

REVISION

City of Alameda
Code No. 7560
Approved by C.S.B.
July 7, 1999
REVISED

CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, provides effective customer service for all customers by utilizing excellent, in-depth knowledge of the utility's programs and services. ~~performs~~ Performs recordkeeping work related to the operational, financial and commercial records of the electric utility a variety of difficult and/or complex clerical work in connection with customer accounts services and activities for all business lines. Performs other related work as required.

DISTINGUISHING FEATURES

Positions in this class perform highly responsible customer service and ~~accounts clerical work, and~~ may be responsible for ~~providing lead direction and/or for the independent performance of particularly difficult and specialized work.~~ Incumbents are expected to have a thorough knowledge of the computerized customer information system as well as exhibit ~~exercise~~ proficiency in a variety of additional functional areas. Examples of these functional areas include: cash handling, closed/active accounts collections and service order processing. ~~payment processing system balancing/maintenance; active accounts collections; closed accounts collections; exception billing.~~ Periodic adjustment of functional areas may occur to meet organizational needs. Actual responsibilities may vary according to assignment.

EXAMPLES OF DUTIES

1. ~~1.~~ 4. Promotes positive customer service relations through daily interactions with customers via telephone, email, mail, and face-to-face while displaying a positive attitude and work ethic.
2. ~~2.~~ 5. Educates customers about the fundamentals and benefits of current and emerging programs and drives participation results.
3. ~~3.~~ 6. Performs financial transactions including processing or transferring payments, adjusting charges and/or deposits, reversing payments, issuing refunds, processing bankruptcies and proof of claims, and working on customer payment programs. ~~routine, varied and complex clerical customer account work including receiving and processing payments, cashier functions and preparing bank deposits.~~
4. ~~4.~~ 7. Uses customer information system to enter data of utility customers and make data changes; coordinates with utility field and billing units, checks credit ratings, obtains other information to assist customers; resolves or refers to investigators reports of unauthorized utility usage and uses policy guidelines to determine deposit and restoration of service requirements. Receives customer inquiries, provides information, explains policies and procedures, resolves complaints of complex issues and promotes the acceptance or adoption of products and/or services.
5. ~~5.~~ 8. Handles delinquent receivables through non-pay work orders and bad debt collection work, including referrals to collection agency. ~~Maintains and reconciles a variety of customer billing and account maintenance records.~~
6. ~~6.~~ 9. Works as part of a team and collaborates with colleagues to reach customer service goals. Computes, verifies and reconciles figures on computerized records, customer billings, and other documents.
7. ~~7.~~ 10. Gathers, sorts and searches records and files to provide factual data and traces discrepancies to balance and reconcile accounts.
8. ~~8.~~ 11. Performs responsible document and data organization.
9. ~~9.~~ 12. Maintains various manual records, logs and ledgers files and record keeping systems; compiles information and performs records research.
10. ~~10.~~ 13. Researches customer records and interfaces with other divisions and departments to resolve more difficult customer inquiries and prepares correspondence. ~~May perform payment processing system balancing/maintenance work including balancing daily postings for all cashiers, complex payment inquiries~~

- ~~research, and/or serving as lockbox service liaison.~~
- ~~9. May perform active accounts collections work including establishing complex customer credit arrangements with customers whose accounts are delinquent and preparing daily field collections work.~~
- ~~10. May perform closed accounts collections work including establishing complex credit arrangements for accounts that have been closed or written off through referral to collections agencies, etc. and including administering closed accounts collections efforts through small claims court, etc.~~
- ~~11. May perform exception billing work including performing complex billing calculations, monitoring computer-generated exceptions, and adjusting billed accounts as needed.~~
- ~~12. May perform field order maintenance work including preparing daily on and off field off-cycle meter reading work and administering accounts requiring field action.~~
- ~~13. May perform customer account maintenance work including administering customer deposits and other customer billing arrangements.~~
- ~~14. May perform customer account processing work including verifying, maintaining and processing customer orders.~~
- ~~8. 15. May coordinate various projects or activities as assigned and assist in the development of work methods, systems and procedures.~~
- ~~9. 16. May provide lead direction and training.~~

(OVER)

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: Three years of responsible experience in heavy telephone or public contact ~~in accounting/clerical work, customer service, or credit/ and collections, and in the preparation and processing of accounting, bookkeeping, statistical, billing or other financial records~~ program and service promotions.

Knowledge

Knowledge of ~~cashiering and~~ customer service principles and processes; basic marketing concepts and methods, procedures, practices and terminology used in ~~, routine delinquent account procedures, and billing and calculation procedures; the principles and practices of automated financial record keeping work; and clerical general accounting principles; computer applications such as word processing, spreadsheets, and customer databases; English usage, spelling, grammar and punctuation in a business environment; mathematical principles, and terminology; modern office practices and procedures including applications of information systems; modern office equipment including personal computers; filing methods and systems.~~

Ability

Ability to communicate effectively with customers both in person, by mail, over the telephone and in email; understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances under general supervision; interpret, apply and explain established policies and procedures; market programs and services based on the customer's interests and needs; analyze and evaluate data; make accurate and logical determinations based upon data and interpretive guidelines; establish and maintain accurate records; speak clearly and concisely; operate a personal computer; simultaneously communicate with customers and accurately enter data into a computer; work effectively under pressure and with frequent interruptions; handle multiple priorities, organize workload and meet deadlines; communicate and collaborate with other departments as needed; work in a team-based environment to achieve common goals; perform arithmetic calculations; difficult and/or complex customer service and accounts clerical work, including that related to designated functional

~~areas of responsibility, with speed and accuracy; effectively operate a variety of modern office equipment including computers and related software; interpret, apply and explain established policies and procedures; perform arithmetic calculations; work effectively under pressure and with frequent interruptions; establish and maintain accurate records; communicate effectively;~~
establish and maintain effective working relationships with employees and the general public; provide lead direction and training.

Typing Skill

Ability to type from clear printed copy at a speed of 25-45 net words per minute.

10-Key Skill

Ability to operate a 10-key calculator by touch.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

r: 3/9/99

JK/psCL: Personnel Human Resources Department

3/19/153/9/152/25/15

REVISION
(clean copy)

City of Alameda
Code No. 7560
Approved by C.S.B.
REVISED

CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, provides effective customer service for all customers by utilizing excellent, in-depth knowledge of the utility's programs and services. Performs recordkeeping work related to the operational, financial and commercial records of the electric utility. Performs other related work as required.

DISTINGUISHING FEATURES

Positions in this class perform highly responsible customer service and may be responsible for specialized work. Incumbents are expected to have a thorough knowledge of the computerized customer information system as well as exhibit proficiency in a variety of additional functional areas. Examples of these functional areas include: cash handling, closed/active accounts collections and service order processing. Periodic adjustment of functional areas may occur to meet organizational needs. Actual responsibilities may vary according to assignment.

EXAMPLES OF DUTIES

1. Promotes positive customer service relations through daily interactions with customers via telephone, email, mail, and face-to-face while displaying a positive attitude and work ethic.
2. Educates customers about the fundamentals and benefits of current and emerging programs and drives participation results.
3. Performs financial transactions including processing or transferring payments, adjusting charges and/or deposits, reversing payments, issuing refunds, processing bankruptcies and proof of claims, and working on customer payment programs.
4. Uses customer information system to enter data of utility customers and make data changes; coordinates with utility field and billing units, checks credit ratings, obtains other information to assist customers; resolves or refers to investigators reports of unauthorized utility usage and uses policy guidelines to determine deposit and restoration of service requirements.
5. Handles delinquent receivables through non-pay work orders and bad debt collection work, including referrals to collection agency.
6. Works as part of a team and collaborates with colleagues to reach customer service goals.
7. Maintains various manual records, logs and ledgers.
8. Researches customer records and interfaces with other divisions and departments to resolve more difficult customer inquiries and prepares correspondence.
9. May provide lead direction and training.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: Three years of responsible experience in heavy telephone or public contact, customer service, credit and collections, and program and service promotions.

(OVER)

Knowledge

Knowledge of customer service principles and processes; basic marketing concepts and methods, procedures, practices and terminology used in billing and financial record keeping work; and clerical accounting principles; computer applications such as word processing, spreadsheets, and customer databases; English usage, spelling, grammar and punctuation in a business environment; mathematical principles.; modern office practices and procedures including applications of information systems; modern office equipment including personal computers; filing methods and systems.

Ability

Ability to communicate effectively with customers both in person, by mail, over the telephone and in email; understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances under general supervision; interpret, apply and explain established policies and procedures; market programs and services based on the customer's interests and needs; analyze and evaluate data; make accurate and logical determinations based upon data and interpretive guidelines; establish and maintain accurate records; speak clearly and concisely; operate a personal computer; simultaneously communicate with customers and accurately enter data into a computer; work effectively under pressure and with frequent interruptions; handle multiple priorities, organize workload and meet deadlines; communicate and collaborate with other departments as needed; work in a team-based environment to achieve common goals; perform arithmetic calculations; establish and maintain effective working relationships with employees and the general public; provide lead direction and training.

Typing Skill

Ability to type from clear printed copy at a speed of 45 net words per minute.

10-Key Skill

Ability to operate a 10-key calculator by touch.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

REVISION

City of Alameda
Code No. 1695
Approved by C.S.B.

DRAFT - REVISED October 3, 2001

FINANCIAL SERVICES & BUDGET MANAGER

DEFINITION

Under general direction, assists in planning, directing, organizing and coordinating Finance Department services, operations, activities and functions; manages assigned departmental operations including accounting operations; is responsible for the development of the City's budget and the budget development process including budget analysis, short and long-range fiscal forecasting, and capital planning; coordinates, administers and manages various City financial functions and activities; performs other related work as required.

DISTINGUISHING FEATURES

Work in this class is characterized by management of financial services and functions, and by the wide scope of operational responsibilities. It is distinguished from that of lower classes by the extent of supervisory and managerial responsibilities.

EXAMPLES OF DUTIES

1. Plans and implements the citywide budget process and related fiscal programs; manages the timely and accurate preparation of City performance based budgeting documents and financial reports; coordinates budgeting activities with other departments, serving as the primary budget authority, effectively communicating budget preparation calendar and information needs, capabilities, and limitations. Develops and implements comprehensive financial services, programs, projects and functions.
2. Plans, organizes, coordinates and manages leads, and controls the work of staff involved in budget preparation and administration and in various other financial and accounting services and activities, and reporting, including accounting, accounts payable, payroll, purchasing, budget, revenue, accounts receivable, and treasury, ensuring proper controls and compliance with legislative, regulatory and judicial mandates, regulations and professional standards.
3. Manages internal and external audits and coordinates cross-department preparation of schedules, information and access to records; coordinates activities of external audit staff; participates in review of audit findings, systems and controls.
4. Performs budget analysis, develops financial plans and capital plans, and prepares short and long-range fiscal forecasts. Assists in the preparation of the City budget as assigned, including review of departmental budget requests; coordinates preparation of the Finance Department budget.
5. Assists in administering City investments and in managing the City's debt portfolio.
- 2-6. Prepares, reviews and may present various financial reports and analyses including preparation of the City's comprehensive annual financial report and review of financial impact of Council agenda items.
- 3-7. Researches, Facilitates, and coordinates development and implementation of improved financial management systems and procedures, including automated financial information systems.
- Participates Assists in the development and implementation of Finance Department goals, policies, and priorities.
8.
- 8-9. Administers and performs general and specialized finance activities as assigned.
- 9-10. Coordinates activities with other departments and agencies; provides information and assistance regarding finance matters, policies, and procedures.
- 10-11. Serves as liaison to various agencies and community or professional groups.
- 11-12. Prepares and reviews and may present financial reports and other materials to the City Council and other organizations or groups, notices, agenda, and other materials.
12. Conducts a variety of special studies, and prepares and may present various analyses, statistical compilations, and reports.
13. Ensures compliance with federal, state and local laws, regulations, codes, etc.
- 9-14. Functions as Acting Department Head as required.
- 10-15. Supervises, trains and evaluates assigned staff.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited college or university with major course work in accounting, financial management, economics, business administration or related field; a Certified Public Accountant license (CPA) is desired.

Experience: Four years of progressively responsible professional ~~municipal or government~~ financial management experience with substantial ~~work in budget preparation, administration, analysis, and organization-wide coordination.~~ supervisory experience; experience with municipal government financial operations and services is desirable.

Knowledge

Knowledge of principles and practices of budgeting, Generally Accepted Accounting Principles (GAAP), governmental accounting and financial management, including Generally Accepted Accounting Auditing Principles Standards, (GAASP); principles and practices of budget preparation, adoption, administration, evaluation, and coordination; statistical analyses; computer based financial and accounting systems, and spreadsheet and presentation software; technical report preparation and presentation resources and tools; applicable federal, state and local laws and regulations; computerized financial systems.

Ability

Ability to effectively plan and implement citywide budget process and related fiscal programs manage comprehensive financial services, operations, activities and functions; plan, organize, coordinate and direct assigned staff, activities, projects and programs; develop financial plans and fiscal forecasts; plan, organize lead and control financial services management; facilitate development and implementation of improved financial management systems and procedures; administer and perform assigned specialized finance activities; demonstrate effective leadership; develop and implement goals, objectives, policies, procedures, work standards and internal controls; interpret and apply state, federal and local laws and regulations related to governmental accounting and financial management; interpret, analyze and explain complex and technical information; draw valid conclusions and project consequences of decisions and recommendations; prepare and present complex, technical and/or statistical reports; set priorities, meet deadlines and make sound decisions; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with officials, employees, service providers, and the general public; and supervise, train and evaluate assigned staff.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

REVISION
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City of Alameda
Code No. 1695
Approved by C.S.B.
DRAFT - REVISED

FINANCIAL SERVICES MANAGER

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DEFINITION

Under general direction, assists in planning, directing, organizing and coordinating Finance Department services, operations, activities and functions; manages assigned departmental operations including accounting operations; performs other related work as required.

DISTINGUISHING FEATURES

Work in this class is characterized by management of financial services and functions, and by the wide scope of operational responsibilities. It is distinguished from that of lower classes by the extent of supervisory and managerial responsibilities.

EXAMPLES OF DUTIES

1. Develops and implements comprehensive financial services, programs, projects and functions.
2. Plans, organizes, coordinates and manages financial and accounting services, activities, and reporting, including accounting, accounts payable, payroll, purchasing, budget, revenue, accounts receivable, and treasury, ensuring proper controls and compliance with legislative, regulatory and judicial mandates, regulations and professional standards.
3. Manages internal and external audits and coordinates cross-department preparation of schedules, information and access to records; coordinates activities of external audit staff; participates in review of audit findings, systems and controls.
4. Assists in the preparation of the City budget as assigned, including review of departmental budget requests; coordinates preparation of the Finance Department budget.
5. Assists in administering City investments and in managing the City's debt portfolio.
6. Prepares, reviews and may present various financial reports and analyses including preparation of the City's comprehensive annual financial report and review of financial impact of Council agenda items.
7. Researches, facilitates, and coordinates development and implementation of improved financial management systems and procedures, including automated financial information systems.
8. Assists in the development and implementation of Finance Department goals, policies, and priorities.
9. Administers and performs general and specialized finance activities as assigned.
10. Coordinates activities with other departments and agencies; provides information and assistance regarding finance matters, policies, and procedures.
11. Serves as liaison to various agencies and community or professional groups.
12. Prepares, reviews and may present financial reports and other materials to the City Council and other organizations or groups.
13. Conducts a variety of special studies, and prepares and may present various analyses, statistical compilations, and reports.
14. Functions as Acting Department Head as required.
15. Supervises, trains and evaluates assigned staff.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited college or university with major course work in accounting, financial management, economics, business administration or related field; a Certified Public Accountant license (CPA) is desired.

Experience: Four years of progressively responsible professional financial management experience with substantial supervisory experience; experience with municipal government financial operations and services is desirable.

Knowledge

Knowledge of principles and practices of budgeting, Generally Accepted Accounting Principles (GAAP), governmental accounting and financial management, including Generally Accepted Auditing Standards, (GAAS); statistical analyses; computer based financial and accounting systems, and spreadsheet and presentation software; technical report preparation and presentation resources and tools; applicable federal, state and local laws and regulations; computerized financial systems.

Ability

Ability to effectively manage comprehensive financial services, operations, activities and functions; plan, organize, coordinate and direct assigned staff, activities, projects and programs; develop financial plans and fiscal forecasts; facilitate development and implementation of improved financial management systems and procedures; administer and perform assigned specialized finance activities; demonstrate effective leadership; develop and implement goals, objectives, policies, procedures, work standards and internal controls; interpret and apply state, federal and local laws and regulations related to governmental accounting and financial management; interpret, analyze and explain complex and technical information; draw valid conclusions and project consequences of decisions and recommendations; prepare and present complex, technical and/or statistical reports; set priorities, meet deadlines and make sound decisions; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with officials, employees, service providers, and the general public; and supervise, train and evaluate assigned staff.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

REVISION

City of Alameda
Code No. 2360
Approved by C.S.B.
DRAFT pending CSB approval

FLEET MECHANIC

DEFINITION

Under general supervision performs major and minor mechanical repairs and maintenance on a wide variety of ~~gas and diesel~~ fleet equipment including motor vehicles, police and fire vehicles, construction equipment, power equipment and other machinery, and performs other related work as required.

EXAMPLES OF DUTIES

1. Inspects, diagnoses, tunes up and repairs a full range of fleet equipment including gas and diesel automobiles, trucks, motorcycles, sweepers, and alternative vehicles such as Electric, Biodiesel and Flexfuel vehicles, and along with other mechanical equipment in city service.
2. Repairs transmissions, differentials, carburetors, distributors, fuel pumps, steering systems, starters, generators, universal joints, and hydraulic systems; aligns wheels; installs and adjusts brakes; straightens and paints bodies, fenders and frames; installs batteries, tires, wiring and glass.
3. Maintains and repairs emergency vehicles including installing sirens, lights and other equipment; repairs firefighting apparatus, including engines, power transmission systems and high pressure pumps and valves.
4. May do machining or welding work in making fittings used in automotive equipment; may do occasional automotive painting or body and fender repair work.
5. Maintains records of repairs made, orders and time worked.
6. Drives and operates specialized vehicular equipment.
7. Makes emergency repairs out of the shop as required.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school and completion of an approved automotive mechanic apprenticeship or training program.

Experience: One year of ~~journeyman~~ automotive mechanic experience in the servicing, maintenance and repair of a wide variety of automotive and power equipment.

Knowledge

Knowledge of the theory, care and operation of internal combustion engines as well as alternative fuel engines; light and heavy construction and maintenance equipment and automotive apparatus; and applicable safety principles and practices associated with personal protective equipment, compression equipment, and heavy load equipment.

Ability

Ability to make various types of mechanical repairs; use a variety of equipment repair tools; diagnose mechanical troubles and determine appropriate maintenance work; operate specialized vehicular equipment; maintain records; communicate effectively; establish and maintain effective working relationships with employees and the general public.

Special Requirements

Willingness and/or ability to respond to after-hours emergency calls as required.

Other Requirements

Possession of a valid Class B State of California Driver's License (or possession of a valid Class C license at the time of employment and the ability to obtain Class B within six months of employment) and a satisfactory driving record as conditions of initial and continued employment. Employees in positions requiring a Class B license are subject to provisions of the Department of Transportation's drug and alcohol testing program.

r: 3/11/2015

RY: Human Resources Department

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PARK MAINTENANCE EQUIPMENT OPERATOR

DEFINITION

Under general supervision operates, repairs and maintains a variety of equipment used in the maintenance and construction of park and recreation grounds and facilities; performs other related work as required.

EXAMPLES OF DUTIES

1. Operates and transports equipment for a variety of park and recreation grounds and facilities maintenance activities including mowing, fertilizing, and tree trimming.
2. Operates and transports heavy equipment including but not limited to truck and trailer combination, water truck, back hoe, riding mower, bobcat, trencher, skip loader with bucket, and crane truck for a variety of landscape construction, maintenance and repair operations.
3. Operates power tools.
4. Determines equipment, tools and supplies needed for assigned projects.
5. Inspects and maintains tools and equipment including refueling, lubricating parts, performing routine preventive maintenance, and making minor adjustments; identifies tools and equipment requiring scheduled or additional servicing.
6. Performs a variety of park and recreation grounds and facilities maintenance work including semi-skilled and skilled gardening and turf maintenance; general landscape duties such as watering, weeding, pruning, and fertilizing; general maintenance work such as racking, sweeping, and debris removal.
7. Assists in the maintenance and installation of irrigation systems.
8. Uses various chemicals such as herbicides and fungicides.
9. Maintains logs and records including work time, equipment, and materials records.
10. May provide direction and training for assigned staff.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: Two years experience in the operation, repair and maintenance of heavy landscaping equipment and general landscape maintenance work.

Knowledge

Knowledge of operation and maintenance of power-driven equipment; care operation, and maintenance of a variety of power tools and equipment used in heavy landscaping and in general landscape maintenance work; safe work practices and procedures.

Ability

Ability to effectively perform assigned work involved in the transport, operation, repair, and maintenance of equipment used in the maintenance and construction of park and recreation grounds and facilities; perform assigned work involved in the operation and maintenance of park and recreation grounds and facilities; work independently; communicate effectively; understand and follow instructions; maintain accurate records; ~~communicate effectively;~~ establish and maintain effective working relationships with employees and the general public; and provide direction and training for assigned staff.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

Willingness and ability to work nights, holidays and weekends as needed.

r: 8/20/2010

JK: Human Resources Department

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City of Alameda

Title Park Maintenance Equipment Operator, Code # 5160

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Willingness and ability to work in inclement weather.

r: date of latest revision work 1/25/2015

Analyst initials JK: Human Resources Department

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REVISION

City of Alameda

Code No. 7130

Approved by C.S.B.

July 11, 2007 **DRAFT - REVISED**

STOCK CLERK

DEFINITION

Under supervision, performs a variety of inventory maintenance functions including receiving, storing and issuing supplies and maintaining and reviewing computerized inventory records; performs other related work as required.

EXAMPLES OF DUTIES

1. Receives, counts, stores and delivers supplies; verifies accuracy of ordered supplies as received.
2. Prepares and issues supplies upon requisition and work orders ~~for installers and data technicians.~~
- ~~3. Monitors cycle counts and other inventory control indicators.~~
- ~~3. —~~
- ~~4. Maintains and reviews inventory and tool control records on a computerized inventory management system;~~
~~monitors reorder points and initiates process to replenish stock~~
- ~~4. —~~
5. Disposes of obsolete and scrap materials including hazardous materials.
6. Operates forklift and other material handling equipment.
- ~~6-7. Performs routine clerical duties including answering phones and data entry.~~
- ~~7. — Receives new, repaired and used converters and cable modems from the supplier and field service personnel.~~
- ~~8. — Burns in and issues converters to field personnel on a daily basis to comply with installation requirements.~~
- ~~9. — Restores converters cosmetically and completes required documentation in compliance with established procedures.~~
- ~~10-8. —~~ May act for the Storekeeper in his/her absence.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: Two years responsible stock clerk experience including use of a computerized inventory management system involving updates to stocking levels, re-order points and suggested order quantities.

Knowledge

Knowledge of computerized inventory management systems including bar coding, counting scales and review of computerized reports; and basic computer skills required for data entry responsibilities with Microsoft Word and Excel.

Ability

Ability to perform complex and routine inventory maintenance work with speed and accuracy; operate a variety of modern inventory management equipment; routinely lift 50-75 pounds; operate forklift and other material handling equipment; interpret and apply established inventory management policies and procedures; compile and review information; maintain accurate records; make arithmetic calculations; communicate effectively; establish and maintain effective working relationships with employees and the general public; learn basic administrative skills including data entry, scanning, and basic functions of customer information systems; and maintain level of knowledge required for satisfactory job performance.

Special Requirements

Willingness and/or ability to respond to after-hours emergency calls as required.

Other Requirements

Possession of a valid Class C State of California Driver's License and a satisfactory driving record as conditions of initial and continued employment.

Employees hired as Stock Clerk after October 1, 1992, require possession of a valid State of California Class C Driver's License with a California Department of Motor Vehicles Hazardous Materials Endorsement (or the ability to obtain the endorsement within six months of employment) and a satisfactory driving record as conditions of initial and continued employment. Employees in positions requiring a Hazardous Materials Endorsement are subject to provisions of the Department of Transportation's drug and alcohol testing program.

NEW

City of Alameda
Code No. 7340
Approved by C.S.B.

DRAFT – NEW AMP SPEC revised from City classification

COMPUTER SERVICES TECHNICIAN-AMP

DEFINITION

Under general supervision, installs, configures, troubleshoots and maintains a variety of computers and peripheral equipment including monitors, printers, mobile devices and other hardware and software; provides hardware and software related training, technical assistance and support to computer users. Performs other related work as required.

EXAMPLES OF DUTIES

1. Provides technical support, user assistance and training; responds to user questions and concerns, and assists in interpreting user needs and implementing solutions; develops training documents.
2. Trouble-shoots equipment problems; diagnoses and resolves problems and malfunctions related to personal computers and peripherals; inspects and tests equipment to determine feasibility of repair; orders and installs replacement parts or secures warranty-covered repair; operates test equipment and related tools and equipment.
3. Installs and maintains a variety of equipment including microcomputers ~~and, terminals mobile devices~~ and related cabling and connections to peripherals; circuit boards and additional memory, serial ports and network interface cards and wireless network connectivity; and a variety of hardware including personal computers, ~~tape backup devices, CD-ROM drives and floppy drives~~ laptops, tablets, printers, scanners, cameras, and external storage devices.
4. Installs, tests, troubleshoots and maintains computer hardware and software including personal computer operating systems; performs computer hardware and software upgrades; analyzes and corrects software errors; ~~recommends changes in hardware, software and utilities as appropriate~~ removes malware infections; recommends changes in hardware, software and utilities as appropriate.
5. Maintains up-to-date information regarding software needs and software availability from manufacturers; previews software; evaluates software releases for prospective applicability; recommends the purchase of new and replacement hardware and software; ensures software licenses are current and tracked.
6. Communicates with vendors, suppliers and staff concerning equipment and program installations and warranties.
7. Participates in inventory and equipment tracking.
8. Participates in system security, confidentiality, protocols, and backups.
9. Prepares and maintains various reports, summaries and records.
10. Installs, upgrades, and migrates user computer workstations utilizing system imaging technology.
11. Establishes and troubleshoots basic Local Area Network (LAN) connectivity with computers and mobile devices.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school supplemented by college or technical course work in computer science and information systems.

Experience: Progressively responsible journey level experience in the installation, setup, troubleshooting and maintenance of computers and peripheral equipment, and in providing technical user support for computer hardware and software. Experience with designated environments, equipment, systems and/or software is highly desirable.

Knowledge

Knowledge of computer equipment, applications, operations, and peripheral equipment; basic theory and principles of electronics; methods, tools and procedures used in the installation, repair, maintenance, enhancement and configuration of computers, peripheral equipment and work stations; designated hardware, software, and operating systems.

Ability

Ability to effectively install, configure, troubleshoot, and maintain a variety of computers and peripheral equipment; train and provide technical support to users in computer operation and software use; learn and train users in software specific to staff needs; read and interpret documents such as operating and maintenance instructions and technical procedure manuals; effectively present information and respond to questions from staff, ~~and~~ vendors ~~and the general public~~; define problems, collect data, establish facts and draw valid conclusions; interpret an extensive variety of technical instructions and work effectively with abstract and concrete variables; schedule and perform work to meet established time lines; establish and maintain accurate records; prepare reports and summaries; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with employees, vendors, contractors and the public.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

NEW

City of Alameda
Code No 7337.
Approved by C.S.B.
NEW DRAFT pending CSB approval

UTILITY DATABASE ANALYST

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DEFINITION

Under general direction, performs professional level work in designing, installing, managing, updating, and securing a variety of database systems, including spatial and relational systems; provides support to Alameda Municipal Power (AMP) and other departments' staff relative to current and anticipated database systems; performs other related work as required.

DISTINGUISHING FEATURES

Positions in this classification are journey level and employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of standard operating procedures and policies. Positions exercise technical or functional supervision over lower level professional, technical and administrative support personnel.

EXAMPLES OF DUTIES

1. Plans, designs, configures, tests and installs relational databases for new systems and monitor for performance.
2. Maintains and upgrades existing systems and interfaces. Tests and installs patches, upgrades and monitors for performance security.
3. Designs and implements interfaces between database systems. Coordinates data integration of separate systems.
4. Develops and prepares data queries and reports as necessary using a variety of reporting interfaces, tools, and applications.
5. Optimizes database systems by performing routine maintenance procedures, including, but not limited to, re-indexing and updating statistics; checks for database consistency; and detects and repairs database corruption.
6. Audits databases for compliance.
7. Ensures security and privacy levels are maintained in all database systems. Administers, configures, and maintains spatial databases.
8. Manages files for desired database structure; monitors disk storage space and backup management activities; designs and implements backup and recovery plans; tests backup plans; performs backup activities (on-line, off-line and archive logs) at scheduled times.
9. Creates and maintains user permissions, system privileges, passwords, and other security methods; installs, administers, and monitors license management software; monitors database usage for security purposes; checks logs and files for evidence of problems and system failure.
10. Provides technical support in the planning of new database systems including hardware, operating systems, licensing and storage requirements.
11. Enforces data quality standards and performs quality control checks on associated data.
12. Creates and manages disk clusters, tables, indexes, and related systems and processes.
13. Monitors database performance against established standards; detects and troubleshoot problems.
14. Implements data recovery plan when necessary; prepares related project status reports as required.
15. Coordinates assigned functions with and provides support internally and externally, including other sections, divisions, departments, vendors, consultants, jurisdictions, agencies, and the general public; conducts user training on group or individual basis as needed; advises and trains information technology personnel on database issues. Partners with city departments and provides database solutions to meet business needs; integrates database solutions with other departments' enterprise solutions.
16. Prepares and maintains systems procedures and documentation; maintains and updates manuals, codebooks, templates, computer control tables, etc.; assists to develop database policies and procedures.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in computer information systems, business administration, database administration, business intelligence, systems analysis, system design, or related field.

Experience: Two years of responsible experience in database administration, data processing, programming, systems analysis, or systems design.

Knowledge

Knowledge of principles and practices of databases, servers, local area network storage, Windows Server operating systems and network terminology; principles and techniques of SQL, scripting, electronic data processing and application documentation; principles and practices of GIS theory and concepts; records storage and handling techniques; computer operating methods, languages, and procedures; complex database design, implementation, operation, maintenance, and data manipulation; research, analysis, and management related to databases; extract transform, and load methodologies; workflow and process improvement methodologies; technical report writing procedures; project management principles, practices and tools; and computer logic and mathematics.

Ability

Ability to work independently and perform professional work in support of information technology business operations, specifically AMP database systems, data management and analysis, and related network infrastructure; analyze, design, program, install and maintain highly technical and complex operating systems; troubleshoot, diagnose and resolve issues effectively; a variety of database systems and report development platforms; prepare written procedures for complex database solutions; write operating instructions and procedures for electronic data processing machine applications; coordinate with multiple parties, e.g., vendors, staff, and end users; install, configure, trouble-shoot database specific desktop/server hardware and software; maintain and administer security systems and methodologies; train and provide technical support to users in the use of various databases; learn and effectively use software specific to staff needs; read and interpret documents such as operating and maintenance instructions and technical procedure manuals; prepare reports, effectively present information and respond to questions from staff, vendors and the general public; define problems, collect data, establish facts and draw valid conclusions; interpret an extensive variety of technical instructions in diagram form and work effectively with abstract and concrete variables; schedule and perform work to meet established time lines; work independently with minimal supervision; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with vendors and staff at all levels.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after hours emergency calls as required.

Other Requirements

Selected positions may require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

r: 2/18/2015

cl: Human Resources Department

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NEW

City of Alameda
Code No 7339
Approved by C.S.B.
NEW DRAFT pending CSB approval

UTILITY GEOGRAPHIC INFORMATION SYSTEMS ANALYST

DEFINITION

Under general direction, performs professional level work in designing, installing, managing, integrating, and updating geographic information systems (GIS) for management and analysis; creates maps and reports by manual and automated means; creates and maintains specialized GIS databases; performs other related work as required.

DISTINGUISHING FEATURES

Positions in this classification are journey level and employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of standard operating procedures and policies. Positions exercise technical or functional supervision over lower professional, technical and administrative support personnel.

EXAMPLES OF DUTIES

1. Analyzes a variety of GIS data and prepares associated reports for use by Alameda Municipal Power (AMP); analyzes, reviews and ensures accuracy of mapping and related data prepared by staff or consultants for inclusion in various reports.
2. Designs and/or modifies GIS programming as necessary to accommodate the needs of a variety of users; verifies accuracy of digitized data to ensure accuracy and quality of automated information.
3. Develops and designs databases related to GIS database mapping functions and mapping layers.
4. Coordinates GIS functions and uses with other sections, divisions, departments, agencies/jurisdictions, vendors, consultants, engineers, developers, and the general public; provides support to departments, agencies, and the public regarding GIS and identify and resolve related concerns.
5. Administers and maintains backend GIS functions including testing and installing updates, upgrades, and patches.
6. Coordinates GIS integration to other systems and applications.
7. Ensures security and privacy levels are maintained in GIS and related systems.
8. Develops, documents, and regularly updates procedures for use of GIS functionalities; prepares related protocols; provides related training to a variety of GIS users.
9. Participates in emergency preparedness planning and implementation activities to facilitate the work of AMP and other city departments, other public agencies; provides information and training regarding GIS functions related to emergency functions.
10. Monitors GIS database performance against established standards; detects and troubleshoots problems.
11. Updates a variety of maps including utility, assets, zoning, reference, topographic, political boundary, parcel, address maps, etc.
12. Read and interprets civil plans and specifications for extraction of data to GIS utility system and data layers; uses GIS to analyze data for engineering and planning purposes.
13. Prepares improvement plans for the repair, rehabilitation, or construction of utility or public improvement.
14. Prepares maps, line drawings, color graphics, charts, graphs, architectural renderings and other documents or materials for use in brochures, reports, and presentations to the Public Utility Board, City Council, other city boards and commissions, and other public agencies.
15. Prepares, codes and digitizes maps and geographic feature data into the GIS database following established procedures and sequences to update layers within the system.
16. Participates, as assigned, in city committees and groups to provide input to GIS planning and implementation strategies and work plans; provides technical assistance as needed.
17. Utilizes Global Positioning System (GPS) equipment to acquire and record GIS positional and attribute data.
18. Assists in the development of policies and procedures; oversees implementation and enforcement of policies and procedures.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in geographic information systems, computer science, computer information systems, engineering, or related field.

Experience: Two years of responsible experience geographic information system administration, data processing, programming, systems analysis, or system design.

Knowledge

Knowledge of principles and practices of GIS and computer operating systems; algebra, geometry, and trigonometry, as related to the computation of distances, angles, and areas; computer aided drafting and mapping tools and programs, including AutoCAD software, GIS software, and related applications; records storage and handling techniques; computer operating methods, languages, and procedures; methods of advanced research, analysis, and management related to GIS applications and databases; technical report writing techniques.

Ability

Ability to independently perform professional level work in GIS management and analysis and related databases; analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures; design and develop sequential processing of tasks and perform spatial analysis; analyze, diagnose, and troubleshoot GIS database application problems; prepare written protocols for difficult and complex GIS system and database usage; train or instruct GIS users in GIS functionality; research sources of geographic data; collect, interpret and integrate data from various sources to prepare map manuscripts and reports; prepares a variety of reports and maintains accurate records and files; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with vendors and staff at all levels.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after hours emergency calls as required.

Other Requirements

Selected positions may require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

NEW

UTILITY INFORMATION TECHNOLOGY BUSINESS ANALYST

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DEFINITION

Under general direction, provides project management expertise to Alameda Municipal Power (AMP) and other departments' staff; performs professional level work in support of the development, maintenance and implementation of best practices as they relate to information technology initiatives and projects; initiates and manages a variety of special projects as they relate to information technology business operations and strategies; performs other related work as required.

DISTINGUISHING FEATURES

Positions in this classification are journey level and employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of standard operating procedures and policies. Positions exercise technical or functional supervision over lower professional, technical and administrative support personnel.

EXAMPLES OF DUTIES

1. Provides guidance and project management support on a variety of information technology projects.
2. Provides coordination and acts as liaison with stakeholders and technology resources to establish integration of utility technology systems.
3. Participates with the development and implementation of best practices related to information technology procedures and project communication. Maintains and updates procedures as necessary.
4. Assesses and understands processes and procedures for principal utility technology systems such as the Customer Information System, Financial Information System, Geographic Information System, and Supervisory Control and Data Acquisition system; identifies deficiencies and recommend and implement business solutions to improve customer, business, and/or operational changes.
5. Ensures the needs and requirements of project stakeholders and non-technical staff are adequately communicated to technical resources.
6. Conducts quality assurance on project implementations to ensure quality standards and project objectives have been met.
7. Trains and assists users with new or modified technology processes and procedures. Ensures that users are utilizing technology to its full potential; provides user technical support on new systems or functionality.
8. Ensures security and privacy levels are maintained in technology processes and procedures.
9. Participates in information technology governance process; reviews and comments on potential information technology initiatives.
10. Participate in the development and implementation of an information technology strategic plan.
11. Develops and prepares data queries and reports as necessary using a variety of reporting interfaces, tools, and applications.
12. Prepares technical and administrative reports; trains users in information technology project procedures and prepares related written instructions.
13. Prepares and maintains systems procedures and documentation; maintains and updates manuals, codebooks, templates, computer control tables, etc.
14. May plan, assign, and review the work of technical personnel assigned to an information technology project.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in computer science, computer information systems, business administration, or related field.

Experience: Two years of responsible experience in data processing, programming, and/or systems analysis.

Knowledge

Knowledge of principles and practices of organization and administration; technical report writing procedures; research, analysis, and development principles and practices; advanced project management principles, practices and tools; information technology uses within municipal organizations.

Ability

Ability to work independently and perform professional work in support of information technology business operations; analyze work papers, reports and special projects; identify and interpret technical and numerical information; problem solve operational and technical policy and procedures; analyze processes and develop logical solutions to streamline and improve procedures and processes; implement best practices; provide technical consultation related to project management principles and practices; coordinate with multiple parties, e.g., vendors, staff, and end users; prepare reports, effectively present information and respond to questions from staff, vendors and the general public; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with vendors and staff at all levels.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Other Requirements

Selected positions may require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

NEW

City of Alameda
Code No 7331
Approved by C.S.B.
NEW DRAFT pending CSB approval

UTILITY INFORMATION TECHNOLOGY MANAGER

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DEFINITION

Under general direction, assists in the or overall administration, management, planning, coordination, and supervision of Alameda Municipal Power's automation and information technology systems operations, including the support and administration of technology systems, cyber security, disaster recovery, help desk services, telecommunications, purchasing and deployment, and software license control; performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Work in this class is characterized by fiscal and operational management of Alameda Municipal Power (AMP) information technology services, operations and functions, and by the wide scope of administrative responsibilities. It is distinguished from that of lower classes by the extent of supervisory, managerial and/or administrative responsibilities

EXAMPLES OF DUTIES

1. Assists in the development of information technology policies, plans, and objectives for AMP.
2. Develops and implements comprehensive utility information technology services, programs, projects and functions, including both voice and data services.
3. Prepares and administers assigned budgets (operating and capital) as needed for each area and tasks/projects.
4. Assists in the administration, planning, direction, organization, coordination, and management in all work related to the AMP's computer network and telecommunications services including the selection, procurement, implementation, installation, and maintenance of multi-user computer servers and single-user desktop computers; administers the AMP's technical support services.
5. Manages large and/or complex technology projects. Assigns and tracks project tasks, ensures adherence to project schedule, budget, and scope.
6. Develops AMP hardware and software standards; oversees the development and/or integration of systems to ensure continuity and compatibility with other systems.
7. Promotes and implements "big picture" strategy for all hardware, software, systems throughout AMP and understands how to work with all areas of AMP and the City in order to integrate systems and technology.
8. Administers and may negotiate contracts for the acquisition, installation, application and maintenance of vendor products and services.
9. Provides planning, leadership, guidance, and advanced technical expertise for, applications and/or computing and networking services within local area network, wide area network, and Internet environments.
10. Coordinates development and administration of planned and unplanned outage resolution, disaster recovery procedures and backup systems, including data backup and restoration of computer services, and communicates outage conditions to appropriate AMP and city personnel.
11. Plans, designs, implements, supports, maintains, upgrades and troubleshoots various applications and/or network, computing and infrastructure elements.
12. Responds to incidents, problems and requests for service and/or resources reported and/or escalated through various mechanisms determining and effecting appropriate course of action to bring closure. Escalates incidents, problems and requests for service and/or resources to other information technology staff as necessary and appropriate.
13. Resolves complex problems with multi-user computers, printers, servers, software, peripherals, and other related equipment.
14. Initiates, researches, proposes and implements improvements to various network, computing, infrastructure, operating system, and applications as appropriate to support operational service levels in alignment with best practices.
15. Prepares RFI, RFQ, RFPs and solicits vendor bids/quotes as needed. Evaluates bids and writes comparison reports.
16. Serves as a resource for computer users, providing assistance with computer hardware, software, and related peripheral equipment.
17. Coordinates information technology activities with other sections, divisions, departments, public agencies, public utilities, and the general public.
18. Prepares and may present various studies, analyses and reports regarding information technology services.
19. Develops goals, objectives, policies, procedures, and standards; determines priorities, staff assignments and work methods.
20. Ensures compliance with federal, state and local laws, regulations, codes, etc.
21. Supervises, trains and evaluates assigned staff.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four-year college or university with major course work in Computer Science, Computer Information Systems, Business Administration, or a related field.

Experience: Four years of progressively responsible administrative or managerial experience in contemporary automated business information systems, including substantial supervisory or lead experience; experience with municipal government business systems is highly desirable.

Knowledge

Knowledge of the principles and practices of automated information systems management and system support functions including microcomputer systems, networks, client-servers, and telecommunication industry standards; operation of a complex networked computing environment including web servers, databases, internet connectivity and wide area network technologies; designated operating systems and standard applications programs; systems analysis design and programming; state-of-the-art developments in information technology, hardware, peripheral equipment, software components, system devices and application; applicable federal, state and local laws, regulations and reporting requirements.

Ability

Ability to effectively manage, coordinate and supervise the AMP's information technology operations; manage major automation projects and applications; develop and implement comprehensive information technology services, programs, projects and functions including both data and voice; plan, organize, coordinate, manage and participate in all work related to AMP's computer network and telecommunications services; demonstrate effective leadership; develop and implement goals, objectives, policies, procedures, work standards and internal controls; review and analyze complex and technical information; draw valid conclusions and project consequences of decisions and recommendations; set priorities and meet deadlines; interpret and apply relevant state, federal and local laws and regulations; interpret and explain complex governmental regulations, policies and procedures; establish and maintain accurate records; plan, administer and evaluate work programs and schedules; prepare complex technical studies and reports; set priorities, meet deadlines, and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees, public officials, other departments and agencies, vendors and the general public; supervise, train and evaluate assigned staff.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Other Requirements

Selected positions may require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.