular and local culture.
- Ability to make responsible decisions.
- Provide services and materials within the guidelines of the operating budget.
- Ability to prepare effective correspondence without referral to a supervisor.
- Ability to maintain effective working relationships with high level officials, department heads, employees and the public and to deal with public relations problems courteously and tactfully.
- Ability to be confidential.
- Ability to schedule effective use of own time, and, may coordinate activities of other personnel regarding departmental operations.
- Ability to follow instructions and to adhere to prescribed facility practices.
- Ability to work weekends and nights.

Physical Requirements

The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

- Continuously requires vision.

- Work frequently sitting.
- Use hands to operate computers, answer phones and check out materials.
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WATERTOWN PUBLIC LIBRARY

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- Provides readers advisory and reference services.
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- Implements, maintains, trains and troubleshoots technical equipment required by library staff and patrons to successfully perform duties.
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MEMO

TO: Finance Committee

FROM: Kristine Butteris, Director of Parks, Recreation, & Forestry

DATE: June 7, 2023

RE: Addition of Recreation Program Manager

Committee Members,

I would like to be fiscally responsible in this budgeting process and understand asking for additional employees could put financial strain on the community. However, the level of service we are currently providing isn't in line with where I would like to be or where the community would like it to be.

Currently in the Parks, Recreation, and Forestry Department, we have six divisions: Parks, Forestry, Recreation, Aquatics, Senior Center, and Special Events. Our recreation division doesn't have a full-time person in its role. We have had to rely on recreation interns that change over every three to six months, creating many errors and inconsistencies in our programs. From the spring of 2022 to the spring of 2023, we were able to keep an intern on in the program supervisor role. This turned out to be very successful as we were able to have consistency across our programs. Enrollment numbers were higher than they had been in years for our soccer program because this person was able to cycle through three seasons of soccer (two spring and one fall season).

Many Parks, Recreation and Forestry Departments in a community the size of the City of Watertown, have a Director, Assistant Director, Park and Forestry Supervisor with a Park Foreman, and Programming staff consisting of one to two recreational programmers. Some of those communities, if they should be as lucky as we are to have two aquatic facilities, also have an aquatic programmer.

Given the history of this department, which used to have both an assistant director and recreation programmer, shows that we are in need of a few positions to be added back into our department. We are still very much understaffed in the Parks and Forestry Division, even more now that we have taken control of the Bentzin Family Town Square and will be doing mowing and maintenance for the new Fire Department property as well as the Belinski development park in the near future. Many projects will be coming up where we could use a lead or foreman on the job. We have been extremely understaffed in our Recreation Division since the position was slowly removed around 2012.

We have tried to make up for these shortcomings by tasking other positions with other duties and responsibilities, however, I feel this is where the level of service has started to wane.

In an ideal world, I would be asking for an Assistant Director, Recreation Program Manager, two Park Laborers, and a Park Foreman. I understand this cannot all happen in one year. I am asking for your support of a Recreation Program Manager to

be added to the Parks, Recreation, and Forestry Department – Recreation Division to assist with recreational sports leagues and sessions, tournament reservations, enrichment services, summer camps and our Kart Park. This position would also be responsible for scheduling all youth and adult leagues and would also assist with the hiring of multiple seasonal positions throughout the year which currently falls on the Director to manage and staff all programs.

We are grateful that we received the new Parks Laborer position as well as the Programming Event Coordinator in 2023. As we look forward to the future, it is clear the Programming Event Coordinator (PEC) will be more engaged with the community in other ways than initially thought. The PEC has already found another weak point to our department which was applications and permits. They are streamlining the current permit system and will eventually transfer from special events solely at the Bentzin Family Town Square to the entire parks system. The skills of the PEC are more effective in the role of special events, applications, and permits. We have three different people in our department working on special events in parks, the PEC position will create more efficiency with one person in the role than many others all trying to do the same thing.

The PEC cannot focus on creating schedules for youth baseball and soccer, adult softball and volleyball and men's basketball.

We are working on growing our programs and will need this position to grow the program in a positive direction.

CITY OF WATERTOWN POSITION DESCRIPTION

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DATE: January 2015
Revised: June 10, 2021

Title: Recreation Program Manager
Department

Department: Park, Recreation, and Forestry

FLSA Status: Exempt

General Summary:

This is a manager position whose duties involve professional work in the implementation of a comprehensive recreation program for the City of Watertown.

Reporting Responsibilities:

Under general direction of the Director of Park, Recreation, and Forestry, administers various recreational programs and exercises supervisory authority over program personnel which include but are not limited to instructors, coaches, volunteers, concessions stand staff and maintenance.

Specific Accountabilities:

1. Organize, develop, and implement recreation and enrichment programs for the community and to promote programs and activities, including the Senior Center.
2. Responsible for the recruiting, selection and training of staff and volunteers for recreational programs sponsored by the Park, Recreation, and Forestry Department.
3. Supervise staff to include training, scheduling, evaluation, and discipline.
4. Perform payroll activities for all recreational staff.
5. Keep current on the latest in program design, technique, and upcoming trends for recreational programs.
6. Prepare and implement program registrations.
7. Responsible for keeping personnel, attendance, revenue, maintenance, and other pertinent records.
8. Prepare an annual budget and program goals for review by the Director.
9. Participate in community planning as a representative of the City.
10. Develop, plan, and implement recreational and educational programs for community members and participants of all ages.

11. Promote recreation and enrichment programming within the community through speaking engagements, social media, local newspapers, and other suitable means.
12. Work closely with parent-run sports clubs that have ties with the community.
13. Prepare and process all recreational tournament reservations both online and in person.
14. Direct supervision of clerical staff to include assigning daily and weekly work schedules.
15. Work within the guidelines of the co-use agreements with the Watertown Unified School District; communicate department programming with the Watertown Unified School District.
16. Participate in community planning as a representative of the city.
17. Organize training of First Aid, CPR and AED classes for all recreational personnel.
18. Assist in organizing, developing, and implementing recreation and enrichment programs for the community and promote programs and activities, including the Senior Center.
19. Work with office staff in preparing and implementing program registrations.
20. Create and maintain registrations for all recreational programs through our programming software.
21. Assist, as needed, in general office operations of the department.

Required Knowledge, Skill and Abilities:

Bachelor's degree from an accredited college or university with degree in recreation, physical education or related field with progressive supervisory experience in a recreational setting. Must have current: Food Managers certifications [or ability to obtain certifications within six (6) months] and an equivalent combination of education, experience and training which provides the following knowledge, ability and skill:

- Considerable knowledge of the methods and procedures involved in designing, planning, promoting, and managing the operation of a City aquatic facility as well as other recreation programs, such as sports leagues, playgrounds, fitness programs, field trips, and special events.
- Ability to give appropriate assignments and instruction to subordinates and to supervise their work.
- Ability to establish and maintain cooperative relationships with associates, subordinates, program participants and the public.
- Ability to prepare clear, sound, accurate and informative reports.
- Ability to establish and maintain needed records including accounts receivable.
- Considerable knowledge of development of recreation and pool budget and its administration.
- Ability to speak clearly, informatively and interestingly before varied size groups.
- General knowledge of computer applications.

Licenses and Certificates:

Food Manager License
American Red Cross CPR or American Heart Association



Watertown Fire Department

106 Jones Street, Watertown, WI 53094 • 920-261-3610 • 920-261-7527 fax
www.watertownfiredept.com

MEMO

TO: Finance Committee
FROM: Fire Chief Teesch
DATE: June 26, 2023
RE: Job Description Changes

The following job description modifications will provide a foundation for the improvement and future growth of the organizational structure of the Watertown Fire Department. This will help enhance the service the department provides and increase the efficiency of department functions across all areas.

- Creation of a Motor Pump Operator (**MPO**) “Driver” rank.
- Adding a **Specialty Area** to the duties of each Battalion Chief.
- Separating the workload of the current Deputy Chief position into **Operations & Administration** and adding an additional chief level officer.

Many fire departments officially recognize **MPO** as a rank within the organizational structure. Fire apparatus are highly technical pieces of equipment that require proficiency to operate. Our current organizational structure weaves these duties into the firefighter’s job description. Moving these duties away from the firefighter job description will allow the department to clearly identify who operates in this capacity. Furthermore, this benefits the department by defining a clear structure for staffing levels and workload expectations. It also provides a level of advancement for staff, preparing them for continued career growth and development.

Adding a **Specialty Area** for each of the three Battalion Chiefs provides benefits for the department and city by creating subject matter experts that oversee different components critical to the fire department’s operations and administration. These areas are Special Operations, Building & Equipment Maintenance, and Emergency Management. The long-term planning and non-daily nature of these specialty areas fits nicely with the work schedule of the Battalion Chiefs and provides a chance for them to expand their involvement as managers within the fire department.

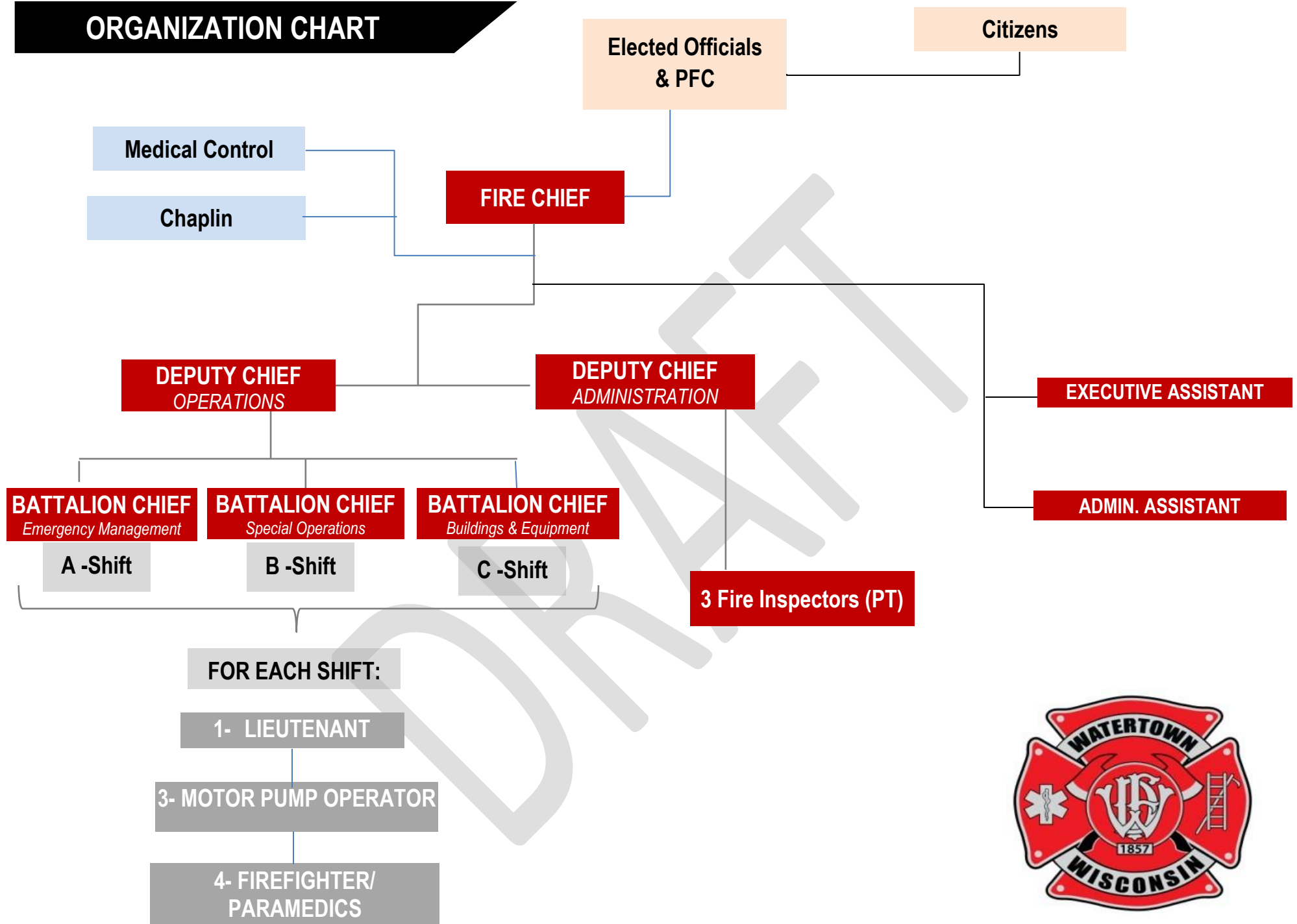
The inherent functions of any fire department can be divided into two basic categories, **Operations & Administration**. Both areas need and deserve attention and focus. Operations center on inward-facing tasks and functions. This is where the work of being

a firefighter/paramedic gets done. The administration side focuses on dealing with outward-facing influences and programs that affect how, when, why, and to some extent where that work gets done.

To find balance between operations and administration a core group of chief level officers are needed with clearly defined roles and responsibilities. Done properly, this creates organizational stability that produces momentum. With this concept as a foundation, **I recommend dividing the job duties of the existing deputy chief position and structuring them into separate positions.** One position would have a primary focus on administrative functions and the other on operational duties. This change involves the addition of a chief level officer who would work a 40-hour week schedule.

The **proactive changes** outlined above will give the department an organizational system that is structured to be adaptive and quickly respond to the changes and challenges faced by the modern fire service. In addition, it allows for the implementation and oversight of programs that benefit the community and increases our capacity to deliver services. Furthermore, it **allows the department to be more responsive to the needs of the people that live, work, and visit Watertown.**

ORGANIZATION CHART



CITY OF WATERTOWN POSITION DESCRIPTION

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DATE: April 14, 2023
REVISED:

Title: *Deputy Chief of Administration (Community Risk Reduction)*
Status: *Exempt*

Department: *Fire*

FLSA

General Summary:

This is a supervisory, confidential, administrative, and managerial position that provides strategic, command level administration for the preparedness of the community and the Watertown Fire Department. This position provides effective, professional leadership in the safety, health and wellness of the department and risk reduction in the community with appropriate personnel, technologies, services, and programs. Work involves interpreting and enforcing applicable fire and life safety codes and regulations; assisting with the development of department strategies, goals, and objectives; budgeting and fiscal control; policy development and implementation; enhancing organizational effectiveness by researching and implementing best practices; ensuring organizational readiness through training and personnel development; commanding critical incidents; and other duties as assigned. This position serves as the department's health and safety officer. This position works closely and in coordination with other chief level officers and is the direct supervisor of fire inspectors and an indirect supervisor of Battalion Chief, Lieutenants, Drivers, and Firefighters. The position serves as "*second-in-command*" of the fire department. The primary focus of this position is fire prevention and education. Work is performed under general supervision of the Fire Chief and may include the duties of the Fire Chief when so assigned.

Duties and Responsibilities:

1. Promote the department vision, mission, and values.
2. Assist in carrying out all operations of the department, actively participate as a member of the department's Executive Leadership Team and assume the duties of the Fire Chief when so designated.
3. Function as a member of the Incident Command Team which may include Incident Commander, Incident Safety Officer, Resource Unit Leader, Division/Group Supervisor, or Senior Advisor.
4. Lead, plan, coordinate, evaluate, and improve the department's community risk reduction, public education, and public relations programs to provide appropriate, reliable, effective department and community preparedness.

5. Review and analyze operations, trends, laws, regulations, and standards affecting the department and the community for the purpose of proposing, developing, and implementing strategies, goals, objectives, policies, and priorities for to meet the department's mission.
6. Manage resources to ensure compliance with local, state, and federal statutes, regulations, ordinances, laws, and standards to ensure uniformity, efficiency, and safety.
7. Prepare budgets and maintain budgetary control and records to ensure compliance within approved budget; apply for and manage grants.
8. Develop, implement, and manage department safety, health, and wellness programs to support department personnel readiness, longevity, and post-employment wellbeing.
9. Assume responsibility for fire cause and origin determination as required by standards, policies, and regulations.
10. Inspect occupancies that store, handle, and use hazardous materials to ensure compliance with local, state, and federal regulations.
11. Review site plans and specifications for building and related fire and life safety and fire suppression systems for compliance with applicable codes and regulations; assist in the development and reviews of fire exit plans.
12. Provide technical interpretation of the fire code; respond to inquiries from architects, engineers, contractors and the public on fire codes, inspections, inspection schedules, and compliance.
13. Coordinate special events by meeting with and providing input to event organizers and other City departments to ensure the safety of the public and compliance with the fire code.
14. Assist in the City emergency preparedness and management planning and operations.
15. Develop press releases, articles, and other materials for media use or publication.
16. Mentor staff and promote career and personnel development, counsel on difficult or unusual problems subordinate's encounter.
17. Represent the Fire Chief, the Department, and the City in relationships with the public, community groups, professional organizations, county officials, other municipalities, and other City departments; negotiate and resolve significant and controversial issues; attend and participate in professional meetings, conferences, and workshops.
18. Respond to, command, and mitigate emergency and non-emergency service requests including but not limited to structure fires, emergency medical calls, vehicle crashes, hazardous material spills or releases, alarm investigations, and fire code compliance complaints; serve as on-call shift commander and duty chief as required.
19. Perform all work duties and activities safely in accordance with policies, protocols, and guidelines; mitigate and correct unsafe activities and conditions.
20. Inspect property, new and existing buildings, and special events for fire hazards, adequacy of fire protection systems, adequacy of fire exits and general compliance with fire codes, and regulations; recommend corrections for defects and inadequacies that require corrections to comply with applicable city ordinances and codes.
21. Conduct fire exit drills to monitor and evaluate evacuation procedures.
22. Assist in planning, assigning, reviewing, conducting and coordinating the training of the agency while ensuring compliance with local, state, and federal statutes, regulations, ordinances, laws, and standards to ensure uniformity, efficiency and safety.
23. Attend internal and external training opportunities as needed to maintain certifications and increase knowledge, skills and abilities commensurate with areas of responsibility and career growth.
24. Respond to complaints and requests for information from the public.
25. Perform suppression and rescue operations including but not limited to: raise and lower ladders, pulls/positions hose lines, operate gas powered saws or fans, operate heavy rescue equipment, provide basic or advanced life support, use various hand tools, and operate heavy fire apparatus including pumps and aerial ladders.
26. Oversees Knox Box program
27. Perform other work duties as assigned

Required Knowledge, Skills and Abilities:

Graduation from an accredited bachelor's degree program with major course work in Fire Science or a closely related field. Ten (10) years' experience in firefighting work which includes at least three (3) years' experience as a Lieutenant or above; certified as an NREMT-P and/or State of Wisconsin EMT Paramedic, NIMS 100, 200, 300, 400, 700, 800 certified as a State of Wisconsin Firefighter I and II, possess a valid State of Wisconsin Driver's License, must have certification as a State of Wisconsin Driver Operator, State of Wisconsin Emergency Services Instructor I, Fire Inspector I, and State of Wisconsin Fire Officer I, and/or an equivalent combination of education and experience which provides the following knowledge, abilities, and skills:

Knowledge in:

- Comprehensive knowledge of modern methods of emergency operations command and control, principles and practices of fire suppression, pre-hospital emergency medical care, and the use and maintenance of firefighting and emergency medical apparatus and equipment.
- Comprehensive knowledge of fire department administration, strategic planning and direction, contemporary supervisory and leadership principles and practices, records management best practices, data analytics, public relations, government operations, and budget preparation and management.
- Considerable knowledge of technical rescue, emergency management and emergency operations center processes, teaching methodologies, and instructional techniques.
- Considerable knowledge and understanding of community fire and life safety education and risk reduction strategies, programs, and best practices.
- Considerable knowledge of statutes, standards, codes, and ordinances pertaining to fire service and emergency management operations, firefighter training and certification, fire, and life safety, building construction, electrical installations, and the storage and handling of hazardous materials.
- Working knowledge of geographic information system (GIS) mapping.

Skills in:

- Comprehensive skill in applying modern fire suppression, rescue, and emergency medical services techniques; executing command and control actions; and evaluating and implementing tactical and operational requirements.
- Comprehensive skill in developing organizational strategies; administering safety, health, wellness, and community risk reduction programs; analyzing data, trends, and emerging information to proactively improve preparedness; and planning, scheduling, and directing the work of others.
- Considerable skill in selecting, assigning, evaluating, training, developing, and mentoring subordinates.
- Skill in the operation of equipment needed to effectively perform the duties and responsibilities of the position, including modern office equipment.

Ability to:

- Ability to demonstrate the department's core values in everyday work, display a positive and caring attitude, and expect the same from subordinates; to be nice and respect everyone for who they are and what they are capable of.
- Ability to determine and implement the best course of action when responding to, mitigating, or supervising emergency and non-emergency incidents with the ability to remain calm under various conditions with or without various degrees of stress.
- Ability to plan, implement, and oversee preparedness programs and activities.
- Ability to develop short- and long-range strategies and goals to support the mission, vision, and values of the department.
- Ability to develop and maintain effective, collaborative working relationships within and outside of the department.

- Ability to communicate effectively both orally and in writing with general public, business representatives, elected officials, department heads, and other City employees.
- Ability to research, prepare, and present accurate and reliable reports containing findings and recommendations.
- Ability to adapt to change in technology, policy and guidelines in a positive and proactive manner, assisting subordinate staff with understanding the change and implementation.
- Sustain physical effort involving performance of duties in situations of personal danger with exposure to all types of weather conditions and heights.
- Lift and carry patients in conjunction with at least another employee with weights of greater than 100 pounds, carrying equipment with weights up to 30 pounds, traversing a variety of surfaces and elevations and be able to, sit, stoop, crawl, bend, climb, and twist while performing the essential functions of this job.
- Read and understand policies, rules, instructions, and written material pertaining to fire and rescue operations
- Exercise judgment during hazardous circumstances and act quickly and effectively during
- Maintain Paramedic license, as it is a condition of employment
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and technology.
- Ability to interpret and apply local, national, federal, state, and local policies, procedures, statutes, regulations, codes, ordinances, and standards.
- Ability to work irregular hours including weekends, holidays, and extended hours in emergency, disaster or other situations influenced by workload or staffing difficulties.
- Ability to train, direct, and evaluate subordinates in a fair and equitable manner.
- Ability to perform all essential duties of a firefighter.

WORKING CONDITIONS

Position requires the individual to work in potentially dangerous and/or environmentally extreme conditions which may include several changes over the course of a work period. This may include exposure to extreme heat or cold; exposure to precipitation including rain, snow or ice; and exposure to various pollutants, odors and fluids.

Position requires the individual to work under various physically demanding conditions and requires the individual to maintain adequate physical conditioning per standards under NFPA 1582 (Standard for Comprehensive Occupational Medical Program for Fire Departments).

- Sitting, standing, crouching, kneeling, or crawling in any of the environmental conditions for any length of time.
- Performing duties from various levels of height including from ladders, buildings or other structures.
- Performing duties at various levels of grade including below ground or uneven terrain.
- Performing duties in limited to zero visibility under extreme temperature changes.
- Performing duties under severe noise levels from equipment, apparatus or structural fire conditions.
- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone, department radio equipment, and in person, including during emergency and non-emergency situations which may involve a high degree of noise.
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written instructions, inspect a wide variety of fire suppression projects on site and comprehend, prepare, review and evaluate a variety of written documents and text materials, and effectively operate at a fire or related emergency scene.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate equipment used in firefighting, a motor vehicle, and a personal computer.

- Sufficient personal mobility, flexibility, and physical reflexes, with or without reasonable accommodation, which permits the employee to perform all duties involved in protecting life and property.

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

PRINT NAME: _____ SIGNATURE: _____ Date _____

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CITY OF WATERTOWN POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

Title: Deputy Chief of Operations Deputy Chief **Department:** Fire **FLSA Status:** Exempt
DATE: Sept 14, 2020
Updated: April 14, 2023

General Summary:

~~This is a supervisory, confidential, administrative, and managerial position that provides strategic, command level administration. This is an administrative and management position whose duties involve assisting in the planning, organization, and direction. This position will be tasked with overseeing Emergency Medical Services (EMS) and training. The responsibilities encompass development and implementation of all EMS and fire training, including objective and practical training. The position will also serve as the department's EMS Service Director and be responsible for overseeing programs associated with licensure, which include, coordinating and implementing required state and federal training. The incumbent is responsible for assessing training needs of the Fire Department; formulating training/lesson plans and implementing comprehensive in-service training programs and provide new employee orientation for department personnel. This position works closely and in coordination with other chief level officers, is the direct supervisor of the Battalion Chiefs and is an indirect supervisor of Lieutenants, Drivers, and Firefighters. The position serves as "third-in-command" of the fire department. The primary focus of this position is EMS and training, of fire and EMS operations within the Watertown Fire Department. Work assignments are under the general direction of the Fire Chief. Assignments are broad in nature and afford the exercise of independent judgment in relation to assisting in the administration and coordination of department operations, and for general direction and participation in fire and EMS operations. Work is reviewed through periodic performance reports, observation of results achieved, and one on one conferences. As assigned, this position supervises all shift fire personnel, which may include 1-3 other supervisors. Work is performed under general supervision of the Fire Chief and may include the duties of the Fire Chief when so assigned. In Absence of Fire Chief, may assume role of Acting Fire Chief.~~

Duties and Responsibilities:

- ~~1. Promote the department vision, mission, and values.~~
- ~~2. Assist in carrying out all operations of the department, actively participate as a member of the department's Executive Leadership Team and assume the duties of the Fire Chief when so designated.~~
- ~~3. Function as a member of the Incident Command Team which may include Incident Commander, Incident Safety Officer, Resource Unit Leader, Division/Group Supervisor, or Senior Advisor.~~
- ~~4.4. Responds to emergencies; assesses situation, takes mitigating actions to protect lives and preserve property, may assume incident command or other command positions at emergencies, utilizing available resources as necessary to protect the citizens and property of the community~~
- ~~2-5. Responsible for developing, organizing, implementing, and maintaining a department-wide training program which will effectively and efficiently attain the divisions written~~

- goals and objectives through the use of accepted standards, teaching materials, ~~apparatus, tools, equipment, etc. and lesson plans.~~
- ~~3-6.~~ Schedule and EMS of Fire Department personnel and maintain training records and files
- ~~4-7.~~ Attends training and meetings to remain current on fire suppression, rescue methods, leadership, management, and EMS skills
- ~~5.~~ Oversees general fire code enforcement and general fire investigations
- ~~6-8.~~ Schedule Monthly pre-plans for the Fire Department
- ~~7.~~ Coordination of Fire Prevention efforts
- ~~8-9.~~ Maintains and uses training facility and surveys potential locations for training per NFPA 1403
- ~~9-10.~~ Prepares and maintains licensure ~~of as an~~ for EMS provider program and ensures all EMS personnel licenses are maintained
- ~~10-11.~~ Participates in staff meetings as required and makes suggestions and recommendations on the attainment of the goals and objectives of the Department.
- ~~11-12.~~ Responsible to oversee and maintain the EMS operational plan, EMS protocols, and EMS training schedule
- ~~12-13.~~ Ensures that DEA Compliance is maintained
- ~~13-14.~~ Oversees the EMS QA program
- ~~14.~~ Oversees Knox-Box program
- ~~15.~~ Assesses training needs of the Fire Department staff through investigation, consultation and evaluation of requests for training programs; makes recommendations for and assists in implementing training policies.
- ~~16.~~ Assists in planning, developing, recommending, and coordinating a comprehensive in-service training program for department personnel and assists in the preparation of the training budget.
- ~~17.~~ Develops, schedules, coordinates, and participates in training programs designed to increase employee skills and provide orientation to new employees.
- ~~18.~~ Develops and prepares or secures training manuals, charts, and other visual aids; uses such tools in training.
- ~~19.~~ Informs employees of available educational opportunities offered by schools and colleges in areas related to their development on the job.
- ~~20.~~ May conduct classes, lead conferences, fill outside speaking engagements and serve on committees.
- ~~21.~~ Maintains records of training programs, activities and employees' participation and attendance.
- ~~22-23.~~ Act as the departments Infection Control Officer
- ~~23.~~ Acts as dDepartment' Health and Safety Officer
- ~~24-25.~~ Acts as the departments HIPPA Privacy Officer
- ~~25.~~ Liaison and representative for EMS operations and attends EMS meetings
- ~~26.~~ Prepare grant applications pertaining to department operations and funding opportunities.
- ~~27.~~ Investigate and document EMS complaints
- ~~28.~~ Enter EMS data into local, state, and federal databases and registries.
- ~~29.~~ Oversee EMS inventory and equipment including ordering of EMS supplies, equipment, and management of supplies.
- ~~30-31.~~ Coordinate with Technical Colleges on clinical placement of EMT and paramedic students and oversee all aspects of the clinical placement program.
- ~~32-33.~~ Be an effective mentor to all fire department staff members
- ~~34-35.~~ Responsible for overall community involvement and education
- ~~36-37.~~ Promotes positive department image through positive public personal conduct
- ~~38-39.~~ Ensures all routine duties such as report writing, data entry, and completing required paperwork is complete and in proper order
- ~~40-41.~~ Responsible for assigned personnel and their compliance with department rules policies, procedures, and special instructions of higher ranking officers
- ~~42-43.~~ Acts as an alternate to the fire chief to any city meeting that requires presence
- ~~44-45.~~ Assists in planning, organizing, and directing the overall operation of the department
- ~~46-47.~~ Assists in the preparation of departmental budget for their areas of responsibility
- ~~48.~~ Assists in researching and recommending material for the development and revision of general orders, special orders, rules and regulations, and/or manuals of operations and procedure guidelines the activities necessary to handle all hazards recovery for the City of Watertown.
- ~~49.~~ Assists in completing analysis, planning, directing, and evaluating

- ~~28-37.~~ Periodically evaluates the capabilities of personnel, and where required shall develop programs for additional training for the advancement of each employee
- ~~29-38.~~ Participates in hiring and promotional procedures as assigned
- ~~30-39.~~ Responsible to prepare and submit to the Fire Chief regular and such other special reports as may be required
- ~~31-40.~~ Ensures that department goals and objectives are accomplished, and all assignments are completed on time
- ~~32-41.~~ In cooperation with other officers of the department, reports on the proficiency of probationary members of the department
- ~~33-42.~~ May develop and implement new methods of performing various techniques required in handling all types of emergencies
- ~~34-43.~~ Shall perform the duties of Fire Chief, in his absence, as assigned or required
- ~~35-44.~~ Perform other work duties as assigned

Required Knowledge, Skills and Abilities:

Graduation from an accredited bachelor's degree program with major course work in Fire Science or a closely related field. Ten (10) years' experience in firefighting work which includes at least three (3) years' experience as a ~~Captain-Lieutenant~~ or above; certified as an NREMT ~~P~~ and/or State of Wisconsin EMT Paramedic, NIMS 100, 200, 300, 400, 700, 800 certified as a State of Wisconsin Firefighter I and II, possess a valid State of Wisconsin Driver's License, must have certification as a State of Wisconsin Driver Operator, State of Wisconsin Emergency Services Instructor ~~I & II~~, and State of Wisconsin Fire Officer I, and/or an equivalent combination of education and experience which provides the following knowledge, abilities, and skills:

Knowledge in:

- Comprehensive knowledge of modern methods of emergency operations command and control, principles and practices of fire suppression, pre-hospital emergency medical care, and the use and maintenance of firefighting and emergency medical apparatus and equipment.
- Comprehensive knowledge of fire department administration, strategic planning and direction, contemporary supervisory and leadership principles and practices, records management best practices, data analytics, public relations, government operations, and budget preparation and management.
- Considerable knowledge of technical rescue, emergency management and emergency operations center processes, teaching methodologies, and instructional techniques.
- Considerable knowledge of statutes, standards, codes, and ordinances pertaining to fire service and emergency management operations, firefighter training and certification, fire, and life safety.
- Working knowledge of geographic information system (GIS) mapping.
- Considerable knowledge of principles and techniques to instruct and evaluate students.
- Considerable knowledge of oral and written communication theory.
- Considerable knowledge principles of management and supervision.
- Considerable knowledge Computer applications and operations.
- ~~Firefighting, rescue techniques, fire prevention, and emergency medical services methods, techniques, and practices~~
- ~~Computer applications involving word processing, data entry, and /or standard report generation~~
- ~~Regulations, ordinances, and laws regarding a firefighting/emergency services department~~

Skills in:

- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds, often in situations which may be stressful
- Comprehensive skill in applying modern fire suppression, rescue, and emergency medical services techniques; executing command and control actions; and evaluating and implementing tactical and operational requirements.
- Comprehensive skill in developing organizational strategies; administering safety, health, wellness, programs; analyzing data, trends, and emerging information to proactively improve EMS operations and directing the work of others.
- Considerable skill in selecting, assigning, evaluating, training, developing, and mentoring subordinates.

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- Skill in the operation of equipment needed to effectively perform the duties and responsibilities of the position, including modern office equipment.
- ~~Maintaining safety precautions in performance of work~~
- ~~Preparing and composing reports and records on activities performed~~
- ~~Provide productive leadership~~

Ability to:

- Ability to demonstrate the department's core values in everyday work, display a positive and caring attitude, and expect the same from subordinates; to be nice and respect each individual for who they are and what they are capable of.
- Ability to determine and implement the best course of action when responding to, mitigating, or supervising emergency and non-emergency incidents with the ability to remain calm under various conditions with or without various degrees of stress.
- Ability to develop short- and long-range strategies and goals to support the mission, vision, and values of the department.
- Ability to develop and maintain effective, collaborative working relationships within and outside of the department.
- Ability to communicate effectively both orally and in writing with general public, business representatives, elected officials, department heads, and other City employees.
- Ability to research, prepare, and present accurate and reliable reports containing findings and recommendations.
- Ability to adapt to change in technology, policy, and guidelines in a positive and proactive manner, assisting subordinate staff with understanding the change and implementation.
- Sustain physical effort involving performance of duties in situations of personal danger with exposure to all types of weather conditions and heights.
- Lift and carry patients in conjunction with at least another employee with weights of greater than 100 pounds, carrying equipment with weights up to 30 pounds, traversing a variety of surfaces and elevations and be able to, sit, stoop, crawl, bend, climb, and twist while performing the essential functions of this job.
- Read and understand policies, rules, instructions, and written material pertaining to fire and rescue operations
- Exercise judgment during hazardous circumstances and act quickly and effectively during
- Maintain Paramedic license, as it is a condition of employment
- Ability to plan, assign, and direct work of subordinates.
- Ability to quickly learn and put to use new skills and knowledge brought about by changing information and teaching techniques.
- Ability to interpret and apply local, national, federal, state, and local policies, procedures, statutes, regulations, codes, ordinances, and standards.
- Ability to work irregular hours including weekends, holidays, and extended hours in emergency, disaster or other situations influenced by workload or staffing difficulties.
- Ability to train, direct, and evaluate subordinates in a fair and equitable manner.
- Ability to plan, carry out and evaluate comprehensive training programs.
- Ability to prepare clear and concise reports, lesson plans and other instructional materials.
- Ability to perform all essential duties of a firefighter.
- ~~Establish and maintain effective working relationships with those contacted in the course of work~~
- ~~Understand, follow, and effectively carry out instructions~~
- ~~To effectively lead and manage assigned personnel to complete all tasks~~
- ~~Ability to take personal accountability for being an officer~~
- ~~Have good time management~~

WORKING CONDITIONS

Emergency firefighting and public safety environment; exposure to fire surroundings; exposure to intense heat, structural collapse, falls and possible electrocution at emergency scenes, animal and human blood and other fluids, hazards of emergency driving, hazards associated with traffic control and working in and near traffic; working in and near natural and man-made disasters; exposure to inclement weather conditions; work in and with water; work at heights on scaffolding or ladders; work in confined spaces;

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work underground when necessary; work on slippery and uneven surfaces; work in and around heavy vehicles and equipment; exposure to noise, dust, grease, smoke, fumes and gases; exposure to potentially hazardous chemicals, explosives, high voltage and toxic materials; exposure to waste and infectious diseases; possible exposure to electrical or radiant energy, work closely with others.

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

PRINT NAME: _____SIGNATURE: _____ Date _____

CITY OF WATERTOWN

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves ~~any and all~~ rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

Title: Battalion Chief -(Full-time) **Department:** Fire **FLSA Status:** Non- Exempt
Draft: Sept 14, 2020
Updated: April 14, 2023

General Summary:

This is an ~~supervisory, confidential, administrative, and managerial~~ operational position that is tasked with managing and supervising sworn line personnel assigned to one of three crews. This position is responsible for the day-to-day supervision, control, direction, evaluation, and management of line personnel and their activities including emergency scene management of firefighting operations, rescue operations, delivery of emergency medical services, hazardous materials responses, and other activities as needed to control emergency and non-emergency scenes, responsible for managing and supervising fire, rescue, and EMS on an assigned shift. The work involves direct supervision of the company officers and indirect supervision of all other personnel of the assigned shift. The work involves participation in developing, planning and scheduling programs and work as related to the operational goals of the fire department. The position assists with formulation and implementation of management principles and practices and in maintaining and improving performance and service delivery standards. The position possesses effective authority to commit Fire Department and other city resources to respond to and control emergency and non-emergency incidents. The position is responsible for the day-to-day supervision, control, direction, evaluation, and management of shift personnel and their activities including emergency scene management of firefighting, operations, rescue operations, delivery of emergency medical services, hazardous materials responses, and other activities as needed or directed. Work assignments are under the general direction of the Fire Chief Deputy Chief of Operations. These assignments are broad in nature and afford and require the exercise of independent judgment when circumstances support the deviation of department guidelines and protocols. Battalion Chiefs will be assigned additional functional areas of responsibility and programs for which they will provide administrative oversight. The Battalion Chief works a rotating 24-hour shift or 40-hour workweek dependent on the assignment in relation to department and platoon personnel and equipment for the effective operation, and for direction and participation in fire suppression and rescue activities. Work is reviewed through periodic performance reports, observation of results achieved, and one-on-one conferences. This position supervises all shift fire personnel. In absence of Fire Chief may assume role of Acting Fire Chief.

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Duties and Responsibilities:

1. Promote the department vision, mission, and values.
2. Issue direct and indirect orders to subordinates as appropriate and necessary to carry out both emergency and non-emergency duties and services. Ensure employees follow all safety procedures.
3. Function as a member of the Incident Command Team which may include Incident Commander, Incident Safety Officer, Resource Unit Leader, Division/Group Supervisor, or Senior Advisor.
4. Perform administrative duties, including preparation of reports and documents, direct supervision and management of shift personnel, development of staff, assignment of daily tasks and special projects. This includes the determination and selection of procedures to carry out department operations.
5. Participate in administration of the collective bargaining agreement.

6. Participate in recommending, formulating, determining, and implementing department policy at the company level.
7. Evaluate staff's work performance.
8. Perform administrative duties as required by the Fire Chief.
9. Assist Fire Chief in management of department: provide first level supervision of staff with daily operations and provide management of departmental functions.
10. Collaborate with other City departments, other fire departments, and agencies to maintain public safety and health, enforce codes, and investigate fires.
11. Respond to fire and emergency calls, direct operations and incident command functions as directed in standard operating guidelines and protocols in coordination with the Fire Chief.
12. Ensure that scheduled training and education are conducted and completed. Identify areas where members may require additional training and or education. Engage in continuous learning
13. Administer daily payroll activities and manage daily staffing levels.
14. Recommend and/or administer disciplinary procedures as per City policy and labor agreement.
15. Assist with grant applications pertaining to department operations
1. Responds to fire or other emergencies; accesses situation, takes mitigating actions to protect lives and preserve property
2. Responds to medical emergencies, performing rescue and emergency medical care
3. Fights fire or takes actions to mitigate other situations such as natural disasters, hazardous materials releases, or other dangerous situations
4. Identifies persons requiring immediate care, provide prehospital medical services and transports victims for further medical care
5. Ensures all assignments are completed on time
- 6-16. Be an effective mentor to Lieutenant and crew subordinates
- 7-17. Responsible for Participate in overall community involvement and education
- 8-18. Ensures facility and facility equipment are maintained
- 9-19. Attends training and meetings to remain current on fire suppression, rescue methods, leadership, management, and EMS skills
10. Promotes positive department image through positive public personal conduct
- 11-20. Ensures all routine duties such as report writing, data entry, and completing required paperwork is complete and in proper order
- 12-21. Responsible for assigned personnel and their compliance with department rules policies, procedures, and special instructions of higher-ranking officers
- 13-22. Promotes positive public relations with the community and assists crews in the public relation interactions
- 14-23. Responsible for general fire code enforcement and general fire investigations
- 15-24. Reports on proficiency of probationary employees assigned to their crew
- 16-25. Make periodic inspections of all apparatus to ensure fire and EMS equipment is maintained and in working order
26. Completes all required employee evaluations Maintain the ability to credibly testify in a court hearing. Maintain prompt, predictable and reliable attendance. Maintain the ability to lawfully operate a motor vehicle.
27. Perform duties of subordinate personnel according to criteria and standards set forth by the department when assigned.
- 17.-
- 18-28. Perform other work duties as assigned

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Required Knowledge, Skills and Abilities:

Graduation from an accredited two (2) year Associate degree program with major course work in Fire Science or a closely related field Starting January 1, 2025, applicant will need a bachelor's degree or equivalent at time of promotion. Eight (8) years' experience in firefighting work which includes at least three (3) years' experience as a Lieutenant or above; certified as an NREMT and/or State of Wisconsin EMT Basic or higher, (Paramedic Preferred) NIMS 100, 200, 300, 400, 700, certified as a State of Wisconsin Firefighter I and II, possess a valid State of Wisconsin Driver's License, must have certification as a State of Wisconsin Driver Operator, State of Wisconsin Emergency Services Instructor I and State of Wisconsin Fire Officer I, and/or an equivalent combination of education and experience which provides the following knowledge, abilities, and skills:

Knowledge in:

- Firefighting, rescue techniques, fire prevention, and emergency medical services methods, techniques, and practices

- Computer applications involving word processing, data entry, and /or standard report generation
- Regulations, ordinances, and laws regarding a firefighting/emergency services department

Skills in:

- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds, often in situations which may be stressful
- Maintaining safety precautions in performance of work
- Preparing and composing reports and records on activities performed
- Provide productive leadership

Ability to:

- Sustain physical effort involving performance of duties in situations of personal danger with exposure to all types of weather conditions and heights.
- Lift and carry patients in conjunction with at least another employee with weights of greater than 100 pounds, carrying equipment with weights up to 30 pounds, traversing a variety of surfaces and elevations and be able to, sit, stoop, crawl, bend, climb, and twist while performing the essential functions of this job.
- Read and understand policies, rules, instructions, and written material pertaining to fire and rescue operations
- Exercise judgment during hazardous circumstances and act quickly and effectively during
- Maintain EMT license, as it is a condition of employment
- Establish and maintain effective working relationships with those contacted in the course of work
- Understand, follow, and effectively carry out instructions
- To effectively lead and manage assigned personnel to complete all tasks
- Ability to take personal accountability for being an officer
- Have good time management

WORKING CONDITIONS

Emergency firefighting and public safety environment; exposure to fire surroundings; exposure to intense heat, structural collapse, falls and possible electrocution at emergency scenes, animal and human blood and other fluids, hazards of emergency driving, hazards associated with traffic control and working in and near traffic; working in and near natural and man-made disasters; exposure to inclement weather conditions; work in and with water; work at heights on scaffoldings or ladders; work in confined spaces; work underground when necessary; work on slippery and uneven surfaces; work in and around heavy vehicles and equipment; exposure to noise, dust, grease, smoke, fumes and gases; exposure to potentially hazardous chemicals, explosives, high voltage and toxic materials; exposure to waste and infectious diseases; possible exposure to electrical or radiant energy, work closely with others. I have read and understand the contents of this position description, and I have received a copy of this position description for my records.

FUNCTIONAL AREAS OF RESPONSIBILITY

Emergency Management

- Develop, write, and implement procedures relating to emergency management that comply with Federal, State, and Local regulations.
- Coordinate and manage hazard assessments to minimize risks to life and property.
- Assisting with the training of the public, public agencies, and private organizations in all disaster response protocols.

Apparatus & Equipment

- Establish maintenance schedules and manage maintenance of all vehicles and equipment.
- Provide training to staff on new equipment and vehicle acquisitions and refresher training as required.
- Research, develop and recommend specifications related to purchases of new vehicles and equipment. Manage vehicle and equipment records to ensure compliance with all required standards.
- Prepare vehicle and equipment purchase and maintenance requests and make recommendations throughout the budget submittal process.
- Develop vehicle and equipment maintenance policies.
- Extensive knowledge of vehicle and equipment maintenance practices, procedures, and training programs.

Special Operations

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- Develop written policies and programs to comply with Federal, State, and other regulatory agencies. The programs will include but are not limited to Trench
- Rescue, Confined Space, Technical Rescue, and Hazardous Materials.
- Coordinate and manage the department's special operation programs. The work includes researching, developing, and conducting special operations and technical rescue training programs. Train new employees. Prepare special operations budgetary requests and make recommendations throughout the budget submittal process.

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CITY OF WATERTOWN POSITION DESCRIPTION

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DATE: April 30, 2023

Title: Driver Engineer – Paramedic (Full-time) **Department:** Fire **FLSA:** Non-exempt

General Summary:

Responds to fire alarms, medical emergencies and other calls to protect life and property. Participates in fire prevention, training, and station, equipment and apparatus maintenance and variety of other assigned duties associated with fire and rescue. Work involves risk and hazardous exposure. Regularly interacts with public contacts during emergency calls and through public relation events.

Reporting Relationships:

Works under direct general supervision of Lieutenants and in accordance with department guidelines, policies, practices, procedures, rules, and regulations.

Duties and Responsibilities:

1. Perform all duties and responsibilities found in the Firefighter job description.
2. Drive fire apparatus to fire scenes and other emergency scenes.
3. Perform rescue, salvage, and general firefighting duties at fire scenes.
4. Operate pumping equipment in accordance with proper procedures.
5. Participate in fire prevention, pre-planning, inspections, and fire equipment testing activities.
6. Participate in training sessions covering a wide variety of subjects.
7. Clean, maintain, and make minor repairs and adjustments to fire apparatus.
8. Assist in keeping fire quarters in a clean and orderly condition.
9. Perform other job duties as assigned.

Required Knowledge, Skills and Abilities:

In addition to required knowledge, skills, and abilities found in the firefighter paramedic job description, an employee in this position must have the following and obtain state certification as a Driver/Operator upon promotion to this rank.

Knowledge in:

- Modern firefighting principles, practices, and procedures including hydraulics.
- Physical layout of the city including fire hydrants and street locations.
- City's functions, policies, and procedures.

Skills in:

- Strong written and oral communications skills.

- Public relations and customer services oriented.
- Operations and maintenance of various types of apparatus and equipment used in firefighting activities.
- Follow and relay complex oral and written instructions, policies, and procedures.
- Operate a variety of office equipment, including computer terminal, printer, calculator, fax, and copier.

Ability to:

- Work with a high degree of independent judgment while working under pressure.
- Develop and maintain working relationships with a diverse group of associates including other professionals at the local, state, and national level and those providing services to the city.
- Operate heavy fire apparatus safely under emergency conditions.
- Make mental calculations of pressures required in various situations.
- Works outside in hazardous conditions with exposure to flames, fire, chemicals, smoke heat, gases, moving vehicles, falling structures and debris, electricity, poor ventilation, and poor lighting.

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

PRINT NAME: _____

SIGNATURE: _____ DATE: _____



Office of
Human Resources
106 Jones Street
PO Box 477
Watertown, WI 53094-0477
(920) 262-4058

TO: Finance Committee/Mayor McFarland
FROM: Lisa Schwartz, Human Resources Coordinator
DATE: June 26, 2023
RE: Job Description Changes

As the department continues to establish services for the staff of the City of Watertown, I've attached a proposed structure to further develop our programs. Organizational models support of one human resource professional serving approximately 100 employees. Watertown has 195 permanent employees are roughly 200 part time and seasonal staff.

Comparable municipalities, City of New Berlin for example, has three positions covering similar duties to those offered in Watertown. I'm proposing expanding the human resources support staff from one full time and one part time staff to one full time and two part time staff. The addition of a part time human resources assistant will support the continuity of the recruitment and onboarding processes. This will allow the full-time human resources coordinator to support organization wide initiatives and compliance management.

Track change job descriptions for the Part Time HR Assistant and HR Coordinator have been attached in addition to a side by side task view of the proposed structure.

Thank you for your consideration.

3 FT Staff-New Berlin

Human Resource Director	<ul style="list-style-type: none"> • Employee Relations / Personnel Issues • Staffing and Compensation • Benefit Plan Strategy • Recruitment and Retention Strategy • Human Resource Compliance • City Handbook and Policy Management • Union Negotiating Committee • Division Budget • Open Record Requests • Employee Training Oversight • Employee Communication and Engagement
Benefits & Leave Specialist	<ul style="list-style-type: none"> • Benefit Orientation and Support • Benefit Compliance and Administration • Employee Wellness Lead • Retirements, Resignations and Terminations • Employee Absence and Leave Management • Unemployment • HR Intranet / Website Maintenance • Employee Communication and Engagement • Newsletter • Munis Data Entry
Human Resource Assistant	<ul style="list-style-type: none"> • Recruitment and Retention • New Hire Orientation and Onboarding • Clearinghouse/PARS • Employment Verifications • Purchasing • Employee Safety Lead • DOT Management and Screenings • Workers Compensation • Employee Communication and Engagement • Munis Data Entry

1FT-1PT-1 Admin-Proposed Watertown Structure

HR Coordinator	<ul style="list-style-type: none"> • Employee Relations / Personnel Issues • Staffing and Compensation • Benefit Plan Strategy • Recruitment and Retention Strategy • Human Resource Compliance • City Handbook and Policy Management • Union Negotiating Committee • Division Budget • Employee Safety Lead • Workers Compensation • Open Record Requests • Employee Training Oversight • Employee Communication and Engagement • Employee Absence and Leave Management • Employee Wellness Lead • Benefit Compliance and Administration • Retirements, Resignations and Terminations
HR Assistant	<ul style="list-style-type: none"> • Benefit Orientation and Support • Recruitment and Retention • New Hire Orientation and Onboarding • Pre-employment screening/PARS • DOT Management and Screenings • Unemployment • HR Intranet / Website Maintenance • Employee Communication and Engagement • Munis Data Entry
Admin Assistant	<ul style="list-style-type: none"> • Newsletter • Employment Verifications • Purchasing • Employee Communication and Engagement • Munis Data Entry

CITY OF WATERTOWN

POSITION DESCRIPTION

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This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: 4/28/2023

Title: Human Resources Assistant (Part Time) **Department:** Human Resources **FLSA Status:** Non-Exempt

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General Summary:

The Human Resources Assistant's duties involve human resource related activities to recruit and retain a qualified workforce, administer benefit programs, maintain personnel records, and assist other departments in human resource functions.

Reporting Relationships:

Under the administrative direction of the Mayor and Human Resources Coordinator, the Human Resources Assistant will perform administrative tasks and services to support effective and efficient operations of the organization's human resource department. ~~This position will work closely with the office of the Finance Department regarding payroll matters.~~

Work is reviewed through conferences, periodic performance evaluation reports and observation of results achieved.

Specific Accountabilities:

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1. Provides recruitment support for full-time and regular part-time employees except for those falling under jurisdiction of Police and Fire Commission. Related duties include but are not limited to preparing internal and external job notices, coordinating advertising; arranging any special examinations; coordinating scheduling of selection process; participating in interviews; verifying applicant eligibility; conducting background and reference checks; scheduling pre-employment physical, psychological and drug/alcohol testing when required for the position and maintaining recruitment and selection records. Ensures recruitment activities are performed in compliance with legal requirements.
2. Supports onboarding for new employees and elected officials to include verifying submission of council packets by departments to include candidate selection criteria, offer criteria of candidates, and timeline for new hires.
- ~~3. Supports maintenance of employee benefit programs health, dental, flex spending, Wisconsin Deferred compensation, Aflac, Wisconsin Retirement System. Monthly reconciliation, change entry in the payroll system and communication of changes with payroll and the employee.~~
- ~~4. Proactively interfaces with benefit organizations and comparable municipal organizations through the city channels to obtain benefit quotes and needs surveys for the employee body pertaining to the benefit programs (Employee assistance programs, competitive health options, vision programs.)~~
- ~~5. Manages annual benefits open enrollment by distributing and explaining benefits materials to employees, traveling to site locations, data entry in the HRIS system and vendor sites, and auditing of materials that are turned in.~~
- 6.3. Participates in eEmployee onboarding-Related duties include but are not limited to meeting with new employees regarding City employment benefits; assisting new and existing employees with benefit questions and forms; communicating benefit updates to employees; conducting annual open enrollment

processes; processing benefit enrollments, changes, retirements, terminations and routing deduction amounts to the Finance Department's office for payroll processing.

- ~~7. Processes employee separations for retirees, voluntary, and involuntary separations. Related duties include sick leave management for retirees, benefit continuation documents, recoupment of contractual obligations, and unemployment documentation.~~
- ~~8. Ensures compliance with compensation plan by monitoring pay rates and pay calculations for interim assignments, demotions, and promotions. Assists departments under guidance of the Mayor with JDQ submittals for proposed positions or position changes to be evaluated for placement into the compensation plan. Ensures completion of committee approval and documentation for employee records. Promptly reports position/pay changes to Finance Department's office for payroll processing.~~
- ~~9. Maintains City's performance evaluation program, collecting and routing performance evaluations to the proper reviewing authority and monitoring that evaluations are occurring at regular intervals. Assists department heads with implementation of performance improvement plans to address performance deficiencies.~~
- ~~10. Administer performance appraisal program; conduct annual management training, recommend system improvements, and monitor salary adjustments to ensure compliance with policy.~~
- ~~11. Provides guidance to department heads in handling and documenting disciplinary processes up to and including termination.~~
- ~~12.4. Performs maintenance of~~ Maintains personnel records for all City employees including pay and position changes, confidential medical and disciplinary records and maintains secure storage of confidential records. Maintains and enters employee data into HR software application. Maintains updated position descriptions for all employees. Responds to requests for employment verification and employment records. Serves as records custodian for personnel and medical files. Maintains accountability of archiving of records related to HR function.
- ~~13.5. Supports the functions, development, and increased utilization of the Payroll/HRIS system, application system, website, and social media updates pertaining to the HR role.~~
- ~~14.6. Assists in coaching~~ Coaches departments through the recruitment process utilizing the application database system to included equitable application review, interview processes, selection guidelines, and committee consideration.
- ~~15.7. Utilization of accounts receivable program to enter department invoices and expenses for department costs related to recruitment~~ human resources.
- ~~16. Cobra program management to include enrollment and invoicing of payments.~~
- ~~17.8. Serves as back up for workers compensation program. Accepts and reports work injuries to City's workers' compensation insurance carrier in a timely manner, coordinates with insurance carrier and department heads in returning injured employees to duty, works to develop programs to reduce the risk of injuries and workers' compensation claims. Maintains training and communication with the teams to improve reporting efforts.~~
- ~~18. Serves as back up in Human Resources Coordinator's absence for Administers~~ leave programs including Family and Medical Leave, Emergency Leave, and Voluntary Leave Donation.
- ~~19.9. Stays apprised of ever changing employment issues and legislative changes and works to ensure compliance with City employment policies, Federal and State of WI laws regarding employment, pay and benefits including but not limited to FLSA, FMLA, COBRA, ADA, ACA and performing timely reporting to OSHA, EEOC, BLS, DSPS, etc. Maintains accurate record keeping and timely reporting for regulatory compliance~~
- ~~20. Suggests updates and corrections to the personnel manual. Consults with appropriate legal resources to develop policy language before submitting to Finance Committee and Common Council for approval. Communicates changes to personnel manual or other employment policies to employees.~~
- ~~21.10. Serves as primary~~ resource for employees with questions regarding interpretation of employment policies, work rules, pay and benefits and wellness committee initiatives.
- ~~22. Accepts reports of harassment and reports them to the appropriate authority; maintains report records and assists Mayor and City Attorney, and law enforcement in investigations related to such reports.~~
- ~~23. Provides information to the Mayor, City Attorney and Labor Attorney for use in collective bargaining matters and negotiations and attends negotiation sessions if requested by the Mayor or legal counsel.~~
- ~~24. Participates in PARS monitoring of driver license status for employees that drive City vehicles or possess a CDL. Coordinate CDL drug and alcohol testing.~~
- ~~25. Schedules and coordinates various types of training for department heads and employees (examples: personnel evaluation training, harassment training).~~

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- ~~26. Assists with preparation of annual budget focusing on areas relating to organizational staffing, wages, benefits, training and other employee programs.~~
- ~~27. Conducts outreach to municipal organizations regarding organizational structure for personnel planning.~~
- ~~28. Various special projects such as working with departments on job description revisions, researching benefit options, responding to or conducting salary/benefit surveys and grant opportunities along with supporting documentation required for committee consideration.~~
- ~~29-11.~~ Assists with annual benefits open enrollment by distributing and explaining benefits materials to employees, traveling to site locations, data entry in the HRIS system and vendor sites, and auditing of materials that are turned in.
- ~~30-12.~~ Engages in activities that promote awareness throughout employee base through regular, proactive communications, and quarterly newsletter. Maintains a presence within City departments and community organizations as part of outreach efforts.
- ~~31-13.~~ Other duties as assigned pertaining to Human Resources functions.

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Physical Requirements:

- ~~• Prolonged periods of sitting at a desk and working on a computer.~~
- ~~• Must be able to lift up to 15 pounds at times.~~

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Required Knowledge, Skills and Abilities:

Associate's degree in related field required from an accredited college, university, technical college with major course work in human resources, public administration, business administration or related field with one (1) to three (3) to five (5) years of human resources experience including recruitment and record management, benefits administration and labor relations or an equivalent combination of education and experience which provides the following knowledge, skills and abilities:

- ~~- Excellent verbal and written communication skills.~~
- ~~- Considerable knowledge of computerized department program software, Internet, database, spreadsheet, word processing programs, and Microsoft Office 365~~
- ~~- Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.~~
- ~~- Excellent organizational skills and attention to detail.~~
- ~~- Considerable knowledge of computerized department program software, Internet, database, spreadsheet and word processing programs~~
- ~~- Ability to make decisions and give recommendations regarding the selection, discipline and discharge of employees.~~
- ~~- Ability to prepare and maintain accurate documents and reports.~~
- ~~- Ability to meet deadlines.~~
- ~~- Ability to work with sensitive and confidential information on a regular basis.~~
- ~~- Ability to comprehend and interpret a variety of policy and procedures as they pertain to the City documents and reports such as labor agreements, insurance contracts, personnel policies, surveys, budgets, training materials, insurance and payroll reports, cost allocations, job applications and resumes, statutes and codes, and professional journals.~~
- ~~- Ability to communicate effectively with union leaders, department heads, employees, City officials, job applicants, insurance representatives, sales representatives, attorneys, and the general public to convey or exchange information.~~
- ~~- Knowledge and understanding of job analysis; performance appraisal and prediction; recruitment and selection; employment relations; classification and compensation; theories, principles, techniques and methods of assessment and evaluation to predict employment performance; training concepts and techniques, AA/EEO, ADA, FMLA, FLSA and other professional standards, laws and principles, presentation techniques, etc.~~

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- Ability to operate a variety of office equipment such as computer, printer, copy machine, scanner, and telephones.

- Physical Requirements.

- o Continuously requires vision.
- o Occasion exertion of up to 20 pounds.
- o Work frequently sitting.
- o Work occasionally standing, walking, stooping, kneeling, crouching, and lifting.
- o Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the American with Disabilities Act of 1990 (as amended).

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CITY OF WATERTOWN POSITION DESCRIPTION

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DATE: 09/10/2018

5/6/2021

8/7/2022

5/8/2023

Title: Human Resources Coordinator Department: Human Resources FLSA Status: Exempt

General Summary:

The Human Resources Coordinator's duties involve human resource related activities to recruit and retain a qualified workforce, administer benefit programs, maintain personnel records and assist other departments in human resource functions.

Reporting Relationships:

Under the administrative direction of the Mayor, this position is expected to exercise considerable initiative and sound judgment in serving as a link between management and employees. This position will work closely with the office of the Finance Department regarding payroll matters, budget calculations for wages and benefits, public record requests and other matters. The Human Resources Coordinator will also consult regularly with the City Attorney and contracted Labor Attorney regarding union contracts, updates to personnel and employment policies and other employment issues. This position will occasionally attend meetings of and provide reports or communications to the Finance Committee, Committee of the Whole and Common Council. This position is responsible for monitoring the work of the Human Resources Assistant.

Work is reviewed through conferences, periodic performance evaluation reports and observation of results achieved.

Specific Accountabilities:

1. ~~Coordinates-Oversees, with the Human Resources Assistant and with~~ department heads, ~~the-in~~ recruitment of full-time and regular part-time employees with the exception of those falling under jurisdiction of Police and Fire Commission or Library Board. Related duties include but are not limited to preparing internal and external job notices, coordinating advertising; arranging any special examinations; coordinating scheduling of selection process; participating in interviews; verifying applicant eligibility; conducting background and reference checks; scheduling pre-employment physical, psychological and drug/alcohol testing when required for the position and maintaining recruitment and selection records. Ensures recruitment activities are performed in compliance with legal requirements.
2. ~~Coordinates-Oversees the~~ onboarding for new employees and elected officials to include verifying submission of council packets by departments to include candidate selection criteria, offer criteria of candidates, and timeline for new hires.

3. Administers employee benefit programs-health, dental, flex spending, Wisconsin Deferred compensation, Aflac, Wisconsin Retirement System. Monthly reconciliation, change entry in the payroll system and communication of changes with payroll and the employee.
4. Proactively interfaces with benefit organizations and comparable municipal organizations through the city channels to obtain benefit quotes and needs surveys for the employee body pertaining to the benefit programs (Employee assistance programs, competitive health options, vision programs.)
5. Manages annual benefits open enrollment by distributing and explaining benefits materials to employees, traveling to site locations, data entry in the HRIS system and vendor sites, and auditing of materials that are turned in.
6. ~~Oversees e~~Employee onboarding-Related duties include but are not limited to meeting with new employees regarding City employment benefits; assisting new and existing employees with benefit questions and forms; communicating benefit updates to employees; conducting annual open enrollment processes; processing benefit enrollments, changes, retirements, terminations and routing deduction amounts to the Finance Department's office for payroll processing.
7. ~~Coordinates Processes~~ employee separations for retirees, voluntary, and involuntary separations. Related duties include sick leave management for retirees, benefit continuation documents, recoupment of contractual obligations, and unemployment documentation.
8. Ensures compliance with compensation plan by monitoring pay rates and pay calculations for interim assignments, demotions, and promotions. Assists departments under guidance of the Mayor with JDQ submittals for proposed positions or position changes to be evaluated for placement into the compensation plan. Ensures completion of committee approval and documentation for employee records. Promptly reports position/pay changes to Finance Department's office for payroll processing.
9. Maintains City's performance evaluation program, collecting and routing performance evaluations to the proper reviewing authority and monitoring that evaluations are occurring at regular intervals. Assists department heads with implementation of performance improvement plans to address performance deficiencies.
10. Administer performance appraisal program; conduct annual management training, recommend system improvements, and monitor salary adjustments to ensure compliance with policy.
11. Provides guidance to department heads in handling and documenting disciplinary processes up to and including termination.
12. ~~Oversees the Maintain~~maintenance of personnel records for all City employees including pay and position changes, confidential medical and disciplinary records and maintains secure storage of confidential records. Maintains and enters employee data into HR software application. Maintains updated position descriptions for all employees. Responds to requests for employment verification and employment records. Serves as records custodian for personnel and medical files. Maintains accountability of archiving of records related to HR function.
13. ~~OverseesSupports~~ the functions, development, and increased utilization of the Payroll/HRIS system, application system, website, and social media updates pertaining to the HR role.
14. ~~Oversees the Coaching of~~ departments through the recruitment process utilizing the application database system to included equitable application review, interview processes, selection guidelines, and committee consideration.
15. Utilization of accounts receivable program to enter department invoices and expenses for department costs related to ~~recruitment~~human resources.
16. Cobra program management to include enrollment and invoicing of payments.
17. Accepts and reports work injuries to City's workers' compensation insurance carrier in a timely manner, coordinates with insurance carrier and department heads in returning injured employees to duty, works to develop programs to reduce the risk of injuries and workers' compensation claims. Maintains training and communication with the teams to improve reporting efforts.
18. Administers leave programs including Family and Medical Leave, Emergency Leave, and Voluntary Leave Donation.
19. Stays apprised of ever-changing employment issues and legislative changes and works to ensure compliance with City employment policies, Federal and State of WI laws regarding employment, pay and benefits including but not limited to FLSA, FMLA, COBRA, ADA, ACA and performing timely reporting to OSHA, EEOC, BLS, DSPS, etc. Maintains accurate record keeping and timely reporting for regulatory compliance

20. Suggests updates and corrections to the personnel manual. Consults with appropriate legal resources to develop policy language before submitting to Finance Committee and Common Council for approval. Communicates changes to personnel manual or other employment policies to employees.
21. Serves as ~~primary~~ resource for employees with questions regarding interpretation of employment policies, work rules, pay and benefits and wellness committee initiatives.
22. Accepts reports of harassment and reports them to the appropriate authority; maintains report records and assists Mayor and City Attorney, and law enforcement in investigations related to such reports.
23. Provides information to the Mayor, City Attorney and Labor Attorney for use in collective bargaining matters and negotiations and attends negotiation sessions if requested by the Mayor or legal counsel.
24. Participates in PARS monitoring of driver license status for employees that drive City vehicles or possess a CDL. Coordinate CDL drug and alcohol testing.
25. Schedules and coordinates various types of training for department heads and employees (examples: personnel evaluation training, harassment training).
26. Assists with preparation of annual budget focusing on areas relating to organizational staffing, wages, benefits, training and other employee programs.
27. Conducts outreach to municipal organizations regarding organizational structure for personnel planning.
28. Various special projects such as working with departments on job description revisions, researching benefit options, responding to or conducting salary/benefit surveys and grant opportunities along with supporting documentation required for committee consideration.
29. Assists with annual benefits open enrollment by distributing and explaining benefits materials to employees, traveling to site locations, data entry in the HRIS system and vendor sites, and auditing of materials that are turned in.
30. Engages in activities that promote awareness throughout employee base through regular, proactive communications, and quarterly newsletter. Maintains a presence within City departments and community organizations as part of outreach efforts.
31. Other duties as assigned pertaining to Human Resources functions.

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Required Knowledge, Skills and Abilities:

Graduation from an accredited college, university, technical college with major course work in human resources, public administration, business administration or related field with three (3) to five (5) years of human resources experience including benefits administration and labor relations or an equivalent combination of education and experience which provides the following knowledge, skills and abilities:

- Ability to operate a variety of office equipment such as computer, printer, calculator, copy machine, scanner, and telephones.
- Considerable knowledge of computerized department program software, Internet, database, spreadsheet and word processing programs
- Ability to make decisions and give recommendations regarding the selection, discipline and discharge of employees.
- Ability to prepare and maintain accurate documents and reports.
- Ability to work with sensitive and confidential information on a regular basis.
- Ability to comprehend and interpret a variety of documents and reports such as labor agreements, insurance contracts, personnel policies, surveys, budgets, training materials, insurance and payroll reports, cost allocations, job applications and resumes, statutes and codes, and professional journals.
- Ability to communicate effectively with union leaders, department heads, employees, City officials, job applicants, insurance representatives, sales representatives, attorneys, and the general public to convey or exchange information.
- Knowledge and understanding of job analysis; performance appraisal and prediction; recruitment and selection; employment relations; classification and compensation; theories, principles, techniques and methods of assessment and evaluation to predict employment performance; training concepts and techniques, AA/EEO, ADA, FMLA, FLSA and other professional standards, laws and principles, presentation techniques, etc.

MEMO

To: Finance Committee/Mayor McFarland

From: Water/Wastewater

Date: June 26, 2023

Re: Job Descriptions

The Billing Clerk job description has been updated to a Business Office Manager (Utilities Accounting Manager). The duties and responsibilities have been updated to better reflect the current duties being performed now.

Thank You.

CITY OF WATERTOWN

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the work "May". This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

Revised: 03/10/98, 09/27/00, 04/01/08, 11/02/11, 06092023

Title: ~~Billing Clerk~~ **Business Office Manager (Utilities Accounting Manager)**

Department: ~~Water~~ **Water, Wastewater & Storm Water Utilities**

Pay Grade: ~~Billing Clerk~~ **Request market comparison to Title listed** **FLSA**
Status: Non-Exempt Union

~~General Summary:~~

~~This position is responsible for processing and maintaining utility billing accounts; preparing monthly billing; preparing delinquent water bills to be placed on taxes; prepare information for PSC report to give to auditor; and ability to work overtime as needed.~~

General Summary:

This is a skilled and technical position whose primary duties involve: provides support and personal assistance to the Manager and utility staff by administering utility funds and requisitions, construction project management and coordination, contract payment management, payroll and time management and approvals, utility human resources liaison, customer and public outreach management, and utility personnel training coordination. Screen and triage incoming inquiries by routing to appropriate person for follow up. Establish and maintain harmonious working relationships with management, staff and external contacts. Perform special projects as assigned, including coordinating, preparing and assisting with statistical reports, assisting with budgets and research and compilation of information.

~~Reporting Responsibilities:~~

~~Under direct supervision of the Water Systems Manager and indirect supervision of Assistant Water Systems Managers, Water and Wastewater.~~

Reporting Responsibility:

This position will be under general supervision of the Water Systems Manager. This person serves as a key role in assisting the Manger with preparing the annual budget by providing necessary data related to annual utility expenditures covering operational and administrative areas. The position also works closely with City Clerk's office to track expenditures and other financials as it relates to the utility. Provides backup administrative support for other clerical staff (admin I, billing clerk) as needed for both the Wastewater Department and the Water Department.

~~Specific Accountabilities:~~

- ~~1. Maintain, prepare, and process monthly utility billing records and miscellaneous billing.~~
- ~~2. Process and prepare information for City Hall for delinquent water bills to be placed on taxes.~~
- ~~3. Prepare job orders.~~
- ~~4. Answer questions pertaining to utility bills and other customer questions.~~
- ~~5. Maintain inventory control in utility billing.~~

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- ~~6. Back up for Customer Service/Department Secretary.~~
- ~~7. Back up for cash receipts.~~
- ~~8. Trained in accounts payable and payroll.~~

Specific Accountabilities:

Physical Demands: Lifting approximately 20 lbs. occasionally, with infrequent lifting and/or carrying of objects weighing up to 50 lbs. Stooping, kneeling, crouching, crawling, reaching, handling, feeling, working with fingers, seeing, and walking or standing to a significant degree. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes, sounds, odors, and textures associated with job-related objects, materials and tasks.

Environmental Adaptability: Tasks are primarily performed indoors, but on rare occasions may risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, fumes, temperature and noise extremes, machinery, vibrations, electric currents, toxic/poisonous agents, disease, or pathogenic substances.

Judgment and Situational Reasoning Ability: Ability to exercise independent judgment to apply facts and principals for developing approaches and techniques to proper resolution. Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

- Knowledge of specialized software programs in use for utility billing, time keeping, and water meter reading used for billing and reporting purposes.
- Knowledge of equipment and materials in use for water and wastewater operations.
- Ability to provide backup supervision, ability to persuade, convince and train others. Ability to advise and interpret how to apply policies procedures and standards to specific situations.
- Ability to utilize descriptive data and information such as inventory records and reports, repair orders and documentation, and utility equipment requisitions.
- Ability to work a flexible shift, at time with accuracy and while fatigued.
- Common sense / detail orientated.
- Mathematic ability to add, subtract, multiply, divide, calculate percentages, fractions, and decimals.

Knowledge, Skills, and Abilities:

High school graduate (or HSED equivalent) and additional education in accounting and or equivalent combination of education, experience and training that provides the following knowledge, skills, and ability:

- ~~1. Computer literate with experience in Microsoft Word, Excel, and Access.~~
- ~~2. Ability to understand and follow oral and written instructions.~~
- ~~3. Ability to develop and maintain effective working relationships with other employees and the public.~~
- ~~4. Must be able to speak, read, write and spell in the English language.~~

Knowledge, Skills, and Abilities:

- Coordinate and process all utility purchase orders, account payable and receivable invoices, requisitions and assign appropriate account numbers from capital/operational budgets. Investigate product information and vendor pricing prior to ordering. Work with vendors and compare historical information to negotiate better prices. Dispute and settle billing discrepancies for utility purchases. Monitor and track divisional budget accounts, energy use, chemical use, and industry revenue. Assist work group to achieve utility financial goals by scrutinizing expenditures for errors and/or identifying avenues to reduce expenses. Ensure all monthly and quarterly Waste Hauler, Industry and Industrial Pre-Treatment customer invoices are generated are accurate and are processed on time. Initiate

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budget balance transfers, new vendor procurement paperwork, and miscellaneous accounts receivable & payable tasks needed by the manager. This includes the need to develop and/or maintain computer applications, including documents, forms, spreadsheets, charts, graphics, presentations and databases. Establish and maintain work group filing system for all utility records.

- Review & edit employee time card entries. Review approvals or denied time off requests as necessary to maintain accurate records for payroll. Monitor overtime and critical event pay situations. Track, monitor, and report all time keeping (including on-call, overtime, holiday pay, and out of class premium for utility staff. Prepare completed records for manager's approval prior to submittal for payroll processing.
- Assist the Water Systems manager and assistant manager to compile project plans and specifications, mail documents, prepare schedule of prices, attend bid openings, prepare bid tabulations, prepare and complete project award documents and maintain complete and accurate records for standalone Utility projects. Work with the Utility staff as the project progresses to track quantities and overall project cost and compare to budgeted amount. Organize and manage the Utility's various professional service contracts. Review these contracts for pricing changes and take appropriate action when required. Assist with the negotiation of new contracts. Fill out appropriate paperwork to facilitate the contract approval process. Track contract status.
- Act as the Utility's human resource representative. Work with the City's Human resource department as necessary for all HR needs such as setting up new hire paperwork, writing employment advertisements, monitor FMLA usage, assist in the recruitment of seasonal personnel. Investigate workman comp claims and follow up with appropriate forms. Fill out and present performance evaluations annually or as necessary to maintain performance to subordinate staff.
- Share duties with other staff for the Utility's public outreach using various modern-day social media platforms. Edit and keep the Utility's web page up to date. Compose and distribute public service announcements as necessary for Utility business. Create and publish educational material to support the Utility's special programs and projects. Provide exceptional customer service by listening to individuals and directing them to appropriate resources to resolve issues. Ensure customer inquiries, questions and concerns are investigated, analyzed, resolved, and properly communicated in a manner that maintains positive customer relationships.
- Track and document personnel training history which includes conferences, seminars, and formal education courses. Document staff degrees, certificates, licensing and other credentials. Assist the staff in registering for educational events and lodging if necessary. Prepare and coordinate department wide training & testing initiatives (first aide/CPR, hearing tests). Coordinate staff travel and conference needs to ensure policy compliance, including internal and external meetings. Prepare meeting materials, secure facility location and equipment and technology arrangements.

Newly defined in job description – updated to 2023 skills and abilities

Education / Licensing:

Requires; High school graduate degree plus Associates Degree with course work and experience in administrative work including accounting and financial management.

Preferred; Bachelor's Degree in accounting, Business Administration, or Financial Management

CPR, First Aid, AED

Training other:

Administration or Accounting Emphasis with moderate clerical support role, accounting/bookkeeping experience and knowledge of standard office practices, procedures, equipment and office assistance techniques; general knowledge of business English and spelling; general knowledge of arithmetic; some knowledge of city and department programs and policies; general skill operating standard office equipment and related hardware and software; general skill learning specialized software or equipment based on department or organization need; ability to read and understand basic local and state policies and procedures of limited scope and difficulty; ability to type accurately at a reasonable rate of speed, ability to operate standard office and computer equipment and perform word processing and/or data entry; ability to establish and maintain effective working relationships with associates and the general public.

Computer knowledge and understanding of input/export of data:

- Microsoft Suite (Office 365, Word, Excel, Access, Outlook, PowerPoint, Publisher, SharePoint Workspace, InfoPath Designer).
- Utility record keeping software. (researching software package options)
- Proprietary Advanced Meter Analytics software: Badger ReadCenter & Beacon AMA, Payment services network, and Acuity Scheduling.
- Geographic information system: ESRI's ArcGIS version 10.3.1., City of Watertown, Counties of Jefferson and Dodge GIS & Ascent Land Records
- Time Management: (researching new software package options), Google electronic calendar
- Communication: CC&N communication software with telephone, smart phone, CB radios, fax machine
- Miscellaneous office Equipment: Internet, laptop computer, telephone, voicemail, cellular phone, Email, fax, calculator, printer, copier, scanner, automatic bill folder/stuffer, calculator, HydroSoft (HydroCorp online reporting software), Adobe, Skype
- Other custom spreadsheets (Requisitions, Budgeting, Work Orders, Purchasing Card), Time clocks (Time and Attendance)
- Civic Systems software package which includes: utility billing, ACH direct pay, electronic read interface, service orders, splitter, tax certification, online bill pay and bill presentation, and cash receipting.

MEMO

To: Finance Committee/Mayor McFarland

From: Engineering

Date: June 26, 2023

Re: Job Descriptions

The Project Manager, Stormwater Manager job description has been updated to formally include grant writing and administration.

Thank You.

CITY OF WATERTOWN DESCRIPTION

POSITION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: JUNE 22,
2020 **REVISED**
JUNE 13, 2023

Title: Stormwater **Project Manager/Grant Writer/Administrator**

Department: Public Works
Division: Engineering

FLSA Status: Exempt
Grade: **M?**
Step: 1 – 6 (Hiring)

General Summary:

The Stormwater **Project Manager/Grant Writer/Administrator** position is responsible for administering the City's stormwater program, including compliance with federal, state and city laws and regulations relating to stormwater. Work includes planning, analysis, coordination and administration of stormwater program in compliance with federal and state regulations and guidance and management of the technical requirements established by the governing laws and standards. The position oversees field inspections required under the Municipal Separate Storm Sewer System (MS4) program, development of a replacement and repair program, public outreach and report writing, plan reviews, and Utility Fee Management and Compliance. Under general direction, administers storm water construction site runoff, illicit discharge and storm water management facility inspection programs for the City's MS4. Performs duties requiring the analysis of broad and complex problems and planning of various interrelated functional Stormwater Utility activities. Shall assist with the coordination of the Stormwater Utility program; to assist in the preparation of a 5 year capital plan for the Stormwater Utility program; to assist in contract management as needed; to assist with coordination of consultants; to write Requests For Proposals as needed; to assist with budget management; to effectively communicate during project delivery; and to perform additional tasks as assigned by the **Director of Public Works/City Engineer**. The ideal candidate will be experienced in stormwater management and have extensive experience in stormwater monitoring, data analysis, public education and outreach. **The preferred candidate will possess previous experience with significant development projects and be capable of writing an organized, thoughtful and persuasive grant proposal. Good communication and organization skills are required.**

Essential Duties and Responsibilities:

- The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

- Implementation and administration of the City's National Pollutant Discharge Elimination System (NPDES) permitting, MS4 and Storm Water Utility Program;
- Prepares and maintains inspection, enforcement and compliance reports;
- Obtains required easements or permits for streets and storm drainages;
- Participate in the development and implementation of program goals, objectives, policies, procedures and priorities;
- Assists in preparation of engineering designs, specifications, costs and quantity estimates for Storm Sewer projects;
- Conducts site inspections of construction projects and discusses problems that may require project changes with affected crews or contractors; recommends methods of resolving unusual complex engineering problems related to storm water drainage;
- Outlines scope of work and prepare request for quote (RFQ) and request for proposal (RFP) for stormwater projects;
- Creates reports using ArcGIS software and Microsoft Excel based on inspections;
- Assists in the analysis of funding trends and stormwater project needs and develops an effective funding program, including research for and preparation of grant applications;
- Assists with public education and public participation programs relative to stormwater and pollution prevention;
- Oversees and assists as needed with erosion and sediment control inspections;
- Establishes and ensures completion of schedule for annual inventory and inspections of the city's stormwater management infrastructure, including documentation of inspections and preparation of necessary work orders for the public system;
- Conducts reviews of land disturbance plans for compliance with NPDES and provides compliance comments;
- Assists in the coordination with the Zoning Administrator in effective implementation of the city's development processes, to include technical plan review and advice;
- Oversees routine Stormwater Geographic Information Systems (GIS) data updates;
- Negotiate, administer, and monitor Stormwater related contracts. Assist with the selection, negotiation and management of professional services contracts; monitor contract compliance and status; inspect worksites to ensure progress and compliance.
- Review plans and supplemental information for developments inside the city enforcing the stormwater management and erosion control ordinances and design standards.
- Develop and deliver progress reports, proposals, meeting agendas, meeting minutes, requirements documentation, and presentations as needed.
- Answer questions and provide information to the general public; provide relevant information to designated City's Public Information Officer (PIO); respond to and resolve citizen inquiries and complaints; refer difficult and sensitive problems to appropriate staff.
- Ability to communicate with people to convey or exchange professional information.
- Ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures.
- Ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech.
- Ability to professionally interact with people (i.e., staff, general public, elected officials, and contractors) beyond giving and/or receiving instructions.
- Attend committee, commission, and common council meetings as requested.

- Perform general office duties, as needed, including: answering the telephone, taking and relaying messages, copying documents, assisting the general public, and maintaining files. Perform other related duties as required.
- Periodically this position will be required to write and coordinate grants for the Engineering Division and to a lesser extent for other departments as necessary.
- As grant writer; composes a specific application for a specific grant. The grant application must demonstrate that the organization receiving the grant possesses three qualities: the organization is a good fit for the grant being offered; the organization can demonstrate a past history of excellence; and the organization has a clear strategy for using the grant if it is awarded.
- Grant Writing and Coordination:
 - Researches grant programs that the City would be a good fit for.
 - Conduct prospect research to produce sufficient numbers and quality of grant applications
 - Composes a specific application for a specific grant.
 - Capable of writing an organized, thoughtful and persuasive grant proposal.
 - Responsible for conducting the full range of activities required to prepare, submit, and manage grant proposals.
 - Performs duties of a grant administrator: maintain current records in database and in paper files, including grant tracking and reporting.
 - Strong written communication skills; ability to write clear, structured, articulate, and persuasive proposals.
 - Strong editing skills.
 - Attention to detail.
 - Ability to meet deadlines.

MINIMUM QUALIFICATIONS

- Bachelor's degree from an educational institution accredited by a DOE recognized accreditation body Graduation in science, engineering or related field and experience with NPDES MS4 compliance preferred. Certified WI Qualified Compliance Inspector of Stormwater (QCIS) or Certified Professional in Erosion & Sediment Control (CPESC), Certified Inspector of Sediment and Erosion Control (CISEC) or other related certification(s) preferred.
- Three (3) years stormwater related experience preferred.
- Two years of experience coordinating NPDES MS4 compliance activities or coordination experience in a related field required.
- Track record of grant writing success, skilled in performing grant writing research to produce quality grant applications. Knowledge to compose a specific application for a specific grant. Knowledge of writing an organized, thoughtful and persuasive grant proposal.
- Any combination of education, training and experience, which provides the knowledge, skills and abilities required for the job.
- Must possess and maintain a valid driver's license.

ACCOUNTABILITIES AND WORK ENVIRONMENT

Accountabilities Shared By All Employees:

1. Performs job responsibilities in a manner consistent with the City's mission, and goals.
2. Develops and maintains a thorough working knowledge of all departments and City-wide policies, protocols and procedures that apply to the performance of this position.
3. Develops respectful and cooperative working relationships with co-workers.
4. Informs immediate supervisor of all important matters pertaining to assigned job responsibilities.
5. Seeks opportunities for further personal growth and development.
6. Represents the City in a professional manner to all internal and external contacts when doing City business.
7. Complies with all rules and policies in order to maintain safe work environment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Physical Requirements:

1. Must be physically able to operate a variety of machines and equipment including computer, metal detectors, drafting equipment, hammers, shovels, and measuring tape.
2. Must be able to move or carry job related objects or materials. Must be physically capable of stooping, kneeling, crouching, crawling, climbing, and balancing for the purpose of performing inspection of roadway projects, surveying, etc.
3. Physical demand requirements are at levels of those for medium active work.

ENVIRONMENTAL ADAPTABILITY

Work is normally performed in both an office environment and outside. Related occupational hazards include: heat, cold, odors, smoke, wetness, dusts, toxic agents, noise, and machinery.

LICENSING & CERTIFICATIONS:

Required:

Possession of an appropriate, valid driver's license and ability to maintain insurability.

Preferred:

Project Management Professional, ArcGIS, Certified Floodplain Manager (CFM) and OSHA 30 Certification, Certified Construction Manager. Wisconsin Professional Engineer (PE) license or eligible to have the license transferred within two years.

MEMO

To: Finance Committee/Mayor McFarland

From: Brian Zirbes

Date: June 26, 2023

Re: Job Descriptions

Attached are two proposed job descriptions. The first is for upgrading the existing Administrative Assistant II position to a Zoning and Administration Specialist position. The second is for a new part-time Clerk-Typist position.

The justification for the Zoning and Administration Specialist position is as follows:

- Assistance is needed to address the workload regarding Zoning Administration.
- The Zoning and Administration Specialist position can handle less complex zoning tasks and free up time for the Zoning Administrator.
- There is a need for redundancy or backup in Zoning Administration, if someone becomes ill or leaves City employment all institutional knowledge goes with them.
- There is a need to grow and develop staff so they are positioned to advance into higher level positions as they become available.
- There is a need to spread departmental knowledge and expertise among BS&Z staff. The ability to collaborate and share ideas results in better outcomes.

The justification for the Clerk-Typist position is as follows:

- To backfill the clerical tasks currently being performed by the Administrative Assistant II.

Thank You.

CITY OF WATERTOWN

POSITION DESCRIPTION

- This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: June 2023

Revised: ??

Reclassification: ??

Title: ~~Administrative Assistant II~~ **Zoning & Administrative Specialist**

Department: **Public Works**

Division: **Building, Safety & Zoning**

Pay Grade: ~~G~~ **??**

FLSA Status: ~~Non-Exempt~~ **??**

General Summary:

This full-time position provides Zoning Administration assistance and Office Administration functions for the Building, Safety, and Zoning Division, with 50 percent of time spent performing Zoning Administration duties and 50 percent of time performing Level II Administrative Assistant duties. Zoning Administration duties include assisting the Zoning Administrator with administration of City plans, ordinances, regulations, and programs. Office Administration duties include performing routine office and clerical duties, assisting walk-in visitors, data entry, scheduling, and telephone duties. The ability to work with a diverse range of people including city staff, elected officials, contractors, and the public is a must.

Education / Licensing:

Requires; High school graduate degree plus Associate's Degree with course work **and work experience in planning, geography, code administration (zoning)**, and/or administrative work (including accounting).

Preferred; **Bachelor's Degree in Urban Planning, Geography, Accounting, and/or Business Administration**

CPR, First Aid, AED

Training other:

Some knowledge of city and department programs and policies; **some knowledge of Geographic Information System (GIS) and floodplain management**; general skill operating standard office equipment and related hardware and software; general skill learning specialized software or equipment based on department or organization need; ability to read and understand basic local and state policies and procedures of limited scope and difficulty; ability to type accurately at a reasonable rate of speed, ability to operate standard office and computer equipment and perform word processing and/or data entry; ability to establish and maintain effective working relationships with associates and the general public.

Knowledge, Skills, and Abilities:

Zoning Administration

- Assists in the administration of the permit process, including application, fee assessment and collection, permit issuance, inspection, and occupancy.
- Assists with research, data collection, and the preparation of agendas and agenda items for Site Plan Review, Plan Commission, Common Council, and Zoning Board of Appeals (ZBA).
- Assists in the preparation of ordinances and resolutions for Common Council.
- Assists in the administration of the of the City's Zoning (Chapter 550), Subdivision (Chapter 545), Floodplain & Shoreland Zoning (Chapter 532) and Airport (Chapter 211) Codes.
- Assists with the communication utilities permits (i.e., small cell sites, fiber optic projects).
- Assists with explanations, interpretations, and guidance regarding all applicable codes to architects, engineers, contractors, developers, residents, and other interested parties.
- Assists with researching problems and complaints regarding commercial and residential buildings, building construction and code compliance.
- Participates in meetings with owners, tenants, contractors, developers, businesses, etc. to review and explain code requirements and violations or potential violations; secures code compliance.
- Assigns and manages addresses and coordinates addressing with Jefferson and Dodge Counties, USPS, E911, and other pertinent entities.
- Occasionally attends Redevelopment Authority (RDA), Plan Commission, Zoning Board of Appeals (ZBA), Common Council, and Historic Preservation meetings on behalf of the Zoning Administrator (as needed) and serves on various employee and other committees as assigned.
- Assists with the completion of required state and federal reports.

Office Administration

- **Oversee and assign work to Clerk/Typist.**
- Answer telephone, screen and direct calls. Check Team member voicemails, screen voicemails and relay messages and contact information back to Team member.
- Schedule inspections.
- Arrange Team member meetings, conferences, and schedule appointments.
- Maintain the office calendar.
- Assist with walk-ins at the counter.
- Data entry tasks with various computer programs.
- Write and type routine correspondence, forms, invoices, purchase orders, spreadsheets and reports in accordance with procedures as needed.
- Assist in checking and verifying department records.
- Operates office equipment such as a calculator, copy equipment, and printer.
- Keep the department's office database and filing system up to date and organized.
- Sort mail and deliveries.
- Creation of purchase orders.
- Act as a resource for department payroll when team members have questions and create and monitor team members used and available time off and sick leave.
- Generate, distribute, and track various invoices.
- Aid in monitoring the budget throughout the year.
- Update and maintain department website.
- Update and maintain social media page.
- Complete and distribute open records requests as they come into the department.
- Coordination of department's office equipment maintenance, repair, and replacement.

- Research, develop, and write written policies and procedures for Building, Safety, and Zoning as needed and directed.
- Coordinate staff travel and conference needs to ensure policy compliance, including internal and external meetings.
- Coordinate department wide training & testing initiatives (first aide/CPR, hearing tests).
- Assist the staff in registering for educational events and lodging if necessary.

Computer knowledge and understanding of input/export of data:

- Microsoft Suite (Office 365, Word, Excel, Access, Outlook, PowerPoint, Publisher, SharePoint Workspace, InfoPath Designer).
- Geographic information system: ESRI's ArcGIS Pro., City of Watertown, Counties of Jefferson and Dodge GIS & Ascent Land Records
- Time Management: (researching new software package options), Google electronic calendar
- Communication: CC&N communication software with telephone, smart phone, CB radios, fax machine
- Miscellaneous office Equipment: Internet, laptop computer, telephone, voicemail, cellular phone, Email, fax, calculator, printer, copier, scanner, automatic bill folder/stuffer, calculator, Adobe, Skype

Specific Accountabilities:

Physical Demands: Lifting approximately 20 lbs. occasionally, with infrequent lifting and/or carrying of objects weighing up to 50 lbs. Stooping, kneeling, crouching, crawling, reaching, handling, feeling, working with fingers, seeing, and walking or standing to a significant degree. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes, sounds, odors, and textures associated with job-related objects, materials and tasks.

Environmental Adaptability: Tasks are primarily performed indoors, but on rare occasions may risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, fumes, temperature and noise extremes, machinery, vibrations, electric currents, toxic/poisonous agents, disease, or pathogenic substances.

Judgment and Situational Reasoning Ability: Ability to exercise independent judgment to apply facts and principals for developing approaches and techniques to proper resolution. Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

- Knowledge of specialized software programs in use for utility billing, time keeping, and water meter reading used for billing and reporting purposes.
- Knowledge of equipment and materials in use for water and wastewater operations.
- Ability to provide backup supervision, ability to persuade, convince and train others. Ability to advise and interpret how to apply policies procedures and standards to specific situations.
- Ability to utilize descriptive data and information such as inventory records and reports, repair orders and documentation, and utility equipment requisitions.
- Ability to work a flexible shift, at time with accuracy and while fatigued.
- Common sense / detail orientated.

CITY OF WATERTOWN POSITION DESCRIPTION

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SUBMIT RESUME AND COMPLETED JOB APPLICATION TO: Jaynellen Holloway, City of Watertown, 106 Jones Street, Watertown, WI 53094 or Jaynellenh@cityofwatertown.org.

DATE: June 2023

Title: Clerk/Typist (Part-Time) **Department:** ~~Engineering/BS&Z Depart.~~ Public Works **Division(s):** Engineering/BS&Z
FLSA Status: Nonexempt

Grade: B **Step:** 1

General Summary:

This is a part time administrative position which performs typing and routine clerical duties within the Watertown Engineering and Building, Safety & Zoning ~~Departments~~ Divisions.

Reporting Relationships:

Under the direct supervision of the **Zoning and Administrative Specialist**. Responsible for clerical and office duties involving the support of the administrative function of the two departments. Refer more complicated matters to the City Engineer, **Assistant City Engineer, or Zoning Administrator**. Work of a confidential and sensitive nature.

Specific Accountabilities:

1. Answer telephone, screen and direct calls.
2. Schedule inspections.
3. Assist with walk-ins at the counter.
4. Data entry tasks with various computer programs.
3. Type routine correspondence, forms and reports in accordance with procedures.
4. Assist in checking and verifying department records.
5. Operates office equipment such as a calculator, copy equipment, and printer.
6. Maintain files of correspondence, forms, records, reports, and other materials.
7. Sort mail and deliveries.

Required Knowledge, Skills and Abilities:

Graduation from High School (or HSED equivalent) with major course work in office occupations with one (1) year of office experience and an equivalent combination of education and experience which provides the following knowledge, abilities and skills:

- Working knowledge of business English, spelling and correspondence formats.
- Working knowledge of Microsoft Office programs.
- Working knowledge of current office practices and procedures.
- Ability to operate office equipment and word processor (computer automated software and peripheral equipment.)
- Ability to learn various software applications (i.e., iWorQ, GIS/Esri)
- Ability to understand and follow instructions.
- Good working knowledge of, and the ability to maintain filing systems.
- Ability to establish and maintain effective working relationships with coworkers, and to tactfully deal with the public.
- Ability to effectively work under stressful conditions.
- Fluent in Spanish is not required, but is preferred.