



**Non-Bargaining Employees**  
Job Classifications, Grade, Pay Scales and Job Descriptors

Grade	Job Classification	Market	Minimum	Mid-Point	Maximum
117	Accountant I	\$42,323	\$ 34,959 - \$ 41,626	\$ 41,627 - \$ 48,293	\$ 48,294 - \$ 54,960
116	Admin Assistant to City Manager	\$40,309	\$ 33,295 - \$ 39,644	\$ 39,645 - \$ 45,993	\$ 45,994 - \$ 52,342
112	Administrative Assistant	\$33,160	\$ 27,392 - \$ 32,615	\$ 32,616 - \$ 37,838	\$ 37,839 - \$ 43,062
114	Assessment Valuation Specialists	\$36,563	\$ 30,200 - \$ 35,958	\$ 35,959 - \$ 41,716	\$ 41,717 - \$ 47,475
114	Assistant City Assessor	\$36,563	\$ 30,200 - \$ 35,958	\$ 35,959 - \$ 41,716	\$ 41,717 - \$ 47,475
127	Assistant City Engineer	\$68,945	\$ 56,947 - \$ 67,805	\$ 67,806 - \$ 78,663	\$ 78,664 - \$ 89,521
136	Assistant City Manager	\$106,957	\$ 88,344 - \$ 105,188	\$ 105,189 - \$ 122,032	\$ 122,033 - \$ 138,877
123	Assistant Library Director	\$56,719	\$ 46,849 - \$ 55,783	\$ 55,784 - \$ 64,717	\$ 64,718 - \$ 73,651
125	Assistant Planning Director/Planner	\$62,537	\$ 51,652 - \$ 61,501	\$ 61,502 - \$ 71,350	\$ 71,351 - \$ 81,199
117	Assistant to Director of Council Affairs & Constituent Services	\$42,323	\$ 34,959 - \$ 41,626	\$ 41,627 - \$ 48,293	\$ 48,294 - \$ 54,960
128	Assistant Treasurer	\$72,394	\$ 59,794 - \$ 71,195	\$ 71,196 - \$ 82,596	\$ 82,597 - \$ 93,997
123	Asst. City Clerk/Deputy Director of Council Affairs & Constiuent Svcs	\$56,719	\$ 46,849 - \$ 55,783	\$ 55,784 - \$ 64,717	\$ 64,718 - \$ 73,651
111	Billing Clerk	\$31,583	\$ 26,088 - \$ 31,062	\$ 31,063 - \$ 36,036	\$ 36,037 - \$ 41,012
120	Billing Supervisor	\$48,997	\$ 40,471 - \$ 48,187	\$ 48,188 - \$ 55,903	\$ 55,904 - \$ 63,621
120	Budget Analyst	\$48,997	\$ 40,471 - \$ 48,187	\$ 48,188 - \$ 55,903	\$ 55,904 - \$ 63,621
113	Building Maintenance Supervisor	\$34,817	\$ 28,762 - \$ 34,246	\$ 34,247 - \$ 39,730	\$ 39,731 - \$ 45,215
109	Building Supervisor	\$28,646	\$ 23,662 - \$ 28,174	\$ 28,175 - \$ 32,686	\$ 32,687 - \$ 37,199
132	Central Services Director	\$87,995	\$ 72,679 - \$ 86,537	\$ 86,538 - \$ 100,395	\$ 100,396 - \$ 114,254
129	Chief Electrical Engineer	\$76,013	\$ 62,783 - \$ 74,754	\$ 74,755 - \$ 86,725	\$ 86,726 - \$ 98,697
136	Chief of Police	\$106,957	\$ 88,344 - \$ 105,188	\$ 105,189 - \$ 122,032	\$ 122,033 - \$ 138,877
123	City Assessor	\$56,719	\$ 46,849 - \$ 55,783	\$ 55,784 - \$ 64,717	\$ 64,718 - \$ 73,651
132	City Clerk/Director of Council Affairs & Constituent Services	\$87,995	\$ 72,679 - \$ 86,537	\$ 86,538 - \$ 100,395	\$ 100,396 - \$ 114,254
139	City Manager	\$123,813	\$ 102,267 - \$ 121,766	\$ 121,767 - \$ 141,265	\$ 141,266 - \$ 160,766
120	Community Development Manager	\$48,997	\$ 40,471 - \$ 48,187	\$ 48,188 - \$ 55,903	\$ 55,904 - \$ 63,621
119	Computer Programmer	\$46,663	\$ 38,543 - \$ 45,892	\$ 45,893 - \$ 53,241	\$ 53,242 - \$ 60,592
122	Construction Manager	\$54,020	\$ 44,619 - \$ 53,127	\$ 53,128 - \$ 61,635	\$ 61,636 - \$ 70,143
126	Construction/Inspection Manager	\$65,659	\$ 54,235 - \$ 64,576	\$ 64,577 - \$ 74,917	\$ 74,918 - \$ 85,258
122	Contract and Procurement Manager	\$54,020	\$ 44,619 - \$ 53,127	\$ 53,128 - \$ 61,635	\$ 61,636 - \$ 70,143
137	Controller/Treasurer	\$112,303	\$ 92,759 - \$ 110,445	\$ 110,446 - \$ 128,131	\$ 128,132 - \$ 145,819
126	Customer Service Dept. Director	\$65,659	\$ 54,235 - \$ 64,576	\$ 64,577 - \$ 74,917	\$ 74,918 - \$ 85,258
122	Customer Service Manager	\$54,020	\$ 44,619 - \$ 53,127	\$ 53,128 - \$ 61,635	\$ 61,636 - \$ 70,143
117	Customer Service Supervisor	\$42,323	\$ 34,959 - \$ 41,626	\$ 41,627 - \$ 48,293	\$ 48,294 - \$ 54,960
119	Department Budget & Support Supervisor	\$46,663	\$ 38,543 - \$ 45,892	\$ 45,893 - \$ 53,241	\$ 53,242 - \$ 60,592
121	Economic Development Manager	\$51,447	\$ 42,494 - \$ 50,596	\$ 50,597 - \$ 58,698	\$ 58,699 - \$ 66,802
135	Electric Director	\$101,868	\$ 84,137 - \$ 100,179	\$ 100,180 - \$ 116,221	\$ 116,222 - \$ 132,264
126	Electrical Engineer II	\$65,659	\$ 54,235 - \$ 64,576	\$ 64,577 - \$ 74,917	\$ 74,918 - \$ 85,258
120	Emergency Management Coordinator	\$48,997	\$ 40,471 - \$ 48,187	\$ 48,188 - \$ 55,903	\$ 55,904 - \$ 63,621
128	Engineering Services & System Operations Supervisor	\$72,394	\$ 59,794 - \$ 71,195	\$ 71,196 - \$ 82,596	\$ 82,597 - \$ 93,997
124	Environmental Scientist	\$59,558	\$ 49,191 - \$ 58,571	\$ 58,572 - \$ 67,951	\$ 67,952 - \$ 77,332
118	Field Supervisor I	\$44,443	\$ 36,708 - \$ 43,707	\$ 43,708 - \$ 50,706	\$ 50,707 - \$ 57,706
120	Field Supervisor II	\$48,997	\$ 40,471 - \$ 48,187	\$ 48,188 - \$ 55,903	\$ 55,904 - \$ 63,621
125	Financial Reporting & Accounting Manager	\$62,537	\$ 51,652 - \$ 61,501	\$ 61,502 - \$ 71,350	\$ 71,351 - \$ 81,199



**Non-Bargaining Employees**  
Job Classifications, Grade, Pay Scales and Job Descriptors

Grade	Job Classification	Market	Minimum	Mid-Point	Maximum
118	Fleet Services Coordinator	\$44,443	\$ 36,708 - \$ 43,707	\$ 43,708 - \$ 50,706	\$ 50,707 - \$ 57,706
119	GIS Coordinator	\$46,663	\$ 38,543 - \$ 45,892	\$ 45,893 - \$ 53,241	\$ 53,242 - \$ 60,592
122	GIS Manager	\$54,020	\$ 44,619 - \$ 53,127	\$ 53,128 - \$ 61,635	\$ 61,636 - \$ 70,143
121	HR & Safety Coordinator	\$51,447	\$ 42,494 - \$ 50,596	\$ 50,597 - \$ 58,698	\$ 58,699 - \$ 66,802
109	Human Resources Clerk	\$28,646	\$ 23,662 - \$ 28,174	\$ 28,175 - \$ 32,686	\$ 32,687 - \$ 37,199
120	Human Resources Coordinator	\$48,997	\$ 40,471 - \$ 48,187	\$ 48,188 - \$ 55,903	\$ 55,904 - \$ 63,621
132	Human Resources Director	\$87,995	\$ 72,679 - \$ 86,537	\$ 86,538 - \$ 100,395	\$ 100,396 - \$ 114,254
112	Human Resources Specialist	\$33,160	\$ 27,392 - \$ 32,615	\$ 32,616 - \$ 37,838	\$ 37,839 - \$ 43,062
133	Information Technology Director	\$92,393	\$ 76,314 - \$ 90,865	\$ 90,866 - \$ 105,416	\$ 105,417 - \$ 119,967
119	Inspector III	\$46,663	\$ 38,543 - \$ 45,892	\$ 45,893 - \$ 53,241	\$ 53,242 - \$ 60,592
127	Library Director	\$68,945	\$ 56,947 - \$ 67,805	\$ 67,806 - \$ 78,663	\$ 78,664 - \$ 89,521
127	Line Crew Superintendent	\$68,945	\$ 56,947 - \$ 67,805	\$ 67,806 - \$ 78,663	\$ 78,664 - \$ 89,521
119	Meter Crew Leader	\$46,663	\$ 38,543 - \$ 45,892	\$ 45,893 - \$ 53,241	\$ 53,242 - \$ 60,592
104	No Positions Assigned	\$22,446	\$ 18,540 - \$ 22,076	\$ 22,077 - \$ 25,612	\$ 25,613 - \$ 29,148
108	No Positions Assigned	\$27,281	\$ 22,535 - \$ 26,832	\$ 26,833 - \$ 31,129	\$ 31,130 - \$ 35,428
115	No Positions Assigned	\$38,387	\$ 31,709 - \$ 37,756	\$ 37,757 - \$ 43,803	\$ 43,804 - \$ 49,850
131	No Positions Assigned	\$83,800	\$ 69,219 - \$ 82,417	\$ 82,418 - \$ 95,615	\$ 95,616 - \$ 108,814
138	No Positions Assigned	\$117,921	\$ 97,397 - \$ 115,968	\$ 115,969 - \$ 134,539	\$ 134,540 - \$ 153,110
132	Parks & Recreation Director	\$87,995	\$ 72,679 - \$ 86,537	\$ 86,538 - \$ 100,395	\$ 100,396 - \$ 114,254
117	Payroll Specialist	\$42,323	\$ 34,959 - \$ 41,626	\$ 41,627 - \$ 48,293	\$ 48,294 - \$ 54,960
134	Planning & Community Development Director	\$97,014	\$ 80,130 - \$ 95,408	\$ 95,409 - \$ 110,686	\$ 110,687 - \$ 125,966
131	Planning & Inspections Director	\$83,800	\$ 69,219 - \$ 82,417	\$ 82,418 - \$ 95,615	\$ 95,616 - \$ 108,814
130	Police Major	\$79,810	\$ 65,922 - \$ 78,491	\$ 78,492 - \$ 91,060	\$ 91,061 - \$ 103,631
125	Principal Planner	\$62,537	\$ 51,652 - \$ 61,501	\$ 61,502 - \$ 71,350	\$ 71,351 - \$ 81,199
121	Programmer Analyst	\$51,447	\$ 42,494 - \$ 50,596	\$ 50,597 - \$ 58,698	\$ 58,699 - \$ 66,802
126	PU Operations/Construction Manager	\$65,659	\$ 54,235 - \$ 64,576	\$ 64,577 - \$ 74,917	\$ 74,918 - \$ 85,258
116	Public Affairs Coordinator	\$40,309	\$ 33,295 - \$ 39,644	\$ 39,645 - \$ 45,993	\$ 45,994 - \$ 52,342
136	Public Services Manager	\$106,957	\$ 88,344 - \$ 105,188	\$ 105,189 - \$ 122,032	\$ 122,033 - \$ 138,877
135	Public Works Director	\$101,868	\$ 84,137 - \$ 100,179	\$ 100,180 - \$ 116,221	\$ 116,222 - \$ 132,264
126	Public Works Operations Manager	\$65,659	\$ 54,235 - \$ 64,576	\$ 64,577 - \$ 74,917	\$ 74,918 - \$ 85,258
120	Purchaser	\$48,997	\$ 40,471 - \$ 48,187	\$ 48,188 - \$ 55,903	\$ 55,904 - \$ 63,621
111	Record Management Coordinator	\$31,583	\$ 26,088 - \$ 31,062	\$ 31,063 - \$ 36,036	\$ 36,037 - \$ 41,012
117	Recreation Center Coordinator	\$42,323	\$ 34,959 - \$ 41,626	\$ 41,627 - \$ 48,293	\$ 48,294 - \$ 54,960
121	Senior Accountant	\$51,447	\$ 42,494 - \$ 50,596	\$ 50,597 - \$ 58,698	\$ 58,699 - \$ 66,802
132	Senior City Administrator	\$87,995	\$ 72,679 - \$ 86,537	\$ 86,538 - \$ 100,395	\$ 100,396 - \$ 114,254
123	Senior Construction Manager	\$56,719	\$ 46,849 - \$ 55,783	\$ 55,784 - \$ 64,717	\$ 64,718 - \$ 73,651
121	Senior Engineering Fieldworker	\$51,447	\$ 42,494 - \$ 50,596	\$ 50,597 - \$ 58,698	\$ 58,699 - \$ 66,802
122	Senior LAN Analyst	\$54,020	\$ 44,619 - \$ 53,127	\$ 53,128 - \$ 61,635	\$ 61,636 - \$ 70,143
119	Senior Planner	\$46,663	\$ 38,543 - \$ 45,892	\$ 45,893 - \$ 53,241	\$ 53,242 - \$ 60,592
102	Service Center Clerk	\$20,358	\$ 17,160 - \$ 20,377	\$ 20,378 - \$ 23,584	\$ 23,585 - \$ 26,791
119	Substation Relay Foreman	\$46,663	\$ 38,543 - \$ 45,892	\$ 45,893 - \$ 53,241	\$ 53,242 - \$ 60,592
122	Superintendent of Grounds	\$54,020	\$ 44,619 - \$ 53,127	\$ 53,128 - \$ 61,635	\$ 61,636 - \$ 70,143



**Non-Bargaining Employees**  
 Job Classifications, Grade, Pay Scales and Job Descriptors

Grade	Job Classification	Market	Minimum	Mid-Point	Maximum
112	Support Services Manager	\$33,160	\$ 27,392 - \$ 32,615	\$ 32,616 - \$ 37,838	\$ 37,839 - \$ 43,062
124	Water Production Supervisor	\$59,558	\$ 49,191 - \$ 58,571	\$ 58,572 - \$ 67,951	\$ 67,952 - \$ 77,332
122	Water/Wastewater Maintenance Supervisor	\$54,020	\$ 44,619 - \$ 53,127	\$ 53,128 - \$ 61,635	\$ 61,636 - \$ 70,143
131	Water/Wastewater Manager	\$83,800	\$ 69,219 - \$ 82,417	\$ 82,418 - \$ 95,615	\$ 95,616 - \$ 108,814
120	Water/Wastewater Project Supervisor	\$48,997	\$ 40,471 - \$ 48,187	\$ 48,188 - \$ 55,903	\$ 55,904 - \$ 63,621
110	Weed & Seed Coordinator	\$30,081	\$ 24,845 - \$ 29,583	\$ 29,584 - \$ 34,321	\$ 34,322 - \$ 39,060

**CITY OF DOVER**

**POSITION DESCRIPTION**

**TITLE: ACCOUNTANT I**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

Performs professional accounting work; examines, analyzes, and verifies fiscal records and reports; assists in the preparation of financial reports and provides advice and information on accounting practices and procedures; may provide work direction to technical and clerical employees; performs related and other work as required all within the context of the City's Mission, Vision.

Knowledge of accepted principles and interrelationships of accounting, auditing, and fiscal management; of accounting systems and data processing interrelationships; of modern office methods, procedures, and equipment; and of spreadsheet software. Ability to effectively apply accounting and auditing techniques and procedures in the work performed; to prepare clear, complete, concise reports; to communicate effectively orally and in writing; and to establish and maintain cooperative relationships with those contacted in the course of work.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Performs professional accounting work in accordance with a prescribed accounting system and generally accepted principles of accounting.

Verifies budget authorizations; verifies, approves, and screens fiscal documents such as warrants and requisitions.

Assists in annual report preparation.

Analyzes and reconciles expenditure and revenue accounts and coordinates various accounting records with information received from data processing.

Assists in the preparation, analysis, and review of reimbursements, expenditures, fund condition, or other proprietary and budgetary accounts.

Verifies financial reports and statements and accounts and records of expenditures.

Reviews entries made to various financial records for proper coding and maintenance of proper accounting procedures.

Maintains general ledger and reconciles detailed accounts to general ledger controlling accounts.

Reconciles City-owned vehicles as listed on the fixed assets with the City Clerk's registration records.

Maintains records for City's fixed assets group of account.

Conducts audits of various petty cash funds, evaluation cash handling procedures for compliance with accepted accounting practices.

Assist with the various payroll and accounts payable activities normally performed by other accounting personnel.

May provide work direction to technical and clerical employees.

Answers a variety of inquiries and provides information regarding the assigned Finance Department activities.

Promotes the City's Mission to make Dover a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Mission Statement adopted by the City.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Compiles, examines, or evaluates data or information and possibly recommends action based on results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; may instruct coworkers.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Supervises the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division or minor department, and/or handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses basic algebra calculating variables and formulas, and/or basic geometry, calculating plain and solid figures; may compute discounts, interest, ratios, and proportions, and percentages.

**COMMUNICATION REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads technical instructions, charts, and/or procedure manuals, composes routine reports and complete job forms; speaks compound sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact – affects work unit and may affect other units or citizens.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree in Accounting.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Two years of accounting and financial reporting experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time; exerting up to 20 pounds of force on a regular basis; requires moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Works in environmentally controlled area such as an office.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITY ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 8/4/05 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ADMINISTRATIVE ASSISTANT TO THE CITY MANAGER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to provide complex administrative, organizational, and clerical support. The position is responsible for managing operations of the City Manager's Office. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. May be assigned additional duties by city council as required.*

Oversees daily operations of the City Manager's Office; interacts with citizens and other departments to provide information/assistance and resolve issues and complaints.

Supervises assigned personnel, including training, assigning and evaluating work, counseling, and disciplining.

Gathers and maintains information/data to prepare periodic and special reports for the area of responsibility.

Prepares and types correspondence, memoranda, documents, reports, e-mails, and other materials observing strict confidentiality; takes and transcribes dictation.

Schedules and maintains calendar of appointments for City Manager and for Mayor in his secretary's absence.

Performs administrative functions such as preparing the City Manager's portion of the City budget and preparing packets for committee meetings.

Proofreads and edits correspondence, newsletters, and other materials prepared by City personnel.

Attends staff, committee, and other professional meetings to exchange information and/or to take minutes; transcribes minutes and distributes copies as required.

Performs routine office tasks such as setting up and maintaining filing systems, processing mail, faxing, and photocopying.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software programs such as word processing and spreadsheets.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of supplies and equipment of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or specialized vocational training in computer operations and business management.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ADMINISTRATIVE ASSISTANT**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to provide administrative, organizational, and clerical support. The position is responsible for tasks of responsibility for the assigned department. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Prepares and types correspondence, memoranda, documents, bids, reports, spreadsheets, e-mails, work orders, claims, permits, or other materials observing strict confidentiality; takes and transcribes dictation; performs research as required.

Supervises assigned personnel, including training, assigning and evaluating work, and counseling.

May verify cash drawer, post daily work, balance credit cards and prepare bank deposits.

Performs accounting tasks such as receivables, preparing bank deposits, journal entries, billing, audit and collection, processing invoices, purchase orders, handling petty cash, or month end closing.

Serves as receptionist, screening telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.

Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings.

Schedules and maintains calendar of appointments for assigned personnel; makes travel arrangements.

Compiles information/data and assists in preparation of departmental budget; reconciles expenses.

Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.

Serves as back up for computer operator; assists with selection and purchasing of computer hardware and software, and maintains database of City computer equipment, where appropriate.

Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.

Maintains inventory of supplies for area of responsibility; requisitions supplies and/or office equipment.

Assists with organization of department- or City-sponsored functions.

Gathers and maintains information/data to support periodic and special reports for the area of responsibility; makes copies and distributes to appropriate personnel/departments.

Attends staff and other professional meetings to exchange information and/or to take minutes; transcribes minutes and distributes to appropriate personnel; prepares meeting agendas as required.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Computes or performs arithmetic operations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Speaks with or signals to people to convey or exchange information.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, software programs such as word processing, spreadsheets, or custom applications, scanners, or telephone systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the handling of supplies and equipment of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires high school diploma or GED, and the equivalent of one year of college or specialized vocational training in computer operation and business administration.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of secretarial experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, and considerable dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ASSISTANT CITY ASSESSOR**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to assist with operations management for the Dover Tax Office. The position is responsible for assisting with staff supervision, planning, training, appraisal of real property, billing, and collections, and for preparing reports. The position works under general supervision independently developing work methods and sequences. The position is supervised and reports directly to the City Assessor.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Assist with the analysis of assessment/appraisal performance through the use of descriptive statistics.

Assist with the oversight of the revaluation process and any vendor work product.

Assist with the analysis and interpretation of statutes, codes, rules and regulations related to the assessment practice in the State of Delaware and the City of Dover.

Assist with defending assessed values through informal, formal and legal appeals.

Assists with staff supervision, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Assesses real property in the City of Dover as directed by the Assessor.

Participates in development and implementation of goals, objectives, policies, procedures, and priorities relating to tax assessment and collection for the City.

Sets up and maintains record/filing system; processes daily paperwork including property cards, reports, memos, requisitions, and personnel information.

Interacts with taxpayers to provide information for area of responsibility or to discuss and resolve complaints or problems; provides in-house assessment updates.

Gathers and maintains information/data to support periodic and special reports for the area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends professional seminars or conferences to improve professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Compiles, examines, or evaluates data or information and possibly recommends action based on results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software used for programming custom applications or the application of custom or commercial financial , accounting, or other complex software or systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of supplies of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or specialized vocational training in finance, business administration, or a closely related field or equivalent years of experience.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none however an IAAO accreditation or ability to acquire accreditation within 1 year (or an equivalent documented accreditation or certification) is preferred.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of related experience with appraisal of real property in a mass appraisal environment.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

*Updated by KDH and action of Council 8/2008*

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: DEPUTY DIRECTOR OF COUNCIL AFFAIRS AND CONSTITUENT SERVICES**

**FLSA: Non-Exempt (Grade 123)**

**GENERAL DESCRIPTION**

This is a professional position with a high degree of responsibility for managing all aspects of constituent services and Council affairs, including policy research and implementation, coordination of Council and committee meetings, and service as the point of contact for constituents and interest groups on municipal matters. The incumbent is called upon to maintain impartiality while balancing and protecting the interests of the City, the citizenry, and members of Council. While attending to the ever-shifting priorities faced by a municipality on a daily basis, the incumbent is responsible for a multitude of cyclical duties including Council and Committee meeting preparations, municipal and special elections, and records management. Decision-making and working independently are fundamental to this position.

The position of Deputy Director of Council Affairs and Constituent Services requires a vast amount of specialized and detailed knowledge regarding the City's Municipal Code; parliamentary procedures; election procedures, records retention; database management; technology related to recording software and a variety of computer programs; implementation of the Freedom of Information Act; and a number of municipal procedures for actions such as rezonings, annexations, referendums, and the adoption of ordinances.

**PRIMARY DUTIES:**

Assists in the management and coordination of all Council affairs and events, including scheduling, monitoring and tracking all proceedings before Council and actions taken by Council.

Serves as a liaison between staff and Council, providing advice and assistance to all groups in accomplishing City business.

Serves as point of contact for constituents, assisting them in presenting their concerns to staff and Council and providing advice on municipal matters.

Oversees assigned personnel, including training, assigning and evaluating work, prepares time sheets. Counseling and disciplining in the absence of the Director of Council Affairs and Constituent Services.

Prepares and types correspondence, resolutions, proclamations, ordinances, meeting agendas, memoranda, documents, reports, or other materials observing strict confidentiality.

Attends staff, Council/Committee, and other professional meetings to exchange information and/or to take minutes; transcribes and distributes minutes to appropriate personnel.

Assists with preparation and conducting of City elections.

Conducts property annexations; prepares for property rezoning.

Performs research for Council, staff, and citizens.

Performs administrative tasks such as tracking budget for Clerk and Council, providing monthly budget report for Council and assisting with maintaining files/records, and coordinating records retention/destruction.

**DATA RESPONSIBILITY:** Data are information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Coordinate or determine time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.

Responsible for receiving a voluminous amount of information which is directed to Council through the Clerk's Office. They sift through data, analyze the implications of the material, and make sure that Council is kept informed of all significant issues. The Clerk and Assistant Clerk must ensure that Council receives prompt and accurate information, as lapses in this area can have serious public relations and legal implications.

The Clerk's Office is responsible for maintaining the City's history and making it available to Council and committee members, which is vital to members as they address longstanding issues that come before them for consideration. The Director and Deputy Director research current issues and provide historical context to members as they address concerns related to policy and procedure. In addition to conducting research and accumulating information, the Director and Deputy Director must synthesize this data to develop solutions for problems presented by the public, staff, and Council. This often requires a high degree of innovation to find creative strategies for achieving goals.

The Director serves as the City's archivist, with responsibility for implementing and monitoring procedures for managing all City records. The Director and Deputy Director must ensure that all data is handled in conformance with State procedures that dictate records retention. They serve as consultants to all departments and provide guidance on information storage, disposition, and retention to ensure that the City's constituency has access to public records.

The Clerk's Office provides instruction and expertise to staff in regard to indexing and storing information in Fortis, the City's electronic database and serve as the City's liaison with the provider of this software. The Director and Deputy Director ensure that data is stored in such a way to provide Council, staff members, and the public timely access to reliable information.

**PEOPLE RESPONSIBILITY:** People are defined in the normal sense of the word and means co-workers, customers, crime victims, patients, the general public, and any other persons the employee may encounter in the course of work.

Counsel or instruct/train others through explanation, demonstration and supervised practice or making recommendations based on technical expertise.

The Director and Deputy Director work with a wide-ranging assortment of individuals on a daily basis. They are called upon to use the utmost in tact and discretion as they respond to the needs of those who solicit their advice. Following are examples of some of the individuals and groups that the Clerk's Office deals with regularly:

The Director of Council Affairs and Constituent Services reports directly to the nine (9) members of City Council. Council members are elected for staggered terms of office, but the Clerk's Office remains constant in its support role. The Director and Deputy Director establish and maintain procedures that provide continuity for Council members and City staff. Because newly-elected members are often unfamiliar with City policy and parliamentary procedure, the Clerk's Office provides orientation, education, and guidance to new members as they become familiar with City procedures.

Council members do not maintain offices at City Hall, the Director and Deputy Director act as the "face" of Council by serving as Council's point of contact between fellow Council members, committee members, City staff, and the public. They provide advice to all of these parties on how best to accomplish their goals, within the framework of the requirements set forth in the City's Municipal Code.

The Clerk's Office serves as one of the City's primary points of contact with the public. The Director and Deputy Director are called upon to respond to constituents and interest groups from a variety of backgrounds (who may often be passionate about their concerns), by providing information, solutions to problems, education on City policy, or direction to the appropriate City department. In addition, they have frequent contact with the press and must respond with a high degree of accuracy and diplomacy.

The Clerk's Office serves as a liaison between the City and candidates for election. The Director and Deputy Director provide education and advice to candidates regarding election procedures and ensure that candidates are kept informed on City matters.

The Director and Deputy Director interface with State legislators as they assist Council to seek endorsement of legislation related to City policy, such as amendments to the City's charter.

The Clerk's Office networks with a number of State jurisdictions and agencies on a regular basis (e.g., various municipalities throughout the State, the Delaware Public Archives, the Department of Elections) and must maintain good rapport with these organizations.

**ASSETS RESPONSIBILITY:** Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

Has responsibility and opportunity for achieving major economies and/or preventing major losses through the management of a moderate sized department, authorizing expenditures of large amounts of money or supervising the purchasing of high value materials, supplies and equipment, or for providing routine legal counsel.

The Director and Deputy Director serve as the City's Assistant Treasurer, responsible for confirming wire transfers in the absence or unavailability of the Controller/Treasurer.

In addition, the Director and Deputy Director play a key role in protecting the City's financial assets from legal liability. They provide guidance to staff and Council on interpretation and conformity with the City's Municipal Code. They advise Council on how to accomplish their goals within the framework of the provisions of the Code. The Director and Deputy Director ensure that matters considered by Council are addressed in the proper sequence and according to correct parliamentary procedure, so that the actions taken by Council are legally binding.

The Clerk's Office oversees a number of "routine" matters (which are rarely routine due to the large number of special circumstances and the complexity of the issues considered), such as elections, rezonings, alley abandonments, annexations, adoption of ordinances, recording of legal documents such as easements, etc. Each of these matters involves a lengthy, detailed, step-by-step process. Failure to develop, implement, and abide by these procedures can leave the City vulnerable to lawsuits and significant monetary losses.

**EXPERIENCE REQUIREMENTS:** Experience refers to the amount of work experience that is required for entry level into the position that would result in a reasonable expectation that the employee can perform the job. It may be experience that can be gained on the job or experience in a previous job.

Requires a minimum of three years' experience.

The job duties of the Director and Deputy Director require a vast amount of specialized and detailed knowledge regarding the City's Municipal Code; parliamentary procedures; election procedures, records retention; database management; technology related to recording software and variety of computer programs; implementation of the Freedom of Information Act; and a number of municipal procedures for actions such as rezonings, annexations, referendums, and the adoption of ordinances. Because the Clerk and Assistant Clerk play such a pivotal role between Council and the staff/public, the implications of failure to understand this information are serious. It would be impossible to assimilate the depth of knowledge required in a period of less than three (3) years.

**VOCATIONAL/EDUCATIONAL PREPARATION:** Vocational/Educational preparation includes job specific training and education that may be acquired in a school, work, military, institutional or vocational environment. It does not include the orientation time required of a fully qualified worker to become accustomed to the special conditions of any new job. Nor does it include the amount of time that a worker spends to learn reasoning, language, and mathematical skills, which are often learned in school.

Requires Associate's degree, vocational technical degree or specialized training that is equivalent to satisfactory completion of two years of college education

**MATHEMATICAL REQUIREMENTS:** Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.

Using basic algebra involving variables and formulas and/or basic geometry involving plane and solid figures, circumferences, areas, and volumes and/or computing discounts and interest rates.

The Deputy Director must use be confident with financial math skills as they formulate, monitor, and evaluate the Department's budget. In addition, they must apply their knowledge of fractions, percentages, proportions, and measurements as they evaluate election results and prepare municipal election reports and annexation referendums.

**COMMUNICATIONS REQUIREMENTS:** Communication involves the ability to read, write, and speak.

Reading and interpreting professional materials involving advanced bodies of knowledge related to politics, economics, technology, law, medicine, and other complex disciplines; writing extremely complex papers and reports; speaking to high level scientific, political, economic, legal, medical, or other such groups

Requires high-level reading, writing, and verbal skills. Communicates on a regular basis with City Council, staff members, and constituents using a high degree of diplomacy and tact. Must be able to read, interpret, and explain complex information related to State and municipal Code, contracts, and policy. Prepares a variety of documents including minutes, reports, correspondence, and policy statements. Requires strong writing skills and a thorough command of the English language, including grammar, spelling, and punctuation. Public speaking may be required.

**JUDGMENT:** Judgment refers to the frequency and complexity of judgments and decisions given the stability of the work environmental, the nature and type of guidance, and the breadth of impact of the judgments and decisions.

Decision-making is a significant part of job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policy and practices.

The Clerk's Office is an extremely fast-paced environment. There are a large number of cyclical tasks that are fundamental to the office, such as preparing Council and committee meeting packets; conducting annual Municipal, Pension Board, and Fire Company elections; and preparing the Department's annual budget. The Deputy Director must constantly balance tasks that have recurring deadlines with the persistent influx of new tasks. They must balance the needs of members of Council, the public, and City staff, requiring the continuous use of judgment to balance shifting priorities.

Because Council is not present at City Hall on a daily basis, the Clerk and Assistant Clerk must take responsibility for making good decisions independently and must remain cognizant of the legal implications of all decisions made and protect the interests of the City and its constituents.

Must often exercise good judgment in educating staff and Council members on proper procedure or the most favorable approach to accomplishing goals. They must be willing to accept controversy, determine the proper course of action, and advocate strongly for the approach that is the most advantageous for all involved. This requires the utmost in good judgment and diplomacy.

**COMPLEXITY OF THE WORK:** Reasoning requires consideration of factors and variables to derive solutions to problems.

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

Reviewing the factors listed under “Data Responsibility,” “People Responsibility,” “Assets Responsibility,” and “Judgment” will provide an accurate picture of the complexity of the duties performed by the Deputy Director. The individuals in these positions are subject to constant stress and often work in “uncharted territory” as they balance the needs of Council, staff, and the public; research and analyze data to develop creative solutions to problems; and develop and monitor policies and procedures to ensure conformance with City code.

**IMPACT OF DECISIONS:** Mistakes can cause consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.

Impact of decisions is very serious - affects entire organization and the general public or loss of life and/or damage could occur and probability is very likely.

Reviewing the “Data Responsibility,” “People Responsibility,” “Assets Responsibility,” and “Judgment” sections above will provide an accurate picture of the impact of the decisions made by the Deputy Director. Proper decisions made by the Clerk’s Office allow for Council, committee members, staff and the public to conduct business and accomplish their goals. Improper decisions can result in public relations concerns, lawsuits, and the loss of financial assets.

**PHYSICAL DEMANDS:** Physical demands refers to the physical exertion and dexterity requirements involving coordination of limb and body movement.

Light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ASSISTANT CITY MANAGER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to assist with the oversight and directing of operations for the City of Dover. The position is responsible for assisting with staff supervision, long range planning, development of policy and procedures, management of daily operations of the City, and preparing budgets, and for evaluating, documenting, and reporting on events and activities for the area of responsibility. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. May be assigned additional duties by city council as required.*

Supervises departments/staff, including assisting with establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.

Directs administrative matters such as preparing and oversight of City budget, administering expenditures, developing and recommending City CIP, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

Serves on the City's labor negotiating team.

Assists with goal, objective, policy and procedure development and implementation for City activities and programs in consultation with elected or appointed officials, senior management, department heads, and department staff.

Performs long and short range planning for the City in collaboration with the City Manager and City Council, participating in development and implementation of new programs and services to support and encourage the City's growth and development.

Advises and consults with elected and appointed officials, commissions, department heads, staff agencies, civic or private groups, individuals, and others on issues, problems, strategies, policies, and procedures related to City services.

Represents the City on regional and local boards or committees and at meetings concerning City issues as directed; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant City issues or programs.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Conducts research to discover new methodologies or to find solutions for unresolved problems.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Mentors others by advising, counseling, or guiding them regarding problems that may be resolved by legal, scientific, clinical, spiritual, or other professional principles.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Develops and implements long range plans and programs to support the goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving widespread economies and/or preventing losses through the development and administration of organization-wide programs and policies that impact the operations of two or more major departments or three or more minor departments, or for providing legal counsel to the elected officials.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility and authority for the development of policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads and interprets highly complex professional materials; speaking before professional and/or civic groups; develops and presents papers at professional conferences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions may not exist; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with widespread impact on public and private organizations, the general public, and extensive geographic area; survival of organization is threatened or widespread loss of life and/or severe damage is probable.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires a Master's degree in public administration, finance, business management, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

ICMA accreditation is required within two (2) years of hire.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires eight years of related experience. Experience with labor negotiations and public utilities including public power is required.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking,

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

4/22/14 KDH

12/3/18 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ASSISTANT TO THE DIRECTOR OF COUNCIL AFFAIRS  
AND CONSTITUENT SERVICES**

**FLSA: Non-Exempt (Grade 117)**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to provide administrative, organizational, and clerical support. The position is responsible for tasks of responsibility for the assigned department. The position works under general supervision independently developing work methods and sequences.

This is high level, administrative work involving the performance of responsible administrative duties in the City Clerk's Office (Office of Council Affairs and Constituent Services). Considerable judgment and initiative are required in establishing or adapting work procedures to new situations, and in performing varied clerical and administrative service to support the City Council and the City Clerk (Director of Council Affairs and Constituent Services). The work requires a knowledge of the functions and standard terminology of many departments. The work is reviewed upon completion but frequently no check is made of data compiled or records prepared. Supervision is exercised over clerical assistants. Requires almost constant decision making affecting coworkers, customers, clients or others in the general public. Work is performed in a moderately fluid environment with guidelines and rules, but requires frequent variations from the routine.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

1. Serves as an Administrative Assistant in the Clerk's Office

General Statement of Duties (Administrative Assistant)

Interacts with other departments, citizens, and City Council to provide information/assistance and resolve issues and complaints.

Performs administrative functions such as preparing paper and electronic packets for Council and Committee meetings.

Prepares and types correspondence, memoranda, documents, reports, spreadsheets, e-mails, or other materials observing strict confidentiality; takes and transcribes dictation; performs research as required.

Proofreads and edits correspondence, newsletters, and other materials prepared by City personnel.

Attends staff, committee, and other professional meetings to exchange information and/or to take minutes; transcribes minutes of meetings in which several speakers participate, or takes and transcribes difficult dictation involving technical terminology; prepares meeting agendas; and distributes copies as required.

Performs routine office tasks such as setting up and maintaining filing systems, processing mail, faxing, and photocopying.

Supervises assigned personnel, including training, assigning and evaluating work, and counseling.

Performs accounting tasks such as processing invoices, purchase orders.

Serves as receptionist, screening telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.

Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings.

Schedules and maintains calendar of appointments for City Clerk (Director of Council Affairs and Constituent Services) and City Council members; makes travel arrangements.

Compiles information/data and assists in preparation of departmental budget.

Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.

Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.

Maintains inventory of supplies for area of responsibility; requisitions supplies and/or office equipment.

Assists with organization of department- or City-sponsored functions.

Gathers and maintains information/data to support periodic and special reports for the area of responsibility; makes copies and distributes to appropriate personnel/departments.

Required Knowledge, Skills, and Abilities: Thorough knowledge of office terminology, procedures and equipment and of business arithmetic and English; excellent word processing skills; good knowledge of elementary bookkeeping; ability to transcribe dictation; ability to follow complex oral and written directions; demonstrated ability to maintain complex clerical records and prepare reports from such records; ability to make decisions in accordance with ordinances, regulations and established policies where errors could easily result in additional costs to the City; ability to make relatively complex mathematical computations rapidly and accurately; ability to plan and supervise the work of others; good judgment; willingness and ability to adapt to new office procedures as required; working knowledge of computers and office applications; regular and timely attendance; performance of duties in a safe manner.

2. Serves as City-wide Records Management Coordinator

General Statement of Duties (Records Management)

Working within the City Clerk's Office (Office of Council Affairs and Constituent Services), this position is responsible for the implementation and maintenance of the City Records Management Policy, which includes the maintenance, storage, retrieval, retention, and disposal of City documents.

Distinguishing Features of the Class (Records Management)

This is a highly responsible position which involves organizing, prioritizing, and coordinating records activities to ensure documents are maintained in accordance with City policies and applicable state and federal laws. Activities of the records management system shall include

manual and electronic records. Work also involves researching and tracing documents and correcting inaccuracies in permanent records. This individual shall serve as the coordinator for all city departments and shall develop, or assist in the development of, records management procedures specific to those departments consistent with federal and state laws, the City Charter, and the City Code, and shall serve as the City's liaison with the Delaware Public Archives. Will involve working with records that are confidential. Considerable judgment is required to make independent routine decisions consistent with City and departmental policies and procedures; position receives minimal supervision.

#### Examples of Work (Illustrative Only) (Records Management)

Engages in the maintenance, storage, retrieval, retention and disposal of records and files;

Plans, organizes, and maintains the records for the City, working directly with each department's assigned records coordinator;

Monitors, reviews, and evaluates the work of City staff engaged in records maintenance to ensure conformance with City policies and state and federal laws;

Responsible for handling requests of the Mayor, Council, staff, and citizens with regard to researching records for information;

Assists in developing training schedules, records retrievals, and destruction of records in accordance with legal requirements;

Coordinates optical imaging system activities and manual record keeping functions;

Develops and implements recordkeeping procedures for the maintenance and control of records, and reviews and audits files for accuracy;

Responsible for working with other departments with records retention, including having their records incorporated into an imaging system, meeting archiving requirements, and records disposition;

Acts on behalf of the City Clerk (Director of Council Affairs and Constituent Services) to ensure retention schedule compliance of all city records and, when archiving requirements have been met, assists in the disposition of records;

Analyzes, interprets, and verifies applicability of laws, rules, and standards and communicates with appropriate staff/officials to ensure proper interpretation and requests corrected documentation when there are discrepancies;

Evaluates and analyzes records systems, making recommendations for new/revised policies, procedures, goals, projects, and priorities;

Maintains manual and computer records and develops a variety of operational reports.

Performs related work as required. The above information is designed to indicate the general nature and level of work performed within this job classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of positions assigned to this classification.

#### Required Knowledge, Skills, and Abilities (Records Management)

Knowledge of the principles and practices of records management. Must have knowledge of or willingness to learn imaging systems and operating procedures for accessing records as well as the City Charter and Code and state and federal laws, rules, regulations, standards, practices and requirements of applicable records management procedures. Knowledge of office terminology, procedures, equipment, methods, and techniques of recordkeeping and report preparation. Skill in organizing and coordinating projects and functions. Skill in locating and retrieving records. Must be customer/public-service oriented. Ability to protect confidential information. Ability to present ideas effectively both orally and in writing. Ability to establish recordkeeping systems. Ability to lift heavy storage boxes or records (up to 50 lbs.) to/from shelving. Ability to interpret legal documents and communicate effectively. Ability to enter and retrieve data from computer programs and systems. Ability to make decisions in accordance with laws, ordinances and regulations, and establish procedures where errors could easily result in additional costs to the City. Ability to type accurately using word processing equipment.

Acceptable Experience and Training (Records Management)

Experience in the principles and practices of records management; knowledge of legal documents and terminology. Knowledge of records, database, and word processing systems. Ability to follow complex oral and written instructions and ability to communicate effectively. Completion of standard high school or equivalent is desired; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

3. Serves as City-wide Freedom of Information Officer (FOIA)

General Statement of Duties (FOIA)

Working within the City Clerk's Office (Office of Council Affairs and Constituent Services), this position is responsible for facilitating access to information held by the City of Dover by receiving and assessing requests, assigning requests to the appropriate department, monitoring progress of the coordinated information disclosure process, and subsequently disclosing information requested of the organization under the Freedom of Information Act (FOIA). The person in this position ensures that FOIA requests are handled in accordance with relevant legislation, with appropriate consideration of risks to the organization, including compliance with terms of agreements entered into with vendors and other suppliers of goods and services.

Distinguishing Features of the Position (FOIA)

This is a highly responsible position which involves organizing, prioritizing, coordinating, and responding to FOIA requests. As a principal decision maker, this individual ensures that an appropriate level of disclosure of information under FOIA takes place in a timely manner and in accordance with the law, balancing legal requirements for disclosure against the interests of the organization and the community it serves. The person in this position determines the appropriate City departments which hold the requested records and refers requests accordingly, or performs internal research to locate paper and electronic records relating to requests. The individual reviews all responses to ensure appropriate content. The employee receives general (but not continuous) direction from the supervisor and, therefore, must be able to prioritize and manage requests without supervision. The work is demand driven via requests from the public which must be delivered within timelines outlined within FOIA. The employee strives to prevent the waste of valuable municipal resources by identifying inappropriate or onerous requests and develops strategies to address such requests.

Examples or Work (Illustrative Only) (FOIA)

Receives all FOIA requests addressed to the City, assesses the nature of the request, refers requests to the appropriate department, tracks progress to ensure a timely response is delivered,

and ensures compliance with all requirements of information requests under FOIA.

Protects against the inappropriate disclosure of information, while retaining compliance with legislation and giving full consideration to the public interest.

Confers with and advises City staff concerning the potential release of sensitive and complex information.

Identifies the risks that the disclosure of requested information might pose to the organization or members of the public and, when necessary, consults with the City Clerk (Director of Council Affairs and Constituent Services) and/or City Solicitor to develop an appropriate response within the framework of FOIA.

Develops procedures, systems, and strategies to allow for the coordination of information flow between departments and timely response to requests in accordance with the requirements of FOIA.

Required Knowledge, Skills, and Abilities (FOIA)

A thorough understanding of freedom of information and privacy issues.

A thorough understanding of the principles, concepts, and best practices of records management and the State of Delaware Local Government Records Retention Schedule.

An understanding of relevant legislation, regulations, and procedures which govern the City of Dover.

An understanding of the work of the public entity and the public sector at large.

An understanding of information technology issues relating to records and information management.

A good understanding of records and information management, especially in the areas of access to information; information classification, retention, and disposal; and the management of records in a mixed media environment.

Experience in developing policy and procedures for implementation across different parts of an organization, preferably three years relevant experience including FOIA and/or records management.

Experience training internal staff.

Time management and prioritization skills which enable adherence to strict reporting deadlines.

Ability to apply complex professional standards and ethical practices relating to FOIA and records management pertaining to the fair and balanced provision of access to information as well as maintenance of the integrity and physical safety of public records.

Ability to develop, implement, and monitor record keeping procedures and systems effectively within the City.

Excellent oral and written communication skills and the ability to communicate effectively in

person and in writing with the general public, staff, and legal counsel.

Qualities of integrity and diplomacy, with the ability to discuss sensitive matters with confidence and tact.

Ability to work under pressure and prioritize the workload effectively in order to meet compliance deadlines.

Ability to make decisions and resolve potential conflicts between information holders and requestors.

Demonstrated ability to continuously maintain and develop knowledge and expertise in relevant legislative and procedural areas.

Ability to initially familiarize other staff members with FOIA and the requirements for responding or withholding information.

Ability to develop and implement procedures, including forms and tracking systems, that enable the City to respond efficiently and lawfully to requests for access to information in accordance with the Freedom of Information Act.

Ability to facilitate public access to information by advising requestors of their rights; assisting them to formalize their requests; and receiving, processing, researching, coordinating, and responding to their requests.

Ability to promote awareness and understanding of FOIA and best practices in records management to all City staff.

4. Serves as Municipal Election Inspector

Distinguishing Features of the Position (Election)

This is a highly responsible position which involves organizing, prioritizing and coordinating activities leading up to and through the conclusion of the City's municipal election in accordance with State law and City Charter and Code requirements. Considerable judgment is required to make independent routine decisions consistent with State law, municipal code, and departmental policies and procedures; position receives minimal supervision. The employee will serve as Election Inspector on Election Day and will be responsible for monitoring all election activities at the polling place to ensure adherence to State and municipal mandates.

Examples of Work (Illustrative Only) (Election)

Provides proper notice of vacancies, filing requirements, deadlines, registration, election information, and absentee ballot availability.

Receives and verifies candidate petitions, prepares ballots for voting machines and absentee voting, receives and processes absentee ballots by mail or in person.

Obtains polling places and election workers and prepares for and conducts municipal elections for Mayor and City Council.

Works with confidential records to compile and produce registered voter lists.

Provides accurate information in response to election-related inquiries from the public and candidates for election. Meets with individual candidates to explain the election process and procedures.

Required Knowledge, Skills, and Abilities (Election)

A thorough understanding of State and local election laws; familiarity with Microsoft Access.

DATA RESPONSIBILITY: Data refers to information, knowledge, and conceptions obtained by

observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Computes or performs arithmetic operations.

PEOPLE RESPONSIBILITY: People refers to individuals who have contact with or are influenced by the position.

Speaks with or signals to people to convey or exchange information.

INVOLVEMENT WITH THINGS: Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, software programs such as word processing, spreadsheets, or custom applications, scanners, or telephone systems.

ASSETS RESPONSIBILITY: Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the handling of supplies and equipment of high value or moderate amounts of money.

SAFETY OF OTHERS: Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

MATHEMATICAL REQUIREMENTS: Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

COMMUNICATIONS REQUIREMENTS: Communications involves the ability to read, write, and speak. Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

Requires high-level reading, writing, and verbal skills. Communicates on a regular basis with City Council, staff members, and constituents using a high degree of diplomacy and tact. Must be able to read, interpret, and explain complex information related to State and municipal Code, contracts, and policy. Prepares a variety of documents including minutes, reports, correspondence, and policy statements. Requires strong writing skills and a thorough command of the English language, including grammar, spelling, and punctuation. Public speaking may be required.

COMPLEXITY OF WORK: Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

IMPACT OF DECISIONS: Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with serious impact - affects work unit, other units, citizens, and the City government.

### EDUCATION AND EXPERIENCE REQUIREMENTS

EDUCATION REQUIREMENTS: Education requirements refers to job specific training and education required for entry into the position.

Requires high school diploma or equivalent, and the equivalent of one year of college or specialized vocational training in computer operation and business administration.

LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED: Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

Requires none. Willingness to obtain CMC (Certified Municipal Clerk) designation is desirable.

EXPERIENCE REQUIREMENTS: Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.

Requires two years of secretarial experience. Thorough knowledge of the City of Dover Charter and Code, Federal and State Freedom of Information Laws; Federal Privacy Act; and Delaware Code, with a heavy emphasis on the Freedom of Information Act and municipal election law is preferred.

### AMERICANS WITH DISABILITIES REQUIREMENTS

PHYSICAL DEMANDS: Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.

Light work that involves walking or standing for brief periods and involves exerting up to 50 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of electronic office equipment within moderate tolerances or limits of accuracy.

UNAVOIDABLE HAZARDS: Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury. The position is exposed to no unusual environmental hazards.

SENSORY (ADA) REQUIREMENTS: Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.

The position requires normal visual acuity and field of vision, hearing, and speaking.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

S:\PERSONNEL\City Clerk's Office\JOB DESCRIPTION-Assistant to Dir of Council Affairs-Approved 04-09-2012 Revised 05-28-2013.wpd

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ASSISTANT TREASURER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position is to manage the day-to-day financial operations of the Finance Department, under the general guidance of the Director. Incumbents anticipate and plan for future work programs, determine nature and scope of projects, and make staff assignments.

Responsible for providing assistance in developing and overseeing the administration of policies and procedures and work products. Formulates and communicate goals and policies to subordinates, superiors, and others throughout the City organization. The position has a primary responsibility of cash management, investments, oversight of disbursements and payroll, pension fund and debt management. The position is responsible for integration of financial systems, staying current on applicable tax laws and regulations, and internal control risk assessments. The position has a responsibility for ensuring a high degree of accuracy and quality in all financial documents and in developing systems to efficiently and accurately make decisions.

The position is recognized as seasoned and fully proficient accountant and/or financial analyst and financial administrator. Position requires a self-directed and motivated employee. It is distinguished from other Financial Management staff by the overall responsibility for the direction of the financial planning or operations of the Finance Department. The position acts on behalf of the Controller/Treasurer in his/her absence.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Assists the Controller/Treasurer in carrying out the functional and operational responsibilities of the department in accordance with sound accounting and financial management principles. Evaluates effectiveness of department policies and procedures and recommends and implements needed changes. Communicates department philosophy, goals, and objectives to subordinate staff.

Organizes, coordinates, and manages the day-to-day activities of subordinate divisions/teams in the Finance Department. Prepares and administers budgets, prepares work programs and objectives for the division, trains and supervises employees, oversees selection of employees, conducts performance appraisals, and otherwise administers personnel policies and procedures. May delegate some or all of these duties to subordinate staff.

Responsible for providing assistance with investment management, cash flow projections, and debt management and reporting. Coordinates the timing of interfund transfers and investment redemptions and purchases.

Serves as liaison for the Finance Department in the provision of financial information and resolution of problems with user departments.

## **Assistant Finance Director**

Ensures the accuracy of financial documents in accordance with City, State, Federal laws, and generally accepted accounting principles.

Evaluates the effectiveness and usability of current financial systems; coordinates responses regarding financial information to user departments. Works with the Information Technology staff to design educational sessions to train clients for the use and proper interpretation of financial system products and/or services.

Assist with the development of the City's Operating Budget. Assists the collection, compilation, editing and publishing of official City bond documents. Ensures quality of each document for accuracy and readability.

Manages the research, analysis, and data gathering for financial policy issues identified by the Controller/Treasurer, City Manager, City Council, or other department directors.

Supervises the accounts payable and payroll personnel and function.

Point of contact in coordinating all data gathering and reporting for consultants and actuaries for all debt, pension, and investment activities. Maintains RFP's for services and performs analytical reviews for same. Possesses knowledge of GASB and regulatory requirements.

Promotes the City's Mission to make Dover a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Mission Statement adopted by the City.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; modifies policies, procedures, or methodologies based on findings.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Develops and establishes capital improvements plans, having control and authority over the purchase of major equipment and/or new technology.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

## **Assistant Finance Director**

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through authorizing of expenditures of large amounts of money or supervising the purchasing of high value materials, supplies or equipment.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced algebra working with exponents and logarithms or linear quadratic equations; analytic geometry; and/or statistics, applying mathematical operations to frequency distribution, reliability and validity, analysis of variance, or correlation techniques.

**COMMUNICATION REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional publications; composes complex reports and manuals; speaks formally to groups outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with extremely serious impact – affects entire organization and impacts other activities/organizations and the general public; loss of life and/or damage is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Graduation from an accredited four-year college or university with a degree in Accounting or Finance.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Certified Public Finance Officer, Certified Cash Manager, Certified Public Accountant or related professional certification.

## **Assistant Finance Director**

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Five or more years of professional related experience in the public sector in areas of accounting, budgeting, purchasing, information systems, payroll systems, cash management or financial management. Several years experience in the administration of business/government financial systems and supervisory responsibility for professional, paraprofessional and support staff. Ability to demonstrate a proven track record of progression in related field.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITY ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Revised 1/28/14 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Assistant Library Director**

**FLSA: Exempt**

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to assist in the overseeing and directing operations of the Dover Public Library. Under the supervision of the Library Director, the Assistant Library Director serves as second-in-command and is responsible for staff supervision, planning, training, budget, policy, procedures, the facility, library materials, and reporting. Decision-making is a significant part of the job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Develops, plans, and implements library goals and objectives; recommends and administers policy and procedures.

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; assists with project completion as needed.

Provides customer service to patrons through readers advisory, reference, and circulation functions.

Develops, plans, promotes, and participates in program and events.

Oversees and participates in collection development, reviewing, updating, and weeding out reference and other collections.

Assists with development and implementation of policy and procedures.

Oversees, reviews, and approves expenditures for area of responsibility; provides fiscal data for preparation of the annual budget.

Writes and administers library program grants.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Develops, plans, and implements library goals and objectives; recommends and administers policy and procedures.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinating or determining time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervising or leading others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring little or no prior experience such as shovels, picks, mops, brooms, copiers, calculators, kitchen equipment or similar small items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies or preventing major losses through the management of a large department, or through interpreting policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for safety or health of others and/or for continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using addition and subtraction, multiplication and division, and/or calculating ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is very serious - affects entire organization and the general public or loss of life and/or damage could occur and probability is very likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires ALA accredited master of Library science Degree.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of ten years.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular basis or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of

mechanical or electronic office or shop machines or tools within moderate tolerance or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Sedentary work that involves sitting most of the time, but may involve walking or standing for brief periods of time; requires little or no dexterity.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ASSISTANT CITY ENGINEER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to assist the Director in overseeing engineering operations for the Public Works Department. The position is responsible for staff supervision, planning, training, engineering design and review, overseeing operations of the water production facilities and sewer lift stations, customer service, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including organizing, selecting or recommending selection, providing or coordinating staff training, motivating and evaluating personnel, counseling, disciplining, and terminating or recommending termination.

Plans, designs, and reviews improvements for water production, stormwater management, sewer collections, traffic, and transmission system, and other public utilities-related projects in compliance with applicable codes, ordinances, regulations, and laws.

Oversees operation of sewer lift stations; evaluates lift station status and determines necessary upgrades to system.

Interacts with staff and citizens to provide information and respond to questions and complaints relating to area of responsibility.

Performs administrative functions such as participating in development of the departmental work plan and budget, managing correspondence and records, and determining cost effectiveness of parts, supplies, and repairs, and impact fee calculations.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Directs others in major events and reports on activities and results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, complex drafting or GIS software, or software programs such as word processing, spreadsheets, or custom applications.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for achieving major economies or preventing major losses through the management of a highly complex and/or technical design department.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the mid-level management of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced algebra working with exponents and logarithms or linear quadratic equations; analytic geometry; and/or statistics, applying mathematical operations to frequency distribution, reliability and validity, analysis of variance, or correlation techniques.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; makes presentations to professional groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with extremely serious impact - affects entire organization and impacts other activities/organizations and the general public; loss of life and/or damage is highly likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in engineering.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires Professional Engineer License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires six years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and considerable skill, adeptness and speed in the use of the fingers, hands, or limbs in tasks involving close tolerance or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, fumes or noxious odors, disease/pathogens, traffic, and toxic or caustic chemicals.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, and depth perception.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: BILLING CLERK**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to process utility bills. The position is responsible for clerical tasks of responsibility. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Process utility bills and delinquency notices; prints and prepares both for mailing.

Processes and prints work orders; communicates with Metering and Customer Service departments regarding work orders as required.

Prepares and reviews list of exceptions for each route scheduled for billing.

Processes departmental journals at end of day.

Processes refunds of customer deposits and credits balances to accounts; schedules billed deposits for cycle bills.

Reviews and transmits bank draft; processes non-cash batch for electronic wire transfer; processes reverse payment on bank draft returns.

Resolves problem accounts on Off Cycle Report; assists Customer Service with billing questions.

Prepares routine reports for area of responsibility; reviews other reports and lists to ensure accuracy of data/information.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Computes or performs arithmetic operations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Speaks with or signals to people to convey or exchange information.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, printers, or telephone systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the handling of bills for large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads routine sentences or instructions; writes routine sentences and completes routine work forms; speaks routine sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs semi-routine work involving set procedures and rules, but with frequent problems; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires high school diploma or GED, and the equivalent of one year of college or specialized vocational training in computer operations, bookkeeping, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires one year of related experience.

#### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and considerable dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

#### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: BUILDING SUPERVISOR**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is the operations of the Recreation Center. Reports to the Recreation Center Coordinator.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Enforce policy and procedure for Recreation Center.

Operation of front desk area.

Supervise Recreation Center part-time staff.

Assist management staff with overall marketing and promotion of Recreation Center.

Assist with programs and events held in Center.

Completes Incident Reports, when needed.

Conducts opening and closing procedures of the building each day.

Is responsible for in-depth knowledge of the Emergency Action Plan in order to carry out duties and responsibilities.

Participates in projects and programs as assigned.

Renders first aid in emergencies.

Assist in maintenance of building.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Billing Supervisor**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to manage the utility billing system. The position is responsible for supervising personnel, planning, training, utility bills, customer service, and reporting. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.

Oversees operations of the utility billing system; ensures accuracy and timeliness of work; fills in for Billing Clerk as required; ensures completion of internal audits.

Interacts with customers, co-workers, and other departments to answer questions and resolve issues/complaints concerning the utility bills.

Tests and develops training and procedures for upgrades to computer system.

Evaluates and prepares billing for large commercial utility accounts.

Manages the accounts receivable system; reconciles receivable accounts with general ledger.

Receives request forms from various departments and prepares billing for miscellaneous invoices and special assessments.

Manages retention of storage records; coordinates transfer of stored material to the warehouse; specifies records for destruction in accordance with state guidelines.

Covers for absent supervisors.

Gathers and maintains information/data to support periodic and special reports for the area of responsibility.

Attends or conducts staff meetings to exchange information.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; instructs or assigns duties to other departmental personnel.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software programs such as word processing or custom applications.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management and handling of bills for very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads routine sentences or instructions; writes routine sentences and completes routine work forms; speaks routine sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## EDUCATION AND EXPERIENCE REQUIREMENTS

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate degree, in accounting or finance.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience with two years of supervisor experience.

## AMERICANS WITH DISABILITIES REQUIREMENTS

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

## AMERICANS WITH DISABILITIES ACT COMPLIANCE

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

The job description does not constitute an employment agreement between the City and the employee and is subject to change by the City as the needs of the City and the requirements of the job change.

CM 4/3/2017  
CM 1/19/2018 removed business administration and added finance  
CM 3-9-2018

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Budget Analyst**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to create, review and monitor the annual operating budget and multi-year capital budgets, support the City's strategic planning efforts, and contribute to policy discussions. Responsible to complete and manage special projects that require extensive research and formal reports. This position will review and monitor department budgets, purchasing activities and performance indicators. The Budget Analyst will interface with all City departments on behalf of the City Manager's Office. The Budget Analyst position makes frequent decisions. Reports to the City Manager.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Create, review, compile and monitor the annual operating and multi-year capital budgets.

Establishes the time frame for budget preparation and disseminates budget materials for preparation. Evaluates submitted departmental proposals as to fiscal impact and prepares reports of findings for administrative review.

Financial and budget management of approved operating and multi-year capital budgets.

Supports City's strategic planning efforts.

Coordinating and monitoring budgetary and purchasing activities.

Informs appropriate staff about budget inefficiencies and works with them on the installation, maintenance, and review of proper budgetary controls.

Work with assigned departments to identify, analyze, and prioritize operational needs and revenue projections.

Perform simple to complex financial analysis to include rate modeling, multi-year budget projections and personnel cost projections.

Research and prepare reports, reviewing and interpreting statistical information, performing quantitative analysis.

Articulate policy recommendations that define the issue or problem; provide viable options; and present sound analysis justifying the recommended action/policy direction, both orally and in writing.

Facilitate consensus-building among stakeholders.

Make formal presentations to the public regarding budget and strategic planning issues.

Perform duties associated with special projects.

Meets attendance requirements.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinating or determining time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuading or influencing others in favor of a service, point of view or course of action; may enforce rules, regulations or ordinances.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Operating computer applications; financial, accounting and/or administrative software systems. May involve installation and testing.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Has responsibility and opportunity for achieving major economies and/or preventing major losses through authorizing expenditures of large amounts of money or supervising the purchasing of high value materials, supplies and equipment.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses mathematics involving the practical application of fractions, percentages, ratios and proportions; or measurement, may use algebraic solutions of equations and inequalities; descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads financial reports and professional literature. Speaking before professional and civic groups, participating in panel discussions and speaking extemporaneously; writing complex articles, reports and developing presentations for sophisticated audiences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects most work unit in the organization and may affect citizens.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in accounting, business administration, public administration, business management, or a closely related field, or equivalent.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires five years of experience. Strong understanding of public policy and implementation. Basic knowledge of budgeting and accounting principles.

Proficient with Microsoft Office. Experience with creating tables and graphs required.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Cxm—10/24/2016 KDH 11/16/16

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: BUILDING MAINTENANCE SUPERVISOR**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to supervise skilled work in the maintenance of municipal buildings. The position is responsible for staff supervision, planning, policy, procedures, buildings and equipment maintenance, and related paperwork and reports. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Performs building/facility and equipment inspections to check for broken, malfunctioning, or deteriorating areas.

Determines priority of work orders; coordinates and determines distribution of same; oversees projects, ensuring compliance with applicable policy, procedures, and regulations; assists with completion of tasks as required.

Maintains record system for area of responsibility; processes daily paperwork including personnel information, work orders, and requisitions.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Performs routine office tasks such as data entry, telephoning, filing, faxing, or photocopying.

Attends or conducts staff and other professional meetings to exchange information.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Copies, transcribes, enters, or posts data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as table saw, planer, jointer, dump truck, front-end loader, air compressor, backhoe, forklift, or jack hammer.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the maintenance and repair of very high value structures and equipment.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads routine sentences or instructions; writes routine sentences and completes routine work forms; speaks routine sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderate impact - affects those in work unit.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires high school diploma or GED, and the equivalent of one year of college or specialized vocational training in business management, carpentry, construction, plumbing, electrical repair, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Commercial Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires six years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires medium to heavy work involving exerting up to 50 pounds of force on a frequent basis, and exceptional dexterity and skill in operating machinery and tools.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, intense noise levels, vibration, fumes or noxious odors, moving mechanical parts, electrical shock, heights, traffic, animals/wildlife, and toxic or caustic chemicals.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: CENTRAL SERVICES DIRECTOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to direct and oversee operations of the departments of responsibility. The position is responsible for staff supervision, fleet maintenance, warehousing, purchasing, facilities maintenance, long range planning, developing policy and procedures, budgets, evaluating, and reporting. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.

Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors and strategies needed to bring lasting improvements in service delivery in all business areas.

Works with other directors and senior managers to foster and increase the relationships that exists internally between central services function and other departments.

Inventory management and optimization.

Plans and directs operations for fleet maintenance, facilities management, warehousing, and purchasing; plans and oversees departmental projects. May be assigned additional operations.

Researches emerging technologies, to provide direction for improved services and/or alternatives to same.

Develops, presents, and reviews budgets for area of responsibility; oversees and approves expenditures; prepares financial forms and reports.

Develops goals, objectives, policy and procedures for area of responsibility in consultation with department heads and senior management; ensures policies and procedures are promulgated to all levels and evaluates to ensure compliance and identify deficiencies.

Knowledge of federal, state and local laws, standards, code, regulations, guidelines, ordinances, policy and procedure related to services provided.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility; makes presentations on reports as required.

Attends or conducts staff, citizen, and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

## **CENTRAL SERVICES DIRECTOR**

Conducts research to discover new methodologies or to find solutions for unresolved problems.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Develops and implements long range plans and programs to support the goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving widespread economies and/or preventing losses through the development and administration of organization-wide programs and policies that impact the operations of two or more major departments or three or more minor departments.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for application and interpretation of the policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; speaks to groups of employees, other public and private groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with severe impact - affects entire organization, other activities/organizations, and the general public.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in business management, business administration, public administration or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

## **CENTRAL SERVICES DIRECTOR**

Requires valid Delaware Commercial Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires six years of related experience with two of those years being in a supervisory or managerial capacity.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and some dexterity in operating machines, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Works in an environmentally controlled situation such as an office.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, and depth perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

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9/28/18 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: CHIEF OF POLICE**

**FLSA: EXEMPT**

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to oversee and direct operations of the City's Police Department. The position is responsible for supervising staff, establishing long range plans, developing policy and procedures, preparing budgets, law enforcement, departmental records, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. Decision-making is the main focus of the job, affecting entire organization and surrounding population; works in an unstable environment with frequent and significant changes in conditions.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy, procedures, rules, and regulations for departmental activities and programs in consultation with elected or appointed officials, senior management, department heads, and department staff.

Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.

Directs and evaluates departmental operational and administrative activities in compliance with applicable policies, regulations, ordinances, and laws.

Advises and assists crime victims, the general public, subordinates, or others in law enforcement with policy or procedures interpretation; coordinates with other law enforcement agencies, emergency management agencies, and other agencies engaged in protecting the public on matters of mutual concern.

Represents the City on regional and local boards or committees and at meetings concerning law enforcement issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant law enforcement issues or programs.

Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

Attends or conducts staff meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Developing new approaches or methodologies to solve problems not previously encountered by analyzing, synthesizing, or evaluating data or information using unconventional or untried methods.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Directing or commanding others by issuing orders and instructions.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Supervising the activities of those operating or repairing complex machinery or equipment that requires extended training and experience; may involve development, installation and testing. Span of control and scope of operations is extensive involving a large number of facilities.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving wide-spread economies and/or prevent losses through the management of highly complex and/or technical department, or through development and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Serves as the head of an agency or department that has primary responsibility for the enforcement of public safety laws.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using mathematics involving the practical application of fractions, percentages, ratios and proportions; or measurements, logarithmic, or geometric construction; may use algebraic solutions or equations and inequalities; descriptive statistics; deductive geometry, plane and solid, and rectangular coordinates; mathematical classifications or schemes.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading and interpreting professional materials involving advanced bodies of knowledge related to politics, economics, technology, law, medicine, and other complex disciplines; writing extremely complex papers and reports; speaking to high level scientific, political, economic, legal, medical, or other such groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist; Requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is severe - affects entire organization, other activities/organizations, the general public, and a wide geographic area of loss of life and/or damage could occur and is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree or education and training equivalent to four years of college education in business, liberal arts, or any field other than engineering or the hard sciences.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License, Police Training, CPR, and First Aid certification.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over ten years.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Light to medium work that involves walking or standing virtually all of the time and also involves exerting between 20 and 50 pounds of force on a regular and recurring basis or considerable skill, adeptness and speed in the use of the fingers, hands, and limbs in tasks involving close tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Traffic; Moving machinery

Definition: Operates vehicles in urban areas where heavy vehicle traffic is prevalent such as driving delivery truck to deliver mail and parcels within city; or works in proximity to moving mechanical parts such as in wood working or metal working shop..

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, depth perception, and sense of smell.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: CHIEF ELECTRICAL ENGINEER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee daily operations of the Electrical Engineering Department and perform long-range planning. The position is responsible for staff supervision, long range planning, preparing budgets, developing policy and procedures, system operations, and reporting. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops long range plans and goals for the Department in collaboration with the Director; ensures compliance with City regulations, codes, and ordinances in implementation of same.

Compiles data/information and develops budgets for the area of responsibility; oversees and approves expenditures; allocates funds for major projects; prepares financial forms and reports.

Monitors operations of the City's electrical system, ensuring quality service to customers and compliance with applicable codes, ordinances, and laws.

Serves as liaison between employees, supervisors, and the Union to discuss and resolve issues, problems, and complaints.

Develops and implements policies and procedures for the Department in collaboration with the Director; interprets same for staff as required.

Maintains record system; processes daily paperwork including reports, memos, requisitions, and personnel information.

Gathers and maintains information/data to support periodic and special reports documenting projects/activities for the Department; makes presentations of same as required.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; modifies policies, procedures, or methodologies based on findings.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Supervises the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items, such as electrical or construction equipment.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving wide-spread economies and/or preventing losses through the management of a department that has an organization-wide impact or significant impact on the general population.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for application and interpretation of the policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced calculus working with limits, continuity, real number systems, or mean value theorems; modern algebra, including advanced operational methods; or statistical inference and econometrics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex reports; makes presentations to professional groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with extremely serious impact - affects entire organization and impacts other activities/organizations and the general public; loss of life and/or damage is highly likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in business administration, electrical engineering, civil engineering, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License and Professional Engineer License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over eight years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, electrical shock, and traffic.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: CITY ASSESSOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to and direct the assessment of property for ad valorem purposes and the Realty Transfer Tax System in the City. The position is responsible for staff supervision, planning, training, mass appraisal of real property, billing and collections, and preparing reports. The position formulates long range goals for the organization; develops policy and position papers and negotiates with chief administrative officer and/or elected officials. The position shall be directly responsible to the mayor and council. The City Assessor shall function under the administration of the City Manager.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Analysis and interpretation of statutes, codes, rules and regulations related to the assessment practice in the State of Delaware and City of Dover.

Understanding of appraisal principles and property tax laws and regulations.

Publishes, signs and makes available to the public the Assessment roll of the City of Dover.

Designs, prepare, interpret; and use ratio studies; develop and manage the administrative appeals system, including preparing technical appraisal reviews and defending ad valorem values before the City Tax Appeals Board.

Analysis of assessment/appraisal performance through the use of descriptive statistics.

Oversight of the revaluation process and any vendor work product.

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Assesses all real property in the City of Dover;

Participates in development and implementation of goals, objectives, policies, procedures, and priorities relating to tax assessment and collection for the City.

Sets up and maintains record/filing system; processes daily paperwork including property cards, reports, memos, requisitions, and personnel information.

Interacts with taxpayers to provide information for area of responsibility or to discuss and resolve complaints or problems; provides in-house assessment updates. Ensures good public relations.

Gathers and maintains information/data to support periodic and special reports and papers for the area of responsibility.

Attends or conducts staff, Council, and other professional meetings to exchange information; attends professional seminars or conferences to improve professional skills. Maintains effective and interpersonal relationships.

DATA RESPONSIBILITY: *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

PEOPLE RESPONSIBILITY: *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

INVOLVEMENT WITH THINGS: *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software used for programming custom applications or the application of custom or commercial financial , accounting, or other complex software or systems.

ASSETS RESPONSIBILITY: *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for achieving major economies or preventing major losses through the assessment and management of the City's taxes.

SAFETY OF OTHERS: *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

MATHEMATICAL REQUIREMENTS: *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

COMMUNICATIONS REQUIREMENTS: *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

COMPLEXITY OF WORK: *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with severe impact - affects entire organization, other activities/organizations, the general public, and a wide geographic area; loss of data and revenue is highly likely.

#### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in computer science, mathematics or statistics or some college and equivalent years of experience.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires an IAAO accreditation or ability to acquire accreditation with 1 year (or an equivalent documented accreditation or certification)

Certification shall include either an Assessment Administration Specialist (AAS) or Certified Assessment Evaluator (CAE) from the International Association of Assessing Officers, or the ability to acquire within one (1) year.

Valid driver's license.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of recent professional experience with computer assisted appraisal of real property in a mass appraisal environment. Assessment or appraisal work experience to include residential, commercial and industrial property, two of those years at the administrative/supervisory level.

#### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, and traffic.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

*Updated by KDH and action of Council 8/2008*

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: CITY CLERK/DIRECTOR OF COUNCIL AFFAIRS AND CONSTITUENT  
SERVICES/ASSISTANT TREASURER**

**FLSA: Exempt (Grade 132)**

GENERAL DESCRIPTION

This is a professional position with a high degree of responsibility for managing all aspects of constituent services and Council affairs, including policy research and implementation, coordination of Council and committee meetings, and service as the point of contact for constituents and interest groups on municipal matters. The incumbent is called upon to maintain impartiality while balancing and protecting the interests of the City, the citizenry, and members of Council. While attending to the ever-shifting priorities faced by a municipality on a daily basis, the incumbent is responsible for a multitude of cyclical duties including Council and committee meeting preparations, municipal and special elections, and records management. Decision-making and working independently are fundamental to this position.

The position of City Clerk/Director of Council Affairs and Constituent Services requires a vast amount of specialized and detailed knowledge regarding the City's Municipal Code; parliamentary procedures; election procedures; records retention; database management; technology related to recording software and a variety of computer programs; implementation of the Freedom of Information Act; and a number of municipal procedures for actions such as rezonings, annexations, referendums, abandonments, and the adoption of ordinances.

PRIMARY DUTIES:

Manages and coordinates all Council affairs and events, including scheduling, monitoring, and tracking all proceedings before Council and actions taken by Council.

Serves as a liaison between staff and Council, providing advice and assistance to all groups in accomplishing City business.

Serves as point of contact for constituents and other agencies, assisting them in presenting their concerns to staff and Council and providing advice on municipal matters.

Supervises assigned personnel, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Prepares and types correspondence, ordinances, resolutions, proclamations, certificates, meeting agendas and minutes, memoranda, documents, reports, or other materials observing strict confidentiality; proofreads and edits documents for legal form and procedures.

Performs administrative tasks such as conducting research, referring items to Council, tracking pending items, providing for proper legal notification and required advertising, providing Mayor and Council firsthand knowledge of Charter/Code, and preparing and maintaining budgets for the Clerk's Office and Council. Maintains schedules for members of Council.

Acts as Assistant Treasurer; signs accounts payable checks, deposits funds in designated banks, and confirms wire transfers, deposits, and payroll change orders.

Administers and presides at municipal elections and referendums.

Provides Council knowledge regarding parliamentary procedures; follows through on all Council actions; follows up with staff on directives of Council.

Serves as Public Information Officer on Council-related matters for staff, media, citizens, and other agencies and serves as liaison between Council and citizens during Delaware emergency operations.

Sets up and maintains record/filing system; processes daily paperwork such as contracts, agreements, leases, deeds, reports, memos, requisitions, or personnel information; supervises proper storage and disposition of City records.

Attends or conducts staff, Council, committee, City Management Team, and other professional meetings to exchange information and/or to prepare and maintain official records of the proceedings and actions.

**DATA RESPONSIBILITY:** Data are information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

The City Clerk/Director of Council Affairs and Constituent Services develops new approaches or methodologies to solve problems not previously encountered by analyzing, synthesizing, or evaluating data or information using unconventional or untried methods.

The City Clerk/Director of Council Affairs and Constituent Services is responsible for receiving a voluminous amount of information which is directed to Council through the Clerk's Office. The Clerk's Office sifts through data, analyzes the implications of the material, and makes sure that Council is kept informed of all significant issues. The Director must ensure that Council receives prompt and accurate information, as lapses in this area can have serious public relations and legal implications.

The Clerk's Office is responsible for maintaining the City's history and making it available to Council and committee members, which is vital to members as they address longstanding issues that come before them for consideration. The City Clerk/Director of Council Affairs and Constituent Services researches current issues and provides historical context to members as they address concerns related to policy and procedure. In addition to conducting research and

accumulating information, the Director must synthesize this data to develop solutions for problems presented by the public, staff, and Council. This often requires a high degree of innovation to find creative strategies for achieving goals.

The City Clerk/Director of Council Affairs and Constituent Services serves as the City's archivist, with responsibility for implementing and monitoring procedures for managing all City records. The Director must ensure that all data is handled in conformance with State procedures that dictate records retention. They serve as consultants to all departments and provide guidance on information storage, disposition, and retention to ensure that the City's constituency has access to public records.

The Clerk's Office staff provides instruction and expertise to City staff in regard to indexing and storing information in Fortis, the City's electronic database, and serve as the City's liaison with the provider of this software. The City Clerk/Director of Council Affairs and Constituent Services ensures that data is stored in such a way to provide Council, staff members, and the public timely access to reliable information.

PEOPLE RESPONSIBILITY: People are defined in the normal sense of the word and means co-workers, customers, crime victims, patients, the general public, and any other persons the employee may encounter in the course of work.

The City Clerk/Director of Council Affairs and Constituent Services mentors others by advising, counseling, or guiding them regarding problems that may be resolved by legal, scientific, clinical, spiritual, or professional principles.

The City Clerk/Director of Council Affairs and Constituent Services works with a wide-ranging assortment of individuals on a daily basis. They are called upon to use the utmost in tact and discretion as they respond to the needs of those who solicit their advice. Following are examples of some of the individuals and groups that the Clerk's Office deals with regularly:

§           The City Clerk/Director of Council Affairs and Constituent Services reports directly to the nine (9) members of City Council. Council members are elected for staggered terms of office, but the Clerk's Office remains constant in its support role. The Director establishes and maintains procedures that provide continuity for Council members and City staff. Because newly-elected members are often unfamiliar with City policy and parliamentary procedure, the Clerk's Office provides orientation, education, and guidance to new members as they become familiar with City procedures.

§           Because Council members do not maintain offices at City Hall, the City Clerk/Director of Council Affairs and Constituent Services acts as the "face" of Council by serving as Council's point of contact between fellow Council members, committee members, City staff, and the public. They provide advice to all of these parties on how best to accomplish their goals, within the framework of the requirements set forth in the City's Municipal Code.

§           The Clerk's Office serves as one of the City's primary points of contact with the public.

The City Clerk/Director of Council Affairs and Constituent Services is called upon to respond to constituents and interest groups from a variety of backgrounds (who may often be passionate about their concerns), by providing information, solutions to problems, education on City policy, or direction to the appropriate City department. In addition, they have frequent contact with the press and must respond with a high degree of accuracy and diplomacy.

§ The Clerk's Office serves as a liaison between the City and candidates for election. The City Clerk/Director of Council Affairs and Constituent Services provides education and advice to candidates regarding election procedures and ensures that candidates are kept informed on City matters.

§ The City Clerk/Director of Council Affairs and Constituent Services interfaces with State legislators as they assist Council in seeking endorsement of legislation related to City policy, such as amendments to the City's charter.

§ The Clerk's Office networks with a number of State jurisdictions and agencies on a regular basis (e.g., various municipalities throughout the State, the Delaware Public Archives, the Department of Elections) and must maintain good rapport with these organizations.

ASSETS RESPONSIBILITY: Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

The City Clerk/Director of Council Affairs and Constituent Services has responsibility and opportunity to achieve wide-spread economies and/or prevent losses through the management of a department that has an organization-wide impact or significant impact on the general population.

The City Clerk/Director of Council Affairs and Constituent Services serves as the City's Assistant Treasurer and is responsible for confirming wire transfers in the absence or unavailability of the Controller/Treasurer.

The City Clerk/Director of Council Affairs and Constituent Services plays a key role in protecting the City's financial assets from legal liability. They provide guidance to staff and Council on interpretation and conformity with the City's Municipal Code. They advise Council on how to accomplish their goals within the framework of the provisions of the Code. The Director ensures that matters considered by Council are addressed in the proper sequence and according to correct parliamentary procedure, so that the actions taken by Council are legally binding.

The Clerk's Office oversees a number of "routine" matters (which are rarely routine due to the large number of special circumstances and the complexity of the issues considered), such as elections, rezonings, abandonments, annexations, adoption of ordinances, recording of legal documents such as easements, etc. Each of these matters involves a lengthy, detailed, step-by-step process. Failure to develop, implement, and abide by these procedures can leave the City vulnerable to lawsuits and significant monetary losses.

EXPERIENCE REQUIREMENTS: Experience refers to the amount of work experience that is required for entry level into the position that would result in a reasonable expectation that the employee can perform the job. It may be experience that can be gained on the job or experience in a previous job.

Description: Requires over ten years of experience directly related to municipal operations that provides specialized and detailed knowledge in such areas as municipal code interpretation; parliamentary procedures; election procedures; records retention; database management; technology related to recording software and variety of computer programs; the Freedom of Information Act; and a number of municipal procedures for actions such as rezonings, annexations, referendums, abandonments, and the adoption of ordinances. Because the Director plays such a pivotal role between Council and the staff/public, the implications of failure to understand this information are serious.

VOCATIONAL/EDUCATIONAL PREPARATION: Vocational/educational preparation includes job specific training and education that may be acquired in a school, work, military, institutional or vocational environment. It does not include the orientation time required of a fully qualified worker to become accustomed to the special conditions of any new job, nor does it include the amount of time that a worker spends to learn reasoning, language, and mathematical skills, which are often learned in school.

Requires a Bachelor's degree or education and training equivalent to four years of college education in business, liberal arts, or any field other than engineering or the hard sciences.

MATHEMATICAL REQUIREMENTS: Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.

The City Clerk/Director of Council Affairs and Constituent Services uses mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities; descriptive statistics; deductive geometry, plane and solid, and rectangular coordinates; mathematical classifications or schemes.

The City Clerk/Director of Council Affairs and Constituent Services must be confident with financial math skills as they formulate, monitor, and evaluate the Department's budget. In addition, they must apply their knowledge of fractions, percentages, proportions, and measurements as they evaluate election results, prepare municipal election reports, and conduct redistricting and annexation referendums.

**COMMUNICATIONS REQUIREMENTS:** Communication involves the ability to read, write, and speak.

The City Clerk/Director of Council Affairs and Constituent Services reads and interprets professional materials involving advanced bodies of knowledge related to politics, economics, technology, law, medicine, and other complex disciplines; writes extremely complex papers and reports; and speaks to high-level scientific, political, economic, legal, or other such groups.

This position requires high-level reading, writing, and verbal skills. The incumbent will communicate on a regular basis with City Council, staff members, constituents, and other agencies using a high degree of diplomacy and tact. Must be able to read, interpret, and explain complex information related to State and municipal Code, contracts, and policy. Prepares a variety of documents including minutes, reports, correspondence, and policy statements. Requires strong writing skills and a thorough command of the English language, including grammar, spelling, and punctuation. Public speaking is also required.

**JUDGMENT:** Judgment refers to the frequency and complexity of judgments and decisions given the stability of the work environmental, the nature and type of guidance, and the breadth of impact of the judgments and decisions.

Decision-making affecting the organization, related organizations, and major segments of the general population is primary to this position. The incumbent will work in an evolving environment with emerging knowledge and technologies, competing priorities, and changing politics.

The Clerk's Office is an extremely fast-paced environment. There are a large number of cyclical tasks that are fundamental to the office, such as preparing Council and committee meeting packets; conducting annual Municipal, Pension Board, and Fire Company elections; and preparing the Department's annual budget. The City Clerk/Director of Council Affairs and Constituent Services must constantly exercise judgment to manage tasks that have recurring deadlines with the persistent influx of new tasks, balancing the needs of members of Council, the public, and City staff.

Because Council is not present at City Hall on a daily basis, the City Clerk/Director of Council Affairs and Constituent Services must take responsibility for making good decisions independently, remain cognizant of the legal implications of all decisions made, and protect the interests of the City and its constituents.

The City Clerk/Director of Council Affairs and Constituent Services must exercise good judgment in educating staff and Council members on the proper procedure or the most favorable approach to accomplishing goals. They must be willing to accept controversy, determine the proper course of action, and advocate strongly for the approach that is the most advantageous for all involved. This requires the utmost in good judgment and diplomacy.

**COMPLEXITY OF THE WORK:** Reasoning requires consideration of factors and variables to derive solutions to problems.

Work performed involves the application of principles of logical thinking and scientific, or legal practice to diagnose or define problems, collect data, and solve abstract problems with widespread unit or organization impact. Sustained, intense concentration for accurate results and continuous exposure to unusual pressure is required.

Reviewing the factors listed under “Data Responsibility,” “People Responsibility,” “Assets Responsibility,” and “Judgment” will provide an accurate picture of the complexity of the duties performed by the City Clerk/Director of Council Affairs and Constituent Services. The individual in this position is subject to constant stress and often works in “uncharted territory” as they balance the needs of Council, staff, and the public; research and analyze data to develop creative solutions to problems; and develop and monitor policies and procedures to ensure conformance with City code.

**IMPACT OF DECISIONS:** Mistakes can cause consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.

Impact of decisions is extremely serious - affects entire organization and impacts other activities/organizations and the general public or loss of life and/or damage could occur and is highly likely.

Reviewing the “Data Responsibility,” “People Responsibility,” “Assets Responsibility,” and “Judgment” sections above will provide an accurate picture of the impact of the decisions made by the City Clerk/Director of Council Affairs and Constituent Services. Proper decisions made by the Clerk’s Office allow for Council, committee members, staff and the public to conduct business and accomplish their goals. Improper decisions can result in public relations concerns, lawsuits, and the loss of financial assets.

**PHYSICAL DEMANDS:** Physical demands refers to the physical exertion and dexterity requirements involving coordination of limb and body movement.

This incumbent performs light work that involves walking or standing most of the time and exerting up to 20 pounds of force on a regular and recurring basis and skill, adeptness, and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.

The City Clerk/Director of Council Affairs and Constituent Services position involves frequent computer use and use of a variety of office machines. The office is a busy environment, requiring frequent standing and walking at a fast pace to other locations within City Hall. The Clerk’s Office is responsible for records management, which requires occasional lifting of boxes weighing over 20 lbs. Preparing for Committee meetings may require setting up and breaking down tables and relocating chairs.

The Clerk's Office is responsible for setting up and breaking down three (3) polling places for the annual Municipal Election, which requires carrying numerous boxes of supplies and equipment weighing up to 25 lbs.

EQUIPMENT USAGE: Equipment usage involves responsibility for, materials, machines, tools, equipment, work aids, and products.

The incumbent will supervise the activities of those operating or repairing complex machinery or equipment that requires extended training and experience and this may involve development, installation and testing of equipment. The span of control and scope of operations is extensive, involving a number of facilities.

The City Clerk/Director of Council Affairs and Constituent Services uses and troubleshoots hardware and software used to record proceedings of Council and committee meetings in City Hall and other locations and provides guidance and instruction to other departments on the use of such equipment.

The City Clerk/Director of Council Affairs and Constituent Services uses overhead projection equipment regularly.

The City Clerk/Director of Council Affairs and Constituent Services regularly uses a large variety of computer hardware and software in the course of performing their job duties and troubleshoots problems with this equipment independently or with the assistance of the technical support staff.

The City Clerk/Director of Council Affairs and Constituent Services is responsible for implementing Fortis, the City's database management system. The incumbent will interface with the software provider to brainstorm the most effective methods of setting up the system and tailoring it to meet the City's needs. They customize each department's database and provide instruction on its use, troubleshooting and solving problems that arise.

The Clerk's Office posts a variety of information to the City's website, including meeting agendas, packets, and minutes; ordinances; community events; and election information.

The Clerk's Office posts City events and meeting videos to Verizon TV.

UNAVOIDABLE HAZARDS: Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

Works in environmentally controlled situation such as office.

SAFETY OF OTHERS: Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to assure the safety of the general public.

The incumbent will be responsible for the safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

The City Clerk/Director of Council Affairs and Constituent Services is responsible for maintaining a safe environment for office staff and visitors and is vigilant in ensuring a safe environment for those attending daytime and evening Council and committee meetings.

The Clerk's Office monitors use of the City's Records Retention Center and ensures that records are retained in an organized and safe manner.

The City Clerk/Director of Council Affairs and Constituent Services organizes, sets up, and monitors up to three (3) polling places simultaneously during annual municipal elections, ensuring a safe, handicapped accessible environment for members of the public.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: City Manager**

**FLSA: Exempt**

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to oversee and direct the operations of the City of Dover. The position is responsible for supervising staff, establishing long range plans for the City, developing policy and procedures, managing the daily operations of the City, preparing budgets, and evaluating, documenting, and reporting on events and activities to the City Council. Decision-making is the primary function of the job, affecting the organization, related organizations, and major segments of the general population; works in an evolving environment with emerging knowledge and technologies, competing priorities, and changing politics.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy and procedures for City activities and programs in consultation with elected or appointed officials, senior management, department heads, and department staff.

Performs long and short range planning for the City in collaboration with the City Council, developing and implementing new programs and services to support and encourage the City's growth and development.

Directs city activities, including public utilities, administrative services, recreation services, human resources, contingency planning, safety, and other activities, processes, or programs.

Advises and consults with elected and appointed officials, commissions, department heads, staff agencies, civic or private groups, individuals, and others on issues, problems, strategies, policies, and procedures related to City services.

Represents the City on regional and local boards or committees and at meetings concerning City issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant City issues or programs.

Oversees administrative matters such as developing, reviewing and presenting City budgets, administering expenditures, developing and recommending City CIP, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Formulating new concepts or theories based on original research, intellectual creativity, and ideas.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Mentoring others by advising, counseling, or guiding them regarding problems that may be resolved by legal, scientific, clinical, spiritual, or professional principles.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Interpreting policy and establishing methods and procedures for acquiring, installing, testing, operating, or repairing complex machinery or equipment that requires extended training and experience; preparing specifications for contracts for goods and services.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for the overall administration of fiscal and administrative policy with authority and responsibility over all departments or the direction of the organization's legal department. Reports directly to the top elected body.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility and authority for the development of policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced calculus using such factors as limits, real number systems, mean values; algebraic functions including very complex function' inferential statistics and econometrics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading and interpreting highly complex scientific, medical, or professional materials involving abstract theories and concepts; speaking before scientific, professional, and civic groups; writing articles for scientific and technical journals, and developing papers and presentations for professional symposiums and conferences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist; Requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is catastrophic – has a widespread impact on both public and private organizations, the general public, an extensive geographic area and may impact private citizens, the community or a larger geographic area; survival of organization is threatened or widespread loss of life and severe damage is probable.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree in public administration, finance, business management, engineering or closely related field. Master's degree is preferred.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

ICMA credentials are preferred but not required.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over ten years.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Light work that involves walking and standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of the fingers, hands, or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances r limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Bright/dim light; dusts and pollen

Definition: Works in dimly lit areas such as crawl spaces, outdoors in bright sunlight, or in other situations where excessively bright or dim light conditions prevail; or works in outdoor or indoor areas under dusty conditions or outdoor areas with pollen producing vegetation prevalent.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09, 8/2013

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: COMMUNITY DEVELOPMENT MANAGER**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and manage the CDBG Program and Fair Housing Counseling. The position is responsible for planning, program operations, regulation/law compliance, grant writing, and reporting. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Prepares grant applications and administers grants, ensuring compliance with applicable grant guidelines and regulations.

Reviews and responds to Subordination Agreements; reviews Rehabilitation Agreements.

Develops and implements CDBG Fund allocation plans and policies, and performs long range plan development related to the CDBG Funding Program.

Provides information and counseling relating to Fair Housing to the general public via telephone and in the office.

Monitors CDBG projects, ensuring compliance with program guidelines and regulations.

Gathers and maintains data/information to support periodic and special reports, including the report for Council, quarterly financial reports, and the Consolidated Annual Performance Report.

Prepares for Fair Housing Workshops; prepares bid packets for pre-bid meeting and places advertisements in local newspaper.

Performs clerical tasks such as preparing correspondence, bids, grants, and reports, data input, record keeping, filing, faxing, and photocopying.

Attends and/or conducts the CDBG Advisory Committee, public hearing, and other professional meetings to exchange information; attends professional seminars or conferences to improve professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, faxes, copiers, and telephone systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of large grants.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in business administration, urban development, public administration, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and some dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: COMPUTER PROGRAMMER**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to develop new computer programs and modify existing programs. The position is responsible for computer programs of responsibility. The position works under general supervision according to some procedures; decides how and when to complete tasks.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Develops new Web and Desktop applications and modifies existing applications based on specifications supplied by City personnel.

Tests applications prior to user acceptance, and implements and maintains applications.

Provides training to City personnel on new and modified software and technical insight on an on going basis.

Performs AS/400 programming, programming in RPG and other AS/400 languages such as CL to augment existing staff.

Provides guidance/methods to personnel for achieving and integrating Internet and Intranet changes.

Prepares routine and special reports for area of responsibility as required.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Compiles, examines, or evaluates data or information and possibly recommends action based on results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; may instruct or assign duties to coworkers.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software used for programming custom applications, or other complex software or systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of high value equipment and data.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional publications; composes complex reports and manuals; speaks to groups of co-workers, staff in other organizations agencies, the general public, people in other organizations, and presents training.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact - affects most units in organization, and may affect citizens; probability of loss of data is likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or vocational school education in computer programming or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: CONSTRUCTION MANAGER**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to manage Public Works construction projects performed by private contractors and/or City staff. The position is responsible for staff and contractor supervision, planning, training, ordinance/code compliance, equipment of responsibility, assisting with design survey and layout, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; prepares payroll information.

Administers Public Works utility construction contracts, including conducting meetings, notifying the public, inspecting projects to ensure compliance with plans, specifications, and applicable codes and ordinances, composing correspondence, negotiating contract change orders, calculating quantities and verifying contractor invoices for payment.

Manages inspection of new housing developments, including conducting pre-construction meetings, inspecting and testing new water mains, storm and sanitary sewers, pump stations, street construction, curbs, and sidewalks to ensure compliance with City standards and specifications.

Conducts final inspections and coordinates with developers to get streets dedicated to the City.

Inspects individual sites, inspecting and testing new water mains, storm water management ponds, storm and sanitary sewers, curbs, and sidewalks to ensure compliance with City standards and specifications; signs off for Certificate of Occupancy for Public Works Department.

Assists City Engineer with survey, layout, plan preparation, design cost estimates, specifications for City utility and road construction projects, and with review of new home developments and large tract developments.

Assists with preparation of new standards and specifications, and revision of existing standards and specifications.

Performs public relations with the general public to provide information and assist with resolution of issues, problems, and complaints relating to Public Works construction projects.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff, DELDOT, and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, vehicles, or software programs such as word processing, spreadsheets, or custom applications.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of very large amounts of money related to construction projects.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact - affects most units in organization, and may affect citizens; probability of loss of life and/or damage are likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to a bachelor's degree in engineering, construction, business management, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires ten years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires medium work involving standing or walking all of the time, exerting 20 to 50 pounds of force on a regular basis, and considerable dexterity and skill in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, intense noise levels, vibration, fumes or noxious odors, moving mechanical parts, electrical shock, heights, disease/pathogens, traffic, animals/wildlife, explosives, toxic or caustic chemicals, and radiation.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**City of Dover**  
**Position Description**

Title: Contract & Procurement Manager

FLSA: Exempt

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to plan and oversee procurement, warehouse, and mail room activities for the City. This position functions as the Purchasing Agent for the city. The position is responsible for staff supervision, planning and directing the negotiation, awarding, and administration of purchase orders, term contracts for materials and services, and agreements, and preparing reports. The position is also responsible for setting stock levels, advising departments on material acquisition, and the cost-effective use of the postal system. Decision-making is a significant part of the job, affecting a large segment of the of the organization and the general public; works in a dynamic environment, responsible to assist in developing policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Performs as module owner of the Purchasing/Inventory module of the material accounting program.

Ensures that the City of Dover Purchasing Policy is complied with.

Works cooperatively with Department Heads for all related processes.

Inventory management and optimization.

Provide excellent customer service.

Prepares and submits bids for City materials, supplies, and equipment; assists other departments with special bids and bid projects.

Compiles and organizes information/data and assists Director with preparation of budgets, reports, and graphs.

Approves open market purchase orders. Advises Central Services Director on bid award procedures.

Solicits quotations, bids, and proposals, manages inventory/stores, mailing services, creates purchase orders, enters stock item material receipts into computer database, and orders inventory stock as required. Manages all purchases from State of Delaware contracts.

Manages cooperative purchasing program. Negotiates with vendors and manufacturers on sole source contracts. Consults with vendor representatives in order to assess capacity and ability to provide required goods and services and on other purchasing-related matters.

**City of Dover**  
**Position Description**

Title: Contract & Procurement Manager

FLSA: Exempt

Provides City staff with guidance and assistance regarding purchasing procedures. Develops and provides training in purchasing and mail services as required.

Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.

Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors and strategies needed to bring lasting improvements in service delivery in all business areas.

Works with other directors and senior managers to foster and increase the relationships that exists internally between central services function and other departments.

Manages, operates, and maintains the warehouse and storage facilities of the city.

Represents the City before municipal, civic, and other groups and individuals regarding purchasing activities.

Sets up and maintains record system; processes daily paperwork including reports, memos, requisitions, purchase orders, specifications, agreements, and personnel information.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

Provides supervisory and managerial skills required in the receipt, handling and storage of stocks to ensure proper storage of supplies and equipment.

Monitor, develop, and implement procedures necessary to ensure supply and equipment inventories are maintained at sufficient levels.

Operates and maintains the warehouse and storage facilities of the City and maintains records to ensure the proper inventory of stocks and supplies.

Responsible for directing efficient, accurate, and cost effective receiving, storage, picking and inventory of all stores.

Prepares, awards, and administers term contracts for materials and services.

**City of Dover**  
**Position Description**

Title: Contract & Procurement Manager

FLSA: Exempt

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinating or determining time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervising or leading others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring brief instruction or experience such as hand and power tools, buffers, floor polishers, vacuum sweepers, outdoor hand-held power equipment, small mowers, commercial kitchen equipment, computers for data entry, fax, complex copiers, phone systems, and other similar equipment, services office machines including such actions as adding paper and changing toner.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of a moderate sized department, authorizing expenditures of large amounts of money or supervising the purchasing of high value materials, supplies and equipment, or for providing routine legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for safety or health of others and/or for continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using basic algebra involving variables and formulas and/or basic geometry involving plane and solid figures, circumferences, areas, and volumes and/or computing discounts and interest rates.

**City of Dover**  
**Position Description**

Title: Contract & Procurement Manager

FLSA: Exempt

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading scientific and technical journals, abstracts, financial reports, and legal documents; speaking before professional and civic groups, participating in panel discussions and speaking extemporaneously on a variety of subjects; writing complex articles, reports, and developing presentations for sophisticated audiences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is very serious – affects entire organization and the general public or loss of life and/or damage could occur and probability is very likely.

**EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree or education and training equivalent to four years of college education in business, liberal arts, or any field other than engineering or the hard sciences.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Certified Professional Public Buyer certification desired.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of eight years.

**City of Dover**  
**Position Description**

Title: Contract & Procurement Manager

FLSA: Exempt

**AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Works in environmentally controlled situation such as office.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09  
9/12/18 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: CONTROLLER/TREASURER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The Controller/Treasurer is responsible for the City's financial plans and policies, its accounting practices, the conduct of its relationships with lending institutions and the financial community, the maintenance of its fiscal records, and the preparation of financial reports. The position involves supervision over general accounting, property accounting, cash management, debt management, internal auditing, cost accounting, and budgetary controls. A primary function of the position is to develop an organized system of accounts, policies, records, and procedures and to provide data that can be analyzed and interpreted for the benefit of Council in making decisions to achieve the goals and objectives of the City. The position formulates long range goals for the organization; develops policy and position papers.

The Controller/Treasurer must demonstrate a high degree of initiative, anticipating informational needs of the City Council and management. The position must also be responsive in a timely manner to specific requests made for data and to be resourceful and flexible in meeting changing conditions and requirements. The position is required to uphold standards of conduct and maintain integrity. The position requires the ability to be fair and impartial when presenting adverse reports on a function, executive or employee. The Controller/Treasurer is a direct report to City Council.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Development, analysis, and interpretation of statistical and accounting information in order to appraise operating results in terms of profitability, performance against budget, and other matters bearing on the fiscal soundness and operating effectiveness of the organization.

Responsible for evaluating the performance of personnel in the Finance Department. Recommends training requirements, has the duty to keep self and staff at the highest level of skill necessary to meet organization needs and objectives, and recommends that personnel be hired or removed from the Department.

Responsible for the installation, maintenance, and supervision of the City's system of accounts. Keeps books and records on all City transactions and assets.

Proposes major economic objectives and policies for the City and prepares reports that outline the City's financial position in the areas of income, expenses, and earnings based on past, present, and future operations.

Participates in the coordination and preparation of the budget and financial forecasts, institutes and maintains other planning and control procedures, and analyzes and reports variances. Responsible for review of all items requiring Council's decision that have an impact on the City finances; Insures accuracy and completeness of financial analysis for presentation to City Council.

Responsible for the management and security of all City bank accounts, investments, trust accounts, and bond accounts. Responsible for assuring availability of funds and assets during natural disasters and emergencies.

## CONTROLLER/TREASURER

Approves payment of all checks and other negotiable instruments as authorized by City Council. Directs financial processes; Cash flow, investment strategies, debt strategies, disbursements, payroll, and other management and budgetary processes and activities.

Responsible for determining that current financial transactions covered by minutes of the Council or Committee are properly executed and recorded.

Responsible for risk assessment and implementation of internal controls and procurement risk assessment; Develops policies and procedures insuring accountability over public funds. Directs the continuous audit of all accounts and records of the City. Directs the annual audit and completes the Comprehensive Annual Financial Report.

Advises and consults with elected and appointed officials, department heads, staff, agencies, and others on financial problems, performance measurements, trends, strategies, policies, and procedures, and budgetary matters such as interpretation of budget plans, strategies and information, controls and procedures, solutions to budget problems, research projects, or other financial/budgetary matters.

Represents the City on boards or committees involved in financial planning, management, or other financial issues; participates in interagency or other meetings or conferences; makes financial presentations to elected or appointed officials, department heads, staff, and other public or private agencies or groups.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Formulates new concepts or theories based on original research, intellectual creativity, and ideas.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Directs others by issuing orders.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Develops and implements long range plans and programs to support the goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for the overall administration of fiscal and administrative policy with authority and responsibility over all departments or the direction of the organization's legal department; reports directly to the top elected body.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for application and interpretation of the policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

## CONTROLLER/TREASURER

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced algebra working with exponents and logarithms or linear and quadratic equations; analytic geometry; and/or statistics, applying mathematical operations to frequency distribution, reliability and validity; analysis of variance, or correlation techniques.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads and interprets highly complex professional materials involving abstract theories and concepts; writes for professional publications; develops and presents papers at professional conferences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with severe impact – affects entire organization, other activities/organizations, the general public, and a wide geographic areas; loss of life and/or damage is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires master's degree in finance, accounting, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires Certified Public Accountant License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over ten years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and some dexterity in operating office equipment.

CONTROLLER/TREASURER

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking and depth perception.

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

CITY OF DOVER  
POSITION DESCRIPTION

TITLE: Customer Service Manager

FLSA: Exempt

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to manage operations of the Customer Service Department. The position is responsible for staff supervision, planning, training, billing, collections, meter reading, and preparing reports. Decision-making is a significant part of the job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Oversees and manages billing and collection processes for City services such as electrical, water, trash, internet, or assessment.

Employs and oversees collection processes such as sending out notices of non-payment, cutting off services, initiating legal action, or using collection agencies.

Interacts with customers, co-workers, and other departments to answer questions and resolve issues/complaints concerning the utility bills.

Tests and develops training and procedures for upgrades to computer system.

Evaluates and prepares billing for large commercial utility accounts.

Manages the accounts receivable system; reconciles receivable accounts with general ledger.

Receives request forms from various departments and prepares billing for miscellaneous invoices and special assessments.

Manages retention of storage records; coordinates transfer of stored material to the warehouse; specifies records for destruction in accordance with state guidelines.

Oversees the reading and inspection of electric, water, and sewer meters; oversees and monitors resolution of meter tampering.

Establishes and manages customer services to include requests for information relating to outstanding accounts, opening new accounts, equalized payment plan, credit agreements, closing accounts, name changes, address changes, and other service orders.

Oversees responses to inquiries and billing problems; oversees and edits supplemental information included in utility bills.

Maintains subsidiary ledger controls on accounts receivable and reconciliation of those accounts monthly; maintains and establishes internal accounting controls on billing and collection activities.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

Works independently, reporting major activities through periodic meetings.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Planning and directing others in the sequence of major activities and reporting on operations and activities which are very broad in scope.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervising or leading others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring brief instruction or experience such as hand and power tools, buffers, floor polishers, vacuum sweepers, outdoor hand-held power equipment, small mowers, commercial

kitchen equipment computers for data entry, fax, complex copiers, phone systems, and other similar equipment, services office machines including such actions as adding paper or changing toner.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies, r small amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility and provides minimum opportunity for exercise of care to effect safety of others in performing duties of the position.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using basic algebra involving variables and formulas and/or basic geometry involving plane and solid figures, circumferences, areas, and volumes and/or computing discounts and interest rates.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading scientific and technical journals, abstracts, financial reports, and legal documents; speaking before professional and civic groups, participating in panel discussions and speaking extemporaneously on a variety of subjects; writing complex articles, reports, and developing presentations for sophisticated audiences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is moderately serious - affects most units in organization, and may affect citizens or loss of life and/or damage could occur and probability is likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree or education and training equivalent to four years of college education in business, liberal arts, or any field other than engineering or the hard sciences.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of three years.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular basis or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerance or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Bright/dim light; dusts and pollen.

Definition: Works in dimly lit areas such as crawl spaces, outdoors in bright sunlight, or in other situations where excessively bright or dim light conditions prevail; or works in outdoor or indoor areas under dusty conditions or outdoor areas with pollen producing vegetation prevalent.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: CUSTOMER SERVICE SUPERVISOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee customer service operations for the area of responsibility. The position is responsible for supervising staff, planning, customer service, training, accounting functions, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, coaching, mentoring, disciplining, and terminating or recommending termination; approves leave/vacation requests.

Customer Service Supervisor is routinely requested to oversee another department supervisors' area of responsibility when one is absent.

Prepares schedule of activities for area of responsibility such as disconnections of utilities; assists with analyzing, evaluating, and correcting billing-related problems.

Interacts with other departmental supervisors to resolve problems/complaints.

Update new account customers electronically to various vendors.

Responsible for updating and maintaining the departments website with current policy and procedures. Will maintain the City's internal digital TV and departments SharePoint.

Responsible for department document retention and destruction of documents in accordance with policy.

Gathers and maintains information/data to support periodic and special reports for the area of responsibility.

Attends or conducts staff and other professional meetings to exchange information.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; instructs or assigns duties to other departmental personnel.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, fax machines, copiers, or telephone systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management and handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes reports and business letters using proper format and grammar; speaks to groups of coworkers and the general public.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or specialized vocational training in computers and business administration.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience in a customer service setting or business management role; two years in a supervisory role.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking,

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

12/29/2016 cxm

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: POLICE MAJOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to supervise law enforcement officers and support staff and oversee operations of the major divisions of the Police Department. The position is responsible for staff supervision and oversight of all administrative, investigative, and operational law enforcement activities, including goals and objectives, planning, policy, procedures, budgets, personnel, departmental records, reports, and other administrative or operational processes. The position formulates long range goals for the organization; develops policy and position papers and negotiates with chief administrative officer and/or elected officials. Decision-making is a significant part of job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises law enforcement officers, specialized or clerical staff, or others, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Oversees major bureaus or sections of Department; establishes administrative, investigative, or operational policy and procedures; assists with planning of departmental activities and with budget and annual report preparation.

Researches laws, rules, policy, trends in law enforcement, and activity needs to develop plans and programs to improve law enforcement operations within the Department; serves on committees or boards and performs special research or other projects for elected or appointed officials.

Monitors laws, rules, and regulations, and evaluates administrative and operational activities to ensure compliance; addresses internal and external complaints or problems and resolves issues by meeting with law enforcement individuals, citizens, elected or appointed officials, or other groups.

Assists departmental management with goals and objectives, planning, policy and procedures development, staffing, assignments, and other complex matters; acts for Chief of Police in his/her absence.

Monitors responses to calls for police service involving crimes or other incidents; responds to serious incidents as necessary; oversees follow-up investigations of crimes and other incidents as required; oversees and assists with case preparation.

Provides information and/or assistance to elected or appointed officials and the public; assists with or conducts public information programs involving crime prevention or awareness.

Attends or conducts staff or bureau meetings to exchange information; attends, and schedules others to attend, in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Planning or directing others in the sequence of major activities and reporting on operations and activities which are very broad in scope.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Counseling or instructing/training others through explanation, demonstration and supervised practice or making recommendations based on technical expertise.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring little or no prior experience such as shovels, picks, mops, brooms, copiers, calculators, kitchen equipment or similar small items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for achieving major economies or preventing major losses through the management of a highly complex and/or technical department, or through developing and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility and authority for the development of policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using basic algebra involving variables and formulas, and/or basic geometry involving plane and solid figures, circumferences, areas, and volumes and/or computing discounts and interest rates.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions impact is severe- affects entire organization, other activities/organizations, the general public, and a wide geographic area or loss of life and/or damage could occur and is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Associate's degree, vocational technical degree or specialized training that is equivalent to satisfactory completion two years of college education.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License and COPT, Instructor, CPR, First Aid, Radar, Intoxilyzer, Firearms, and other task-specific certification appropriate to special functions within the Department.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over ten years of law enforcement experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires medium to heavy work involves walking, standing, stooping, lifting, digging, pushing and raising objects and also involves exerting 50 to 100 pounds of force on an occasional basis.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to electrical shock; heights. Works where exposure to bodily injury from electrical shock is possibility such as operating high voltage equipment or repairing electrical generating equipment or works in high, exposed places with risk of falling such as on power lines or scaffolding.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception, and texture perception.

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

02/23/09 MAG Report

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Economic Development Manager**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to coordinate economic development activities and work with businesses to attract and retain quality jobs to the City of Dover. The position is responsible for coordinating the Downtown Dover Partnership and efforts to implement economic reinvestment in the downtown. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Coordinates the activities of the various partners involved in the redevelopment of downtown Dover.

Acts as liaison with the Delaware Economic Development Office, the Central Delaware Chamber of Commerce, Small Business Administration, and other entities to attract and retain quality jobs to Dover.

Acts as a liaison with corporations and small businesses to continue to make Dover a business-friendly community.

Applies for and administers grants to improve Dover's position as a center for economic growth.

Actively markets the Garrison Tract to national and international corporations looking to locate in the mid-Atlantic region.

Works with tourist attractions and Kent County Tourism to market Dover as a tourism destination.

Surveys businesses in the region and develops/regularly updates an Economic Development Plan, to be incorporated into the City's Comprehensive Plan.

Acts as staff to the Downtown Dover Partnership.

Develops and implements a strategy to package and market Dover as a place where businesses desire to locate and grow.

Coordinates site plan review process, involving coordination of regulatory provisions and recommendations of numerous agencies.

Advises prospective merchants/small business owners of the code requirements of opening a business in Dover.

Performs administrative tasks such as conducting special studies, managing correspondence and records, and providing for staff technical or professional growth.

Completes special projects and performs field work/visiting sites as required.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff, public, and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Coordinates the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management of a small division, handling supplies of high value or moderate amounts of money consistent with the operation of a small division.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility for the safety and health of others and for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional publications; composes complex reports; speaks formally to groups outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with very serious impact - affects entire organization and the general public; probability of loss of life and/or damage is very likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires a bachelor's degree in marketing, business administration, public administration, economic development, planning, or a related field. A master's degree is preferred.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of experience in economic development, planning, marketing, or a related field.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time (exerting up to 20 pounds of force on a regular basis) (requires some dexterity in operating machines, tools, or office equipment.)

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ELECTRIC DEPARTMENT DIRECTOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct the City's Electric Department. The position is responsible for supervising staff, establishing long range plans, developing policy and procedures, managing departmental activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. The position formulates long range goals for the organization; develops policy and position papers and negotiates with chief administrative officer and/or elected officials.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.

Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities and plan for future expansion to meet growth needs.

Directs departmental activities, including engineering projects, distribution, revenue production, inspections and evaluations, contingency planning, safety, and other activities, processes, or programs.

Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to electrical services.

Represents the City on regional and local boards or committees and at meetings concerning electricity issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant electrical issues or programs.

Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Conducts research to discover new methodologies or to find solutions for unresolved problems.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Mentors others by advising, counseling, or guiding them regarding problems that may be resolved by legal, scientific, clinical, spiritual, or other professional principles.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Develops and implements long range plans and programs to support the goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving wide-spread economies and/or preventing losses through the management of a department that has an organization-wide impact or significant impact on the general population.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for application and interpretation of the policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; makes presentations to professional groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of principles of logical thinking, scientific, or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with severe impact - affects entire organization, other activities/organizations, the general public, and a wide geographic area; loss of life and/or damage is highly likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in business management, electrical engineering, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over eight years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and some dexterity in operating machines, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ELECTRICAL ENGINEER II**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to supervise and perform electrical engineering and technical work. The position is responsible for supervising assigned personnel; planning and designing electrical projects; investigating and developing corrective action to electrical disturbances; developing, monitoring and ensuring compliance with Reliability First/FERC reliability requirements; and periodically reporting activities and events to supervisors. The position works independently, reporting major activities through periodic meetings. Decision making is a significant part of the position, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Prepares drawings, diagrams, tracings, and schematics for the electric transmission, substation, and distribution system. Responsible for the provision of technical and engineering support services for transmission and distribution system designs; substation design and modifications; and control/monitoring systems including the related communication components. .

Responsible for the development and maintenance of records, field surveys, drawings, and prints.

The Federal Energy Regulatory Commission (FERC) created a reporting requirement to ensure the reliability of the bulk electric system, this position is responsible for monitoring and complying with the requirements of this program through whatever channels FERC mandates.

Develops standards for the electric network, such as circuit breakers, PT/CT's, electrical transmission/distribution equipment, and similar components/materials.

Calculates proper conductor type and size, transformer size, and proper application of equipment; specifies relay settings, fuse sizes, and reclosers for proper coordination.

Investigates problems relating to electrical communication and control equipment and recommends solutions.

Prepares work plans for area of responsibility; assist supervisor in the development of departmental budget, goals, objectives, policies, and procedures.

Responsible for and proactively initiates and completes the development of routine and/or special studies resulting in comprehensive reports or action plans, including the evaluation of new methods, procedures, or equipment that could improve/automate the operation of the electric network.

Answers questions and provides information to the public and City staff; investigates customer concerns and initiates/recommends corrective actions as necessary.

Attends or conducts staff meetings; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as electrical or construction equipment.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of high value materials, supplies and equipment.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the mid-level management of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced calculus working with limits, continuity, real number systems, or mean value theorems; modern algebra, including advanced operational methods; or statistical inference and econometrics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional publications; composes complex reports and manuals; speaks formally to groups inside and outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with very serious impact - affects entire organization and the general public; probability of loss of life and/or damage is very likely.

#### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in electrical engineering. Requires a Master's degree in a closely related field OR a Delaware Professional Engineer License.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires Driver's License. Requires a Professional Engineer License OR a Master's degree in a closely related field.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience at the City of Dover.

#### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, electrical shock, and traffic.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

#### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2/2012 for Career Ladder

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Emergency Management Coordinator**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position is to serve as the City's liaison on emergency management/preparedness issues, coordinate training programs and emergency operations drills, assist departments with the emergency and mitigation plans, manage grants, and administer the submittal process for Federal and State reimbursement claims for the City's cost during emergency operations. The Emergency Management Coordinator works under general supervision independently developing work methods and sequences and reports to the Public Services Manager. Work is evaluated on the basis of results achieved. This position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Provides staff support to the Public Services Manager, the City Manager's office and other city departments to coordinate actual or potential emergency preparedness/management or response efforts;

Serves as the City's liaison on emergency preparedness/management issues within the United States Federal Emergency Management Agency, the Delaware Emergency Management Agency, Kent County Department of Emergency Management and other local municipalities;

Coordinates training programs and emergency operations drills to prepare city department staff to respond quickly and effectively to emergencies;

Develops cost estimates and makes budget projections;

Writes memos, City Council reports, damage reports, and other administrative reports;

Advises departments on their emergency plans and coordinates interdepartmental activities;

Applies for, coordinates and administers federal and state grants;

Administers the process for submitting federal and state reimbursement claims for the City's costs during and after emergency operations;

Represents the City on various internal and external task forces and committees;

Directs and supervises the Emergency Preparedness volunteer program;

Review state and federal proposed legislation and provide recommendations;

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service;

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Coordinates the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management of a small division, handling supplies of high value or moderate amounts of money consistent with the operation of a small division.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, plane and solid, rectangular coordinates, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; makes presentations to professional groups. Requires the ability and skills to develop and effectively present training initiatives associated with emergency preparedness to all levels of employees within the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of principles of logical thinking, scientific, medical, or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires standard, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact – affects most units in organization, and may affect citizens; probability of loss of life and/or damage is likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to a bachelor's degree in Emergency Management, Public or Business Administration, or a related field. Combinations of experience and education that meet the requirements may be substituted.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

See educational requirements. Certified Emergency Manager (CEM) through the National Coordinating Council of Emergency Management is desirable.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience. Preferably in state or local government.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, and skill, adeptness, and speed in the use of fingers, hands, or limbs on repetitive operation of mechanical or electronic office machines.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position outdoors in very hot/cold conditions or indoors in areas where hot/cold conditions are generated such as a hothouse.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE:Engineering Services & System Operations Superintendent**

**FLSA: Exempt**

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to manage daily operations of the Electrical Engineering & System Operations departments. The position is responsible for staff supervision, planning, training, budgets, bids, materials and equipment, and reporting. Decision-making a major part of the job, affecting a major segment of the organization and the general public; works in a dynamic environment, responsible to develop policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Prepares work plans for the area of responsibility; ensures compliance with applicable City codes, ordinances, and safety regulations in the execution of plans.

Manages the City's electrical system, ensuring quality service to customers; assists with restoration of power when outages occur.

Performs field inspections of developer and electrical contractor installations to ensure compliance with designs, specifications, and City codes and ordinances.

Compiles information/data and develops budgets for the area of responsibility; oversees and approves expenditures.

Prepares bids and purchases large quantities of materials for electrical projects; researches ways to cut costs without compromising quality.

Gathers and maintains information/data to support periodic and special reports documenting projects/activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical and professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Planning and directing others in the sequence of major activities and reporting on operations and activities which are very broad in scope.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Counseling or instructing/training others through explanation, demonstration, and supervised practice or making recommendations based on technical expertise.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring little to no prior experience such as shovels, picks, mops, brooms, copiers, calculators, kitchen equipment or similar small items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies or preventing major losses through the management of a highly complex and/or technical department, or through developing and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for application and interpretation of the policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using advanced calculus, using such factors as limits, real number systems, mean values; algebraic functions including very complex functions; inferential statistics and econometrics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading journals, manuals, and professional publications; speaking informally to group of co-workers, staff in other organizational agencies, the general public, people in other organizations, and presenting training; composing original reports, training and other written materials, using proper language, punctuation, grammar, and style.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is very serious - affects entire organization and the general public or loss of life and/or damage could occur and probability is very likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Associate's degree, vocational technical degree or specialized training that is equivalent to satisfactory completion of two years of college education.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Driver's License and Notary Public certification.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of eight years.

Five or more years of professional related experience in the public sector in areas of accounting, budgeting, purchasing, information systems, cash management or financial management. Several years experience in the administration of business/government financial systems and supervisory responsibility for professional, paraprofessional and support staff. Ability to demonstrate a proven track record of progression in related field.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Vibration; or Fumes and/or noxious odors

Definition: Works in situation of exposure to a shaking object or surface such as operating a compressed air rock drilling machine; or works indoors in areas where fumes and noxious odors are generated such as painting booth, animal shelter, or engine repair facility or outdoors in such areas as landfills or refuse disposal facility.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, and depth perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities.

Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: ENVIRONMENTAL SCIENTIST**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to manage and maintain all required permits related to environmental compliance within the City of Dover which includes, but is not limited to, National Pollutant Discharge Elimination System ( NPDES), flood plain and sanitary sewer overflows. The position is responsible for assigned projects, policy, ordinance and regulation compliance, and reporting activities and events to senior management. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Conducts field studies or inspections and evaluations for compliance with permit and regulatory requirements; observes, collects, analyzes, reviews and interprets data from standard field studies; compliance inspection, various regulatory submissions or literature and makes recommendations.

Performs statistical analysis of data.

Conducts technical reviews and makes recommendations on permit applications or other various regulatory submissions to ensure compliance with regulations.

Prepares permits, technical reports and/or enforcement case documents.

Responds to technical/regulatory inquiries from other state, local and federal agencies as well as public and private organizations or individuals.

Maintains records of field surveys, drawings, and prints; prepares routine and special reports for the area of responsibility.

Answers questions and provides information to the public and City staff; investigates complaints for the area of responsibility and recommends corrective action as necessary to resolve complaints.

Attends staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

## **ENVIRONMENTAL SCIENTISTS**

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and complex drafting or GIS software, software used for programming custom applications, or the application of other complex software or systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for achieving major economies or preventing major losses through the management of all stormwater compliance.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced algebra working with exponents and logarithms or linear quadratic equations; analytic geometry; and/or statistics, applying mathematical operations to frequency distribution, reliability and validity, analysis of variance, or correlation techniques.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional publications; composes complex reports and manuals; speaks formally to groups outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with very serious impact—affects entire organization and the general public; probability of loss of life and/or damage is very likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in environmental science or a closely related field.

## ENVIRONMENTAL SCIENTISTS

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires six to twelve months of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking most some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, intense noise levels, fumes or noxious odors, moving mechanical parts, heights, and traffic.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Fleet Services Coordinator**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to orchestrate the overall daily repair and maintenance operations for City of Dover vehicles/equipment by direction of the Fleet and Facility Manager as well as provide assistance in completing repairs as needed. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Directs staff, including assisting with selecting or recommending selection, training, assigning and evaluating work.

Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.

Plans and organizes daily activities for area of responsibility; ensures timely completion of assignments in compliance with City policy, procedures, and safety regulations.

Interacts with in-house customers to provide information, discuss and resolve issues, problems, and complaints relating to the area of responsibility, or provide estimates.

Sets up and maintains record system; processes daily paperwork including work orders, memos, requisitions, and/or personnel information.

Oversees and monitors maintenance and cleaning of equipment for area of responsibility; requisitions new materials and equipment as required.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends staff and other professional meetings to exchange information; attends in-service training and technical or professional classes or seminars to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as trucks using hydraulic pumping equipment, heavy equipment, or light trucks.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of equipment of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for safety or health of others and/or for continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires high school diploma or GED and specialized vocational training or equivalent in vehicle and equipment repair.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Commercial Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires ten years of experience of vehicle (gas and diesel) and equipment repair and maintenance. Five (5) years of supervisory experience. Proficient in Microsoft Word and Excel.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operations of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, intense noise levels, vibration, fumes or noxious odors, moving mechanical parts, electrical shock, and toxic or caustic chemicals.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, and depth perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

12/4/18 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: FIELD SUPERVISOR I**

**FLSA: Exempt**

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to supervise personnel for the assigned department. The position is responsible for staff supervision, planning, training, customer service, equipment, related paperwork, and reporting. The position is also responsible for actions of others, requiring development of procedures and constant decisions affecting subordinate workers, crime victims, patients, customers, clients, or others in the general public; work in a very fluid environment with guidelines but significant variation.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Plans and organizes daily activities for area of responsibility; ensures timely completion of assignments in compliance with City policy, procedures, and safety regulations.

Interacts with customers to provide information, discuss and resolve issues, problems, and complaints relating to the area of responsibility, or provide estimates.

Sets up and maintains record system; processes daily paperwork including work orders, memos, requisitions, and/or personnel information.

Oversees and monitors maintenance and cleaning of equipment for area of responsibility; requisitions new materials and equipment as required.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes or seminars to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Summarizing, tabulating, or formatting data or information in accordance with a prescribed schema or plan, to facilitate the identification and extraction of useful information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuading or influencing others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring moderate instruction and experience such as large shop equipment and machines, firefighting apparatus, protective equipment, gang mowers, tractors, vehicles, police vehicles, or light trucks, firearms, computers, peripherals, medical or dental equipment, software programs such as word processing, spreadsheets, or custom applications, switchboard or may repair power tools and light equipment and office machines.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management of a small division; handling supplies of high value or moderate amounts of money consistent with the operation of a small division.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using basic algebra involving variables and formulas and/or basic geometry involving plane and solid figures, circumferences, areas, and volumes and/or computing discounts and interest rates.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading technical instructions, procedure manuals, and charts to solve practical problems, such as assembly instruction for tools, routine office equipment operating instructions, and methods and procedures for investigations, and in drawing and layout work; composing routine reports and specialized reports, forms, and business letters, with proper format; speaking compound sentences using normal grammar and word form.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform coordinating work involving guidelines and rules, with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressures.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is moderately serious - affects work unit and may affect other units or citizens or loss of life and/or damage could occur and probability is low.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires High School diploma, GED and formal training, special courses or self-education that is equivalent to satisfactory completion of one year of college education or specialized advanced training.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Commercial Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of six months.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Medium to heavy work that involves walking, standing, stooping, lifting, digging, pushing, and raising objects and also involves exerting between 20 to 50 pounds of force on a regular basis and 50 to 100 pounds of force on an occasional basis.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Electrical shock; heights.

Definition: Words where exposure to bodily injury from electrical shock is a possibility such as operating high voltage equipment or repairing electrical generating equipment; or works in high, exposed places with risk of falling such as on power lines or scaffolding.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, and depth perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: FIELD SUPERVISOR II**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to supervise personnel for the assigned department. The position is responsible for staff supervision, planning, training, customer service, equipment, related paperwork, and reporting. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Plans and organizes daily activities for area of responsibility; ensures timely completion of assignments in compliance with City policy, procedures, and safety regulations.

Interacts with customers to provide information, discuss and resolve issues, problems, and complaints relating to the area of responsibility, or provide estimates.

Sets up and maintains record system; processes daily paperwork including work orders, memos, requisitions, and/or personnel information.

Oversees and monitors maintenance and cleaning of equipment for area of responsibility; requisitions new materials and equipment as required.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes or seminars to improve technical or professional skills.

Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.

Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors and strategies needed to bring lasting improvements in service delivery in all business areas.

Works with other directors and senior managers to foster and increase the relationships that exists internally between central services function and other departments.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

## **FIELD SUPERVISOR II**

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Supervises the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items, such as trucks using hydraulic pumping equipment, heavy equipment, or light trucks.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of equipment of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

**FIELD SUPERVISOR II**

Requires high school diploma or GED, and the equivalent of one year of college or specialized vocational training in management or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Commercial Driver’s License.

Fleet & Facilities: Certified Public Fleet Professional through APWA.

Grounds & Parks: Pesticide Applicator’s License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires eight years of related experience. Two years of supervisory experience is required. Proficient computer skills, Microsoft. Experience with computer based financial programs desired.

Fleet & Facilities: Requires skills with a strong emphasis in Fleet and Facilities Maintenance which include the ability to operate and repair machinery and equipment as well as light, medium, and heavy duty vehicles.

Grounds & Parks: Requires skills with a strong emphasis in Grounds and Parks Maintenance. Experience shall include horticulture, urban forestry and turf management including pesticide application.

**AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light to medium work involving standing or walking most of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, intense noise levels, vibration, fumes or noxious odors, moving mechanical parts, electrical shock, heights, traffic, animals/wildlife, and toxic or caustic chemicals.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, and depth perception.

**FIELD SUPERVISOR II**

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

9/12/18 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: FINANCIAL REPORTING & ACCOUNTING MANAGER  
(125)**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position is to manage the preparation of all financial reporting and to manage the day-to-day general accounting operations of the Finance Department, under the general guidance of the Director. Incumbents anticipate and plan for future work programs, determine nature and scope of projects, and make staff assignments.

Responsible for providing assistance in developing and overseeing the administration of policies and procedures and work products. Formulates and communicate goals and policies to subordinates, superiors, and others throughout the City organization. The position has a primary responsibility for ensuring a high degree of accuracy and quality in all financial documents and in developing systems to efficiently and accurately make decisions.

The position is recognized as seasoned and fully proficient accountant and/or financial analyst and financial administrator. Position requires a self-directed and motivated employee. It is distinguished from other Financial Management staff by the overall responsibility for the direction of the financial reporting and general accounting operations of the Finance Department.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Assists the Finance Director in carrying out the functional and operational responsibilities of the department in accordance with sound accounting and financial management principles. Evaluates effectiveness of department policies and procedures and recommends and implements needed changes. Communicates department philosophy, goals, and objectives to subordinate staff.

Organizes, coordinates, and manages the day-to-day activities of subordinate divisions/teams in the Finance Department. Administers budgets, prepares work programs and objectives for the division, trains and supervises employees, oversees selection of employees, conducts performance appraisals, and otherwise administers personnel policies and procedures. May delegate some or all of these duties to subordinate staff.

Serves as liaison for the Finance Department in the provision of financial information and resolution of problems with user departments.

Ensures the accuracy of financial documents in accordance with City, State, Federal laws, and generally accepted accounting principles.

Evaluates the effectiveness and usability of current financial systems; coordinates responses regarding financial information to user departments. Works with the Information Technology staff to design educational sessions to train clients for the use and proper interpretation of financial system products and/or services.

Serves as the primary liaison between the auditor and City staff in order to ensure accurate and consistent data gathering for the annual audit process. Personally handles the more sensitive and most critical issues related to such audits.

Assist with the development of the City's Operating Budget, Capital Investment Program Plan and Comprehensive Annual Financial Report. Oversees the collection, compilation, editing and publishing of official City financial documents. Ensures quality of each document for accuracy and readability.

Monitors the financial status of the Operating Budget and Capital Investment Program to ensure that these plans are not encountering financial difficulties. Identifies, investigates and reports on deviations from financial plans.

Manages the research, analysis, and data gathering for financial policy issues identified by the Finance Director, City Manager, City Council, or other department directors. Oversees the preparation of reports summarizing findings and recommendations.

Promotes the City's Mission to make Dover a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Mission Statement adopted by the City.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Directs others in major events and reports on activities and results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Develops and implements long range plans and programs to support the goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing major losses through the management of a large division or minor department, and/or handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATION REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact – affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Graduation from an accredited four-year college or university with a degree in Accounting or Finance.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

None

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Four or more years of professional related experience in the public sector in areas of accounting, budgeting, purchasing, information systems, cash management or financial management. Two years experience in the administration of business/government financial systems and supervisory responsibility for professional, paraprofessional and support staff. Ability to demonstrate a proven track record of progression in related field.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITY ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: GIS Coordinator**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position is to manage the GIS/Services section of the I/T Department and to coordinate with other departments and agencies, the provisions of related services. The GIS person works with managers, engineers, planning technicians and all other related staff who verify the accuracy of source documents and create and maintain the GIS land base database. Work is performed independently under general supervision of the I/T Director who evaluates work on the basis of results achieved.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Establishes standards across all city departments which will also integrate with other government agencies.

Coordinates client demands for GIS services.

Provides training on GIS opportunities and usage to all departments.

Works with other agencies to ensure cooperation of efforts and integration of results.

Demonstrates continuous effort to improve city wide operations through expanded development of GIS resources.

Negotiates interdepartmental and inter-jurisdictional data agreements to assure development of an accurate GIS with maximum benefits to all users.

Identify when needed and coordinate third party GIS contract work.

Design, build/buy, update, and manage GIS software applications.

Continues self-paced study of GIS application software required for implementation of future City GIS planning.

Gathers and maintains information/data to prepare reports of completed and pending jobs for summary and research purposes.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Compiles, examines, or evaluates data or information and possibly recommends action based on results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; may instruct or assign duties to coworkers.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and complex drafting or GIS software, or software used for programming custom applications.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires some responsibility for achieving economies and/or preventing losses through the handling of or accounting for equipment and supplies.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, plane and solid, rectangular coordinates, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar. Requires the ability and skills to develop and effectively present training initiatives associated with GIS to all levels of employees within the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to graduation from a college or university of recognized standings with major work in business administration, mathematics, civil engineering, GIS and management

information systems. Considerable experience in GIS and spatial data programs and operations. Experience in management and coordination of enterprise-wide GIS systems, databases and applications..

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

See educational requirements.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience with utilities and/or local government.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, and skill, adeptness, and speed in the use of fingers, hands, or limbs on repetitive operation of mechanical or electronic office machines.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: GIS Manager**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of this position is to manage the Geographic Information System (GIS) services for the City of Dover. This position resides in the Public Services Group and will be responsible for the overall development, quality and integrity of the City's enterprise GIS repository as well as the management of all of the city's official data layers. The GIS Manager shall also be responsible for developing and maintaining the enterprise GIS data plans, policies, procedures and guidelines coordinating the development and advocacy of data standards, the development of new layers and will act as the City's ArcSDE Administrator along with ArcGIS Server Administration and Web/Mobile Application Development. Works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Develop, maintain and manage the City's GIS data repository; ensure the integrity, quality and accurate content and structure of data including geo-referenced raster data.

Collect, catalog, clean and verify the accuracy of source, spatial and attribute data.

Ensure Federal Geographic Data Committee (FGDC) compliant metadata for spatial datasets.

Test, analyze and/or recommend available software or other IT architectural components for GIS Infrastructure.

Provide on-site training and support to staff and other GIS users in City Departments.

Meet with local agencies, other City departments, councils and organizations to discuss GIS data issues.

Collaborate with other parties on obtaining accurate and complete information and maximizing resources.

Manage requests for GIS services throughout the City; Identify applications and methods for projects; act as City liaison between, county and state GIS agencies.

Functions as the ArcSDE Administrator.

Functions as ArcGIS Server Administration and Web/Mobile Application Development.

Establishes data and policy standards across all city departments which will also integrate with other government agencies.

Identify needs for, coordinates and manages third party GIS contract work.

Uses self-paced study of GIS application software required for implementation of future City GIS planning.

Gathers and maintains information/data to prepare reports of completed and pending jobs for summary and research purposes.

Organize and host City GIS Directions Group and Users Group meetings.

Serves as the City of Dover's liaison to the Delaware Geographic Data Committee.

Supervises Staff.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division or minor department, and/or handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for the safety and health of others and/or occasional enforcement of standards of public safety and health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced algebra working with exponents and logarithms or linear quadratic equations; analytic geometry; and/or statistics, applying mathematical operations to frequency distribution, reliability and validity, analysis of variance, or correlation techniques.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional publications; composes complex reports and manuals; speaks formally to groups outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to graduation from a college or university of recognized standings with major work in business administration, mathematics, civil engineering, GIS and management information systems. Considerable experience in GIS and spatial data programs and operations. Experience in management and coordination of enterprise-wide GIS systems, databases and applications.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

See educational requirements.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires eight years of related experience in ESRI GIS software and data management.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light to medium work involving standing or walking some of the time, (exerting up to 20 pounds of force on a regular basis), (and considerable skill, adeptness, and speed in the use of the fingers, hands, or limbs in tasks involving close tolerances) .

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Developing new approaches or methodologies to solve problems not previously encountered by analyzing, synthesizing, or evaluating data or information using unconventional or untried methods.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Directing or commanding others by issuing orders and instructions.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring moderate instruction and experience such as computers, software programs such as word processing, spreadsheets, or custom applications.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies or preventing major losses through the management of a highly complex and/or technical department, or through developing and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the mid-level management of the provision of continuous enforcement of the laws and standards of public health or safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using mathematics involving the practical application of fractions, percentages, ratios, and proportions; or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities; descriptive statistics; deductive geometry, plane and solid, and rectangular coordinates; mathematical classifications or schemes.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is severe – affects entire organization.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree or education and training equivalent to four years of college education in business, liberal arts, or any field other than engineering or the hard sciences.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires None.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of eight years.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Medium work that involves walking, standing, stooping, stretching, or lifting all of the time and also involves exerting between 20 and 50 pounds of force or exceptional skill, adeptness, and speed in the use of the fingers, hands, or limbs in tasks involving very close tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Works in environmentally controlled situation such as an office.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

*Updated 2-23-09  
11/05/13 KDH  
02/23/2017 HMF*

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: HUMAN RESOURCES SPECIALIST**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to provide administrative, organizational, and clerical support. The position is responsible for tasks of responsibility for the assigned department. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Prepares and types correspondence, memoranda, documents, bids, reports, spreadsheets, e-mails, insurance claims or other materials observing strict confidentiality; takes and transcribes dictation; performs research as required.

Conducts new employee orientations and assists with supervisory training when needed..

Conducts safety meetings, site inspections, develops safety procedures and other safety initiatives as directed.

Performs accounting tasks such as receivables, preparing bank deposits, journal entries, billing, audit and collection, processing invoices, purchase orders, handling petty cash.

Serves as receptionist, screening telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.

Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings.

Schedules and maintains calendar of appointments for assigned personnel; makes travel arrangements.

Compiles information/data and assists in preparation of departmental budget; reconciles expenses.

Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.

Serves as back up for computer operator; assists with selection and purchasing of computer hardware and software, and maintains database of City computer equipment, where appropriate.

Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.

Maintains inventory of supplies for area of responsibility; requisitions supplies and/or office equipment.

Assists with organization of department- or City-sponsored functions.

Gathers and maintains information/data to support periodic and special reports for the area of responsibility; makes copies and distributes to appropriate personnel/departments.

Attends staff and other professional meetings to exchange information and/or to take minutes; transcribes minutes and distributes to appropriate personnel; prepares meeting agendas as required.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

## **HUMAN RESOURCES SPECIALIST**

Computes or performs arithmetic operations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Speaks with or signals to people to convey or exchange information.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, software programs such as word processing, spreadsheets, or custom applications, scanners, or telephone systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the handling of supplies and equipment of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## HUMAN RESOURCES SPECIALIST

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires high school diploma or GED, and the equivalent of one year of college or specialized vocational training in computer operation and business administration.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of secretarial experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, and considerable dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.



**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: HUMAN RESOURCES COORDINATOR**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to provide human resources services to current employees, retirees, and the public. The position is responsible for benefit administration, training, interpreting policy and procedures, customer service, new employee orientation, and related paperwork. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Performs benefit administration, including worker's compensation, Family Medical Leave Act, COBRA, disability, health, dental, pension, and vision.

Assists with risk management, labor relations, compensation as well as assisting the director/department with any special need or project.

Creating and participating in employee morale and team building ideas and functions.

Teaches supervisor training as required.

Interprets City policies, procedures, and labor contracts; reviews, analyzes, and interprets language, personnel laws, and City policies and procedures to present the situation and a possible solution to the Human Resources Director.

Provides customer service relating to human resources to co-workers, retirees, and the public; provides counseling and advice in accordance with City and state ordinances, regulations, policies, and laws.

Recruits new employees for the City and presents new employee orientation; prepares and processes retirements.

Performs administrative tasks such as preparing correspondence, writing newsletters, or preparing routine or special reports for the area of responsibility.

Interacts with department heads and supervisors to gather information to change or create new personnel policy; makes recommendations to Director.

Attends or conducts staff and other professional meetings to exchange information.

Performs duties associated with staff functions.

Supervises personnel in absence of Director as required.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Compiles, examines, or evaluates data or information and possibly recommends action based on results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, and software programs such as word processing and Excel.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies, or small amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires minimal responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents. Strong math aptitude is preferred.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in business administration, business management, human resources, or a closely related field, or equivalent.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of related experience. Knowledge and experience with Microsoft products is required.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

5/2018 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: HUMAN RESOURCES & SAFETY COORDINATOR**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to provide human resources services to current employees, retirees, and the public. The position is responsible for safety, benefit administration, training, risk management, interpreting policy and procedures, customer service, new employee orientation, and related paperwork. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Performs benefit administration, including but not limited to, Family Medical Leave Act, COBRA, disability, health, dental, pension, and vision.

Teaches supervisor training as required.

Assist with safety meetings and safety activities as requested.

Responsible for risk management to include full management of worker's compensation, Citywide liability insurance claims and citywide insurance procurement.

Interprets City policies, procedures, and labor contracts; reviews, analyzes, and interprets language, personnel laws, and City policies and procedures to present the situation and a possible solution to the Human Resources Director.

Provides customer service relating to human resources to co-workers, retirees, and the public; provides counseling and advice in accordance with City and state ordinances, regulations, policies, and laws.

Recruits new employees for the City and presents new employee orientation; prepares and processes retirements.

Performs administrative tasks such as preparing correspondence, writing newsletters, or preparing routine or special reports for the area of responsibility.

Interacts with department heads and supervisors to gather information to change or create new personnel policy; makes recommendations to Director.

Attends or conducts staff and other professional meetings to exchange information.

Supervises personnel in absence of Director as required.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Compiles, examines, or evaluates data or information and possibly recommends action based on results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, and software programs such as word processing and Excel.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies, or small amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in business administration, business management, human resources, or a closely related field, or equivalent.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**City of Dover**  
**Position Description**

Title: Human Resources Director

FLSA: Exempt

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to direct and oversee the Human Resources Department. The position is responsible for staff supervision, establishing long range plans, developing policy and procedures, managing human resources processes, budgets, evaluating, and reporting. Decision-making almost entire focus of the job, affecting most segments of the organization and the general public; works in a highly dynamic environment, responsible to establish goals, objectives, and policies.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including establishing staff standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy and procedures for human resources management and improvements in consultation with senior management, department heads, and department staff to ensure efficient and fair human resources management processes.

Serves as lead negotiator for labor contracts; conducts research work for labor negotiations; interprets labor contracts, including handling employee grievances and arbitration arising from labor contracts.

Secures proposals and purchases employee fringe benefits, including life, disability, dental, vision, and employee and retiree health insurance; monitors worker's compensation claims and costs of City's self-insured worker's compensation program.

Monitors and researches trends, new methodologies, laws, rules, and City policy to develop or improve human resources management processes.

Develops, presents, and implements departmental budget; oversees and approves expenditures; prepares financial forms and reports.

Secures proposals and purchases City property and liability insurance.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**City of Dover**  
**Position Description**

Title: Human Resources Director  
FLSA: Exempt

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Developing new approaches or methodologies to solve problems not previously encountered by analyzing, synthesizing, or evaluating data or information using unconventional or untried methods.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Directing or commanding others by issuing orders and instructions.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring moderate instruction and experience such as computers, software programs such as word processing, spreadsheets, or custom applications.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies or preventing major losses through the management of a highly complex and/or technical department, or through developing and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the mid-level management of the provision of continuous enforcement of the laws and standards of public health or safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using mathematics involving the practical application of fractions, percentages, ratios, and proportions; or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities; descriptive statistics; deductive geometry, plane and solid, and rectangular coordinates; mathematical classifications or schemes.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

**City of Dover  
Position Description**

Title: Human Resources Director  
FLSA: Exempt

Reading professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is severe – affects entire organization.

**EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree or education and training equivalent to four years of college education in human resources, labor relations or business.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

SPHR preferred.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of eight years.

**AMERICANS WITH DISABILITIES REQUIREMENTS**

**City of Dover**  
**Position Description**

Title: Human Resources Director  
FLSA: Exempt

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Medium work that involves walking, standing, stooping, stretching, or lifting all of the time and also involves exerting between 20 and 50 pounds of force or exceptional skill, adeptness, and speed in the use of the fingers, hands, or limbs in tasks involving very close tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Works in environmentally controlled situation such as an office.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09  
11/05/13 KDH  
2/5/15 KDH



**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Information Technology Director**

**FLSA: Exempt**

**GENERAL DESCRIPTION:**

The essential function of the position within the organization is to oversee and direct the City's information system. The position is responsible for supervising staff, establishing goals, objectives, policy and procedures, planning information system infrastructure and architecture, designing operating processes, managing system operations, evaluating system performance, negotiating for improved system capabilities, and coordinating or reporting on activities to senior management and elected or appointed officials. Decision-making is the main focus of the job, affecting entire organization and surrounding population; works in an unstable environment with frequent and significant changes in conditions.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops policies and procedures in consultation with senior management, staff, and system users to ensure efficient and economical operations; ensures promulgation of policies and procedures to all levels and evaluates to ensure compliance and identify deficiencies.

Conducts needs analysis and consults with information system users to establish long range goals and objectives; monitors and researches trends in information technology, laws, rules, and City policy to develop strategies to achieve long range goals.

Assesses emerging technologies for applicability to City information system needs; develops plans and programs for acquisition; oversees procurement, installation, and achievement of operational status.

Directs major system processes including operations, technical support, user interface, administration, and related activities.

Represents the City on boards or committees involved in information systems planning at the regional or state level; provides advice and assistance to City business technology planning efforts.

Monitors information system operating parameters and performance indicators to assess system performance levels; consults with system users on adequacy and timeliness of information services; takes corrective action when system deficiencies are identified.

Oversees administrative matters such as developing budgets, administering expenditures, conducting special studies, preparing routine or special reports, developing and administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Developing new approaches or methodologies to solve problems not previously encountered by analyzing, synthesizing, or evaluating data or information using unconventional or untried methods.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Counseling and instructing/training others through explanation, demonstration and supervised practice or making recommendations based on technical expertise.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Establishing long range plans and programs, identify funding sources, allocate funds for, and implement long range capital improvements, major construction projects, major equipment, rolling stock, and new technology systems which support goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving wide-spread economies and/or prevent losses through the management of highly complex and/or technical department, or through development and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the mid-level management of the provision of continuous enforcement of the laws and standards of public health or safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using algebraic calculus using such factors as limits, real number systems, mean values; algebraic functions including very complex functions; inferential statistics and econometrics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading scientific and technical journals, abstracts, financial reports, and legal documents; speaking before professional and civic groups, participating in panel discussions and speaking extemporaneously on a variety of subjects; writing complex articles, reports, and developing presentations for sophisticated audiences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Perform work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist; Requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is severe - affects entire organization, other activities/organizations, the general public, and a wide geographic area of loss of life and/or damage could occur and is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree in engineering or the hard sciences such as architecture, chemistry, geology, biology, mathematics, or physics or a Master's degree in Liberal Arts, Information, or Fire Science.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires None.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over ten years.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Sedentary work that involves walking or standing most of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

Bright/dim light; Dusts and pollen

Definition: Works in dimly lit areas such as crawl spaces, outdoors in bright sunlight, or in other situations where excessively bright or dim light conditions prevail; or works in outdoor or indoor areas under dusty conditions or outdoor areas with pollen producing vegetation prevalent.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Updated 2-23-09

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: INSPECTOR III**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to perform and oversee inspections for code compliance. The position is responsible for supervising staff, planning, training, performing inspections, reviewing plans, code compliance, permits, licenses, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Performs review of commercial and residential building plans to ensure compliance with applicable codes and ordinances.

Performs field inspections on buildings and such systems as fire protection, plumbing, and HVAC for code/ordinance compliance.

Performs periodic review of permits and licenses to ensure currency of same.

Reviews sprinkler system and fire protection plans; performs testing of fire systems; conducts fire investigations.

Interacts with the general public, architects, and engineers to provide code-related information regarding such matters as zoning, licensing, fire protection, or building construction, and to assist with resolution of issues/complaints.

Sets up and maintains record system; processes daily paperwork including follow-up and other reports, memos, and personnel information; prepares correspondence as required.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Stays abreast of changes in codes and ordinances affecting area of responsibility and educates staff in same.

Oversees and assists with maintenance of equipment of responsibility.

Attends or conducts meetings with staff, architects, engineers, the general public, and other professionals to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.

### **INSPECTOR III**

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view; enforces laws, rules, regulations, codes, and ordinances.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, faxes or other office equipment, vehicles, or cameras and video equipment.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for equipment, materials, or supplies.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the mid-level management of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

### **INSPECTOR III**

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact - affects most units in organization, and may affect citizens; probability of loss of life and/or damage are likely.

#### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or vocational school education in construction, architecture, engineering, fire science, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License, and job-specific certification.  
Requires national certification (BOCA, ICC or equivalent) in at least one of the following major areas of responsibility: Basic building code; plumbing code; mechanical systems; fire protection systems; property maintenance.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

#### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, fumes or noxious odors, heights, violence, traffic, and explosives.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

## **INSPECTOR III**

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: LIBRARY DIRECTOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct operations of the Dover Public Library. The position is responsible for staff supervision, planning, training, budget, policy, procedures, the facility, library materials, and reporting. The position develops and implements programs within organizational policies; reports major activities to executive level administration through conferences and reports. This position is responsible for actions of others require development of procedures and constant decisions affecting subordinate workers, crime victims, patients, customers, clients, or other in the general public; work in a very fluid environment with guidelines but significant variation.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Oversees a comprehensive library program, including technology and material services, children and youth services, adult services and programming, and circulation functions.

Supervises and participates in development and administration of the library budget; directs the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures.

Develops, plans, and implements library goals and objectives; recommends and administers policy and procedures.

Oversees and participates in the acquisition and maintenance of library materials; oversees maintenance of the library facility and equipment.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Performs public relations work with the media, the general public, various organizations and agencies, and public officials to create awareness of library programs and resources.

Assists the public at the public service circulation and reference desks as required.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizing or integrating analysis of data or information to discover facts or develop knowledge or interpretations; changes policies, procedures, or methodologies based on new facts, knowledge, or interpretations.

**PEOPLE RESPONSIBILITY:** *People refer to individuals who have contact with or are influenced by the position.*

Counseling or instructing/training others through explanation, demonstration and supervised practice or making recommendations based on technical expertise.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring little or no prior experience such as shovels, picks, mops, brooms, copiers, calculators, kitchen equipment or similar small items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving widespread economies and/or preventing losses through the development and administration of organization-wide programs and policies that impact the operations of two or more major departments or three or more minor department, or for providing legal counsel to the elected officials.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the safety and health of others and/or for continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses mathematics involving the practical application of fractions, percentages, ratios and proportions, or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities, descriptive statistics; deductive geometry, plan and solid, and rectangular coordinates; mathematical classifications or schemes.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is extremely serious-affects entire organization and impacts other activities/organizations and the general public or loss of life and/or damage could and is highly likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refer to job specific training and education required for entry into the position.*

Requires ALA accredited Master of Library Science Degree.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refer to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of eight years of Library experience.

## **AMERICANS WITH DISABILITIES ACT REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of fingers, hands or limbs or repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *An unavoidable hazard refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refer to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

02/23/09 MAG REPORT

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: LINE CREW SUPERINTENDENT**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct operations of the Transmission and Distribution Department. The position is responsible for supervising staff, planning, project development and management, training, policy, procedures, safety regulation compliance, equipment, budget, and reporting. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports. Decision-making is a significant part of job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.

Responsible for project development and management. Ensure projects are completed to expectations, including budget and ensuring scheduled guidelines are met or exceeded. Project to focus on safety, EPA guidelines, quality, procurement, cost management, schedule management, work performance and overall progress against original plan.

Directs, oversees, and instructs apprentice training.

Develops, presents, and implements annual budget; oversees and approves expenditures; prepares financial forms and reports.

Develops and implements policy and procedures for area of responsibility; enforces and interprets same for staff as required.

Maintains specifications and contracts for various out source services; assists in substation maintenance and design.

Oversees and ensures adequate inventory of departmental equipment and supplies; maintains specifications for electrical equipment, and prepares specifications for fleet replacements.

Performs administrative tasks such as preparing payroll, developing and maintaining schedules for the electrical system, or managing correspondence and records.

Gathers and maintains information/data to support periodic and special reports documenting activities and projects for area of responsibility.

## **LINE CREW SUPERINTENDENT**

Interacts with departmental personnel, other agencies, outside organizations, and Dover citizens to provide information, assist with resolution of issues, or investigate problems or complaints.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizing or integrating analysis of data or information to discover facts or develop knowledge or interpretations; changes policies, procedures, or methodologies based on new facts, knowledge, or interpretations.

**PEOPLE RESPONSIBILITY:** *People refer to individuals who have contact with or are influenced by the position.*

Supervising or leading others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring little or no prior experience such as shovels, picks, mops brooms, copiers, calculator, kitchen equipment or similar small items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for achieving major economies or preventing major losses through the management of a highly complex and/or technical department, or through developing and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for application and interpretation of the policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced calculus using such factors as limits, real number systems, mean values; algebraic functions including very complex functions; inferential statistics and econometrics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

## **LINE CREW SUPERINTENDENT**

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact decisions is extremely serious- affects entire organization and impacts other activities/organizations and the general public or loss of life and/or damage could occur and is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refer to job specific training and education required for entry into the position.*

Requires Associate's degree in business management, public administration, finance, accounting, or closely related field or specialized training that is equivalent to satisfactory completion of two years of college education. A bachelor's degree is preferred.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Commercial Driver's License. A State of Delaware Journey Lineman certification is preferred.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of ten (10) years related experience. Requires a minimum of five (5) years of progressive management experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to vibration; or fumes or noxious odors.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

## **LINE CREW SUPERINTENDENT**

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

02/23/09 MAG REPORT  
9/28/18 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: METER CREW LEADER**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to plan and oversee meter reading activities. The position is responsible for supervising assigned personnel, planning, scheduling, training, maintaining records, public education, customer service, and related paperwork. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises assigned personnel, including, training, assigning and evaluating work, counseling, disciplining, and tracking employee sick, vacation, and personal time.

Develops and maintains computer records and programs for meter testing and meter programming of remote meter reading and data acquisition devices.

Develops spreadsheets for special billings and recording applications; develops and maintains databases for meter history, meter tests, work orders, meter treaters, and junked meters.

Monitors commercial accounts to ensure compliance of meter readings with rate tariffs; interacts with commercial accounts to provide information/advice and resolve issues, problems, or complaints.

Assists with preparation of annual budget; creates and modifies rate tariffs; negotiates contracts.

Prepares lists to schedule all meters for testing.

Develops and conducts safety and conservation presentations for schools, businesses, civic groups, home and trade shows, festivals, or other groups and events; conducts programs of responsibility.

Performs clerical tasks such as data entry, creating spreadsheets, creating and maintaining record systems, faxing, telephoning, and photocopying.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; instructs or assigns duties to departmental personnel.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software used for programming custom applications or other complex software; may involve installation and testing.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management or handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or vocational school education in computer operation, business management, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating machines, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, and traffic.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: PARKS AND RECREATION DIRECTOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct the City's Parks and Recreation department. The position is responsible for supervising staff, establishing goals, objectives, policy and procedures, planning, managing recreational activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports. Decision-making a major part of job, affecting the general public; works in a dynamic environment, responsible to develop policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.

Responsible for parkland planning and management; includes, proper maintenance for parks and recreational facilities, grounds and ball fields.

Carries out comprehensive research for available grants. Completes the grant application, clearly and effectively.

Visits park sites for project status review or equipment evaluation; directs construction, management and maintenance of department's physical resources including parks, buildings, and other recreational facilities; and establishes priorities, policies, and procedures to ensure an acceptable level of maintenance and repair.

Oversees department's capital improvement projects; assists with design for facilities; recommends selection of consulting firms; and negotiates and administers contracts with consultants, engineers, architects, or other service providers.

Establishes and maintains partnerships and effective working relationships with other departments, agencies, community groups, schools, state and federal agencies and professional organizations; and collaborates with parties to maximize resources to meet the community needs.

Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.

Directs departmental activities, including recreational center and programs, park events, inspections and evaluations, safety, marketing of park programs including the website, recreation brochure and social media.

Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to park and recreational services.

Represents the City on regional and local boards or committees and at meetings concerning parks and recreation issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant park and recreation issues or programs.

Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, preparing departmental CIP, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizing or integrating analysis of data or information to discover facts or develop knowledge or interpretations; changes policies; procedures, or methodologies based on new facts, knowledge, or interpretations.

**PEOPLE RESPONSIBILITY:** *People refer to individuals who have contact with or are influenced by the position.*

Counseling or instructing/training others through explanation, demonstration and supervised practice or making recommendations based on technical expertise.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines with little or no prior experience such as copiers, calculators and similar small items. Must be proficient with a computer.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Responsibility and opportunity for achieving widespread economies and/or preventing losses through the management of a department that has an organization-wide impact or significant impact on the general population.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for safety or health of others and/or for continuous enforcement of the laws and standards of public health and safety.

Ensures department programs and services provide for safety and well-being of employees, program participants, and general public.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using mathematics involving the practical application of fractions, percentages, ratios and proportions; or measurements, may use algebraic solutions of equations and inequalities.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports.

Effectively responds to public inquiries and resolves complaints.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, and close attention for accurate results and frequent exposure to unusual pressures.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is extremely serious – affects entire organization and impacts other activities/organization and the general public.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refer to job specific training and education required for entry into the position.*

Requires a bachelor's degree in recreation, physical education, public administration or related field. A master's degree is preferred.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refer to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Valid driver's license. Evidence of a good driving record.

Certified Park and Recreation Professional (CPRP) desired.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of eight years of related experience. Experience shall be of progressive responsible in recreation, park management, or a related field including 5 years of senior management experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Ability to attend evening and weekend meetings.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refer to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refer to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

The job description does not constitute an employment agreement between the City and the employee and is subject to change by the City as the needs of the City and the requirements of the job change.

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**CITY OF DOVER**

**POSITION DESCRIPTION**

**TITLE: PAYROLL SPECIALIST**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to coordinate, lead and perform complex clerical accounting work within the Payroll section to ensure timely and accurate payment for all of the City's payroll obligations. Performs related and other work as required, all within the context of the City's Mission.

The position requires working knowledge of modern financial record keeping principles, procedures, methods, and terminology pertinent to municipal accounting office, including complex computerized financial systems; of related general clerical filing, indexing, and cross-referencing methods and procedures. Must have working knowledge of preparation and filing procedures for federal and state quarterly and annual payroll reports. Must be familiar with benefit maintenance, reconciliation, premium payment, and reporting procedure.

Ability to interpret, and explain policies and procedures pertaining to the work including reports produced by data processing equipment; to use expenditure and revenue code procedures; to understand and reconcile payroll records; to balance and reconcile accounts; to perform machine calculations with speed and accuracy; to do complex clerical work; to provide lead direction and training to others; to carry out oral and written instructions; and to establish and maintain cooperative relationships with those encountered in the course of work.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Coordinate the process of the generation, reconciliation and recording of the biweekly payroll and ensure appropriate wage/benefit cost distribution for general ledger purposes.

Monitors status of events; performs necessary coordination, adjustments to schedules, intervention, and assignments.

Prepares journal entries to accurately record all payroll transactions and prepare justifications and make recommendations for the adjustment of journals or transfer of entries to make revenue or expenditure corrections.

Prepare Quarterly and Yearly reports to Federal and State Agencies. Researches and solves a variety of problems related to assigned activity.

Maintain the process for history files for employees for salary and benefits, including authorized payroll deductions; maintain accounting records to reflect personnel transactions and position control such as changes in pay rates, classification or departmental assignment, new hires, and separations from payroll; reconciles details records of employee earnings, deductions and leave usage. Respond to employee inquiries regarding pay calculations, posting errors, vacation extension, cash outs, and W4 processing.

Provides information and assistance to other City personnel and the general public regarding applicable departmental policies, rules and procedures. Works closely with management of City departments, interpreting financial policy, providing recommendations, and solving financial problems of a complex and/or sensitive nature.

Posts, computes, compares and balances a variety of financial, accounting, and statistical information.

Coordinates work flow; provides assistance and training to other clerical accounting employees; and, as assigned, provides backup support during periods of vacation and illness.

Interprets computer reports related to assigned activities.

Maintains desk manuals of procedures and practices related to assigned activities.

Plans, prioritizes and assigns work to supporting staff.

Responsible for the auditing and verification of time sheets for accuracy and compliance with various policies, procedures and FLSA.

Promotes the City's Mission to make Dover a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Mission Statement adopted by the City.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Compiles, examines, or evaluates data or information and possibly recommends action based on results.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view. Maintains harmonious relationships with City personnel and assist with payroll benefits and deductions.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Supervises the handling of machines, tools, equipment, or work aids involving extensive latitude or judgment regarding attainment of standard or in selecting appropriate items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division or minor department, and/or handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses basic algebra calculating variables and formulas, and/or basic geometry, calculating plain and solid figures; my compute discounts, interest, ratios, and proportions, and percentages.

**COMMUNICATION REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads technical instructions, charts, and/or procedure manuals, composes routine reports and complete job forms; speaks compound sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Associates Degree in Accounting or at least one year of college level accounting courses with five years experience in payroll procedures, payroll taxes, and accounting principles.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required entering the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Five years of bookkeeping or statistical recordkeeping experience, preferably including responsibility for providing work direction in municipal accounting operations with two of the four years of experience in the payroll function.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time; exerting up to 20 pounds of force on a regular basis; requires moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.

Works in environmentally controlled area such as an office.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refer to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITY ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: PLANNING AND COMMUNITY DEVELOPMENT DIRECTOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct the City's Planning and Inspections Department (Building Inspections, Licensing and Permitting, Fire Marshal's Office) and Parks and Recreation Department. The position is responsible for supervising staff, establishing long range plans, developing goals, objectives, policy and procedures, managing planning and inspections and parks and recreation activities, events and programming, preparing budgets, managing revenues and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports. Decision-making is the main focus of job, affecting entire organization and surrounding population; works in an unstable environment with frequent and significant changes in conditions.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, and department heads.

Monitors and researches trends, studies, statistics, new methodology and technology, laws, rules, and City policy to develop and enhance City planning and inspection processes and activities; monitors and interprets codes and ordinances for enforcement.

Directs planning activities including developing comprehensive and multi-year plans, coordinating local and regional planning, drafting planning ordinances or resolutions, monitoring federal or state laws and programs to coordinate functional or special planning, and other management functions to foster planned and coordinated growth and development.

Plans and manages inspection operations by coordinating with other departments, senior management, and staff, reviewing or scheduling work requirements, evaluating progress, and recording significant events and activities.

Oversight of development, implementation and promotion of recreation programming. Ensure the needs of the local community are being served.

Monitor park location and equipment to ensure a safe environment for visitors is provided and meeting the requirements of environment standards.

Works with other departments to prioritize and plan capital improvements to the City's park system, and coordinate capital projects.

## **PLANNING AND COMMUNITY DEVELOPMENT DIRECTOR**

Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to planning and inspection services.

Represents the City on regional and local boards or committees and at meetings concerning planning and inspection issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant planning and inspection issues or programs.

Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, forecasting and managing revenues, conducting special studies or inspections, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Planning or directing others in the sequence of major activities and reporting on operations and activities which are very broad in scope.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Negotiating, exchanging ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring moderate instruction and experience such as large shop equipment and machines, firefighting apparatus, protective equipment, gang mowers, tractors, vehicles, police vehicles or light trucks, firearms, computers, peripherals, medical or dental equipment, software programs such as word processing, spreadsheets, or custom applications, switchboard or may repair power tools and light equipment and office machines.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for achieving major economies or preventing major losses through the management of a highly complex and/or technical department, or through developing and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced calculus using such factors as limits, real number systems, mean values; algebraic functions including very complex functions; inferential statistics and econometrics.

## **PLANNING AND COMMUNITY DEVELOPMENT DIRECTOR**

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; speaking before professional and civic groups, participating in panel discussions and speaking extemporaneously on a variety of subjects; writing complex articles, reports, and developing presentations for sophisticated audiences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions impact is severe-affects entire organization, other activities/organizations, the general public, and a wide geographic area or loss of life and/or damage could occur and is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Master degree in a professional field such as planning, public administration, business administration, or closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires American Institute of Certified Planners certification.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of eight years experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Sedentary work involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to bright/dim light; dusts and pollen.

**PLANNING AND COMMUNITY DEVELOPMENT DIRECTOR**

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

02/23/09 MAG Report  
3/25/13 Consolidation of duties

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: PLANNING AND INSPECTIONS DIRECTOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct the City's Planning and Inspections Department. The position is responsible for supervising staff, establishing long range plans, developing goals, objectives, policy and procedures, managing planning and inspections activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, and department heads.

Monitors and researches trends, studies, statistics, new methodology and technology, laws, rules, and City policy to develop and enhance City planning and inspection processes and activities; monitors and interprets codes and ordinances for enforcement.

Directs planning activities including developing comprehensive and multi-year plans, coordinating local and regional planning, drafting planning ordinances or resolutions, monitoring federal or state laws and programs to coordinate functional or special planning, and other management functions to foster planned and coordinated growth and development.

Plans and manages inspection operations by coordinating with other departments, senior management, and staff, reviewing or scheduling work requirements, evaluating progress, and recording significant events and activities.

Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to planning and inspection services.

Represents the City on regional and local boards or committees and at meetings concerning planning and inspection issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant planning and inspection issues or programs.

Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies or inspections, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Conducts research to discover new methodologies or to find solutions for unresolved problems.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Mentors others by advising, counseling, or guiding them regarding problems that may be resolved by legal, scientific, clinical, spiritual, or other professional principles.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Develops and implements long range plans and programs to support the goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of a moderate sized department, authorizing expenditures of large amounts of money or supervising the purchasing of high value materials, supplies and equipment.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Serves as the head of an agency or department that has primary responsibility for the enforcement of public safety laws.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; makes presentations to professional groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with severe impact - affects entire organization, other activities/organizations, the general public, and a wide geographic area; loss of life and/or damage is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in planning, construction, engineering, architecture, business administration, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires American Institute of Certified Planners certification.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over eight years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and some dexterity in operating machines, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: PROGRAMMER ANALYST**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to perform systems analysis and design and create complex computer applications. The position is responsible for programs of responsibility, preparing reports, and user training and support. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Performs systems analysis and design of computer applications to maximize efficiency of software utilization.

Codes and tests computer applications to provide solutions to business needs.

Performs system and user documentation to educate users in proper software usage.

Troubleshoots in-house and third-party software applications to allow reliable software operation.

Plans and implements computer software changes and upgrades to keep systems current and ensure continuity.

Serves as liaison with third-party software vendor to resolve problems and increase efficiency of software usage.

Performs in-house formal and one-on-one training/instruction to educate users on computer-related concepts.

Continues self-study of technical manuals and periodicals to stay current with technology and emerging trends.

Provides security administration to control access to computer applications; serves as mentor and consultant to operator and other programmers to analyze problems and suggest solutions.

Maintains logs and records for the area of responsibility; prepares routine and special reports as required.

Attends staff meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; may instruct or assign duties to coworkers.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software used for programming custom applications or other complex software or systems; involves installation and testing.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of large amounts of data.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and training material using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with extremely serious impact - affects entire organization and impacts other activities/organizations and the general public.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to a bachelor's degree in computer science, computer programming, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and considerable dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Public Affairs Coordinator  
March 2007**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to serve primarily as the public and media relations coordinator for the purpose of creating positive communications with the media and citizens. This position is responsible for addressing and resolving complaints and compliments received that effect the City of Dover.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position.*

Primary point of contact with citizens and other departments to provide information/assistance and resolve issues and complaints and operates Customer Relations Tracking Software.

Prepares newsletters, city calendars, media correspondences or news releases and other public communications.

Website quality control monitoring. Monitors the City's website as appropriate and submits suggested improvements to all departments.

Special events quality control monitoring and support. Supports city events by providing with appropriate assistance and guidance to department heads for events such as Old Dover Days, African American Festival, 55 Expo and etc.

Gathers and maintains information/data to prepare periodic and special reports for the area of responsibility. Responsible for administrative and clerical support of position.

Provides public relations training for appropriate city personnel.

Attends staff, committee, civil and other professional meetings to create a positive image of the City of Dover.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Speaks with or signals to people to convey or exchange information.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software programs such as word processing and spreadsheets.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of supplies and equipment of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Read journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization. Ability to speak in public is required.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Professional certification, an associate's degree or equivalent relating to communication, marketing and/or public relations.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

#### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

#### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**PUBLIC SERVICES MANAGER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct the Department of Public Service. The position is responsible for supervising staff, establishing long range plans, developing policy and procedures, managing departmental activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. The position formulates long range goals for the organization; develops policy and position papers and negotiates with chief administrative officer and/or elected officials. Decision-making almost entire focus of job, affecting most segments of the organization and the general public; works in a highly dynamic environment, responsible to establish goals, objectives and policies.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.

Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.

Directs departmental activities, including general engineering, grounds ,street maintenance, drainage, highway and bridge construction, solid waste collection, planning , inspections, and evaluations, contingency planning, safety, and other activities, processes, or programs.

Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to public works services.

Represents the City on regional and local boards or committees and at meetings concerning public works issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant public works issues or programs.

Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, preparing departmental CIP, managing correspondence and records, reviewing contracts and bills, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Planning or directing others in the sequence of major activities and reporting on operations and activities which are very broad in scope.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Counseling or instructing/training others through explanation, demonstration and supervised practice or making recommendations based on technical expertise.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Supervising the activities of those operating or repairing complex machinery or equipment that requires extended training and experience; may involve development, installation and testing. Span of control and scope of operations is extensive involving a large number of facilities.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving wide-spread economies and/or preventing losses through the management of a department that has an organization-wide impact or significant impact on the general population, or the supervision of a staff of attorneys.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for application and interpretation of the policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses mathematics involving the practical application of fractions, percentages, ratios and proportions; or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities; descriptive statistics; deductive geometry, plane and solid, and rectangular coordinates; mathematical classifications or schemes.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading and interpreting professional materials involving advanced bodies of knowledge related to politics, economics, technology, law, medicine, and other complex disciplines; writing extremely complex papers and reports; speaking to high level scientific, political, economic, legal medical, or other such groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of principles of logical thinking, scientific, medical, or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions impact is severe-affects entire organization, other activities/organizations, the general public, and a wide geographic area or loss of life and/or damage could occur and is highly likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Master of Science degree in a professional or scientific field such as physics, engineering, geology or closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License and Professional Engineer License or another comparable license.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum eight years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light to medium work that involves walking or standing virtually all of the time and also involves exerting between 20 and 50 pounds of force on a regular and recurring basis or considerable skill, adeptness and speed in the use of the fingers, hands or limbs in tasks involving close tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed bright/dim light; dusts and pollen.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and depth perception.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

02/23/09 MAG Report

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: PUBLIC WORKS DIRECTOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct the Department of Public Works. Divisions include Sanitation, Streets, Grounds, Facilities Management, Fleet, Water, Wastewater, Water Treatment, Construction and Engineering. The position is responsible for supervising staff, establishing long range plans, developing policy and procedures, managing departmental activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. Decision making is a major part of the position, affecting a major segment of the organization and the general public; works in a dynamic environment, responsible to develop policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.

Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.

Directs departmental activities, including street maintenance, drainage, highway and bridge construction, solid waste collection, water treatment and distribution, sewer collection, inspections and evaluations, contingency planning, safety, and other activities, processes, or programs.

Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to public works services.

Represents the City on regional and local boards or committees and at meetings concerning public works issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant public works issues or programs.

Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, preparing departmental CIP, managing correspondence and records, reviewing contracts and bills, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; modifies policies, procedures, or methodologies based on findings.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Negotiating, exchanging ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions or solutions.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Establishing long range plans and programs, identify funding sources, allocate funds for, and implement long range capital improvements, major construction projects, major equipment, rolling stock, and new technology systems which support goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving wide-spread economies and/or preventing losses through the management of a department that has an organization-wide impact or significant impact on the general population.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility and authority for the development of policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using algebra working with such factors as exponents, logarithms, linear and quadratic equations; concepts or analytic geometry, differentiation and integration of algebraic functions; statistics applying such functions as frequency distribution, reliability, validity and correlation techniques; finance and economics using financial and econometric models.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex reports; makes presentations to professional and civic groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of principles of logical thinking, scientific, or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with severe impact - affects entire organization, other activities/organizations, the general public, and a wide geographic area; loss of life and/or damage is highly likely.

#### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in-civil engineering, or a closely related field. Master's degree in Business, Public Administration or Engineering preferred.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License and Professional Engineer License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over eight years of related experience.

#### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating machines, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and depth perception.

#### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

10/26/12 KDH

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: PUBLIC WORKS OPERATIONS MANAGER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to manage and oversee the nonengineering functions of the Department of Public Works. The position is responsible for supervising staff, establishing and executing long range plans, developing policy and procedures, managing departmental activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management. The position assists with the formulation of long range goals for the department; develops policy and position papers.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops goals, objectives, policy and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.

Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.

Directs departmental activities, including street drainage maintenance, solid waste collection, beautification of grounds, right of way maintenance, contingency planning, safety, and other activities, processes, or programs.

Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to non-engineering public works services.

Represents the City on regional and local boards or committees and at meetings concerning public works issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant public works issues or programs.

Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, preparing departmental CIP, managing correspondence and records, reviewing contracts and bills, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; modifies policies, procedures, or methodologies based on findings.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Develops and implements long range plans and programs to support the goals and objectives of the organization.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving wide-spread economies and/or preventing losses through the management of a department that has an organization-wide impact or significant impact on the general population.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility and authority for the development of policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced algebra working with exponents and logarithms or linear quadratic equations; analytic geometry; and/or statistics, applying mathematical operations to frequency distribution, reliability and validity, analysis of variance, or correlation techniques.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex reports; makes presentations to professional groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of principles of logical thinking, scientific, or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with severe impact - affects entire organization, other activities/organizations, the general public, and a wide geographic area; loss of life and/or damage is highly likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in business management, civil engineering, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires over eight years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating machines, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and depth perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: PURCHASER**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to plan and oversee procurement activities for the City. The position is responsible for staff supervision, planning and directing the negotiation, awarding, and administration of purchase orders, contracts, and agreements, and preparing reports. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Prepares and submits bids for City materials, supplies, and equipment; assists other departments with special bids and bid projects.

Compiles and organizes information/data and assists Director with preparation of budgets, reports, and graphs.

Manages such tasks as creating purchase orders, entering stock item material receipts into computer database, and ordering inventory stock as required.

Consults with vendor representatives in order to assess capacity and ability to provide required goods and services and on other purchasing-related matters.

Represents the City before municipal, civic, and other groups and individuals regarding purchasing activities.

Sets up and maintains record system; processes daily paperwork including reports, memos, requisitions, purchase orders, specifications, agreements, and personnel information.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

Provides supervisory and managerial skills required in the receipt, handling and storage of stocks to ensure proper storage of supplies and equipment.

Monitor, develop, and implement procedures necessary to ensure supply and equipment inventories are maintained at sufficient levels.

Operates and maintains the warehouse and storage facilities of the City and maintains records to ensure the proper inventory of stocks and supplies.

Responsible for directing efficient, accurate, and cost effective receiving, storage, picking and inventory of all stores.

Manages in house courier and mail services.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, software programs such as word processing, fax, complex copiers, or telephone systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of large amounts of money, supervising the purchasing of high value materials, supplies and equipment.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility for the safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with very serious impact - affects entire organization and the general public.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or specialized vocational training in purchasing or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating machines, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: RECORDS MANAGEMENT COORDINATOR**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to provide for the implementation and maintenance of the City Records Management Policy, which includes the maintenance, storage, retrieval, retention, and disposal of City documents. This position receives minimal supervision; considerable judgment is required to make independent routine decisions consistent with City and departmental policies and procedures. Responsible for actions of others, requiring almost constant decisions affecting coworkers, crime victims, patients, customers, clients or others in the general public; work in a moderately fluid environment with guidelines and rules, but frequent variations from the routine.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Answers telephone, providing routine information, directing callers to appropriate personnel, or taking and relaying messages.

Engages in the maintenance, storage, retrieval, retention, and disposal of records and files.

Assists in the preparation and maintenance of Council and Committee related materials and other documentation requiring strict confidentiality.

Plans, organizes, and maintains the records for the City, working directly with each department's assigned records officer.

Monitors, reviews, and evaluates the work of City staff engaged in records maintenance to ensure conformance with City policies and state and federal laws.

Responsible for handling requests of the Mayor, Council, staff, and citizens with regards to researching records for information.

Assists in developing training schedules, record retrievals, and destruction of records in accordance with legal requirements.

Coordinates optical imaging system activities and manual record keeping functions.

Develops and implements record keeping procedures for the maintenance and control of records, and reviews and audits files for accuracy.

Responsible for working with other departments with records retention, including having their records incorporated into an imaging system, meeting archiving requirements, and records disposition.

Maintains manual and computer records and develops a variety of operational reports.

Acts on behalf of the City Clerk for assurance in retention schedule compliance of all city records and when archiving requirements have been met, assists in the disposition of records.

Analyzes, interprets, and verifies applicability of laws, rules, and standards and communicates with appropriate staff/officials to ensure proper interpretation and requests corrected documentation when there are discrepancies.

Evaluates and analyzes records systems, making recommendations for new/revised policies, procedures, goals, projects, and priorities.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Summarizing, tabulating, or formatting data or information in accordance with a prescribed schema or plan, to facilitate the identification and extraction of useful information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Speaking or signaling to people to convey or exchange information of a general nature.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring brief instruction or experience such as hand and power tools, buffers, floor polishers, vacuum sweepers, outdoor hand-held power equipment, small mowers, commercial kitchen equipment, computers for data entry, fax, complex copiers, phone systems, and other similar equipment, services office machines including such actions as adding paper and changing toner.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies, or small amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires some responsibility for the safety and health of others and/or for occasional enforcement of the standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using addition and subtraction, multiplication, and division, and/or calculating ratios, rates and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading technical instructions, procedures manuals, and charts to solve practical problems such as assembly instruction for tools, routine office equipment operating instructions, and methods and procedures for investigations, and in drawing layout work; composing routine reports and specialized reports, forms, and business letters, with proper format; speaking compound sentences using normal grammar and word form.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is moderately serious-affects most units in organization, and may affect citizens or loss of life and/or damage could occur and probability is likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires high school diploma or GED, and formal training, special courses or self-education that is equivalent to satisfactory completion of one year of college education or specialized advanced trained.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refer to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of six months of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refer to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: RECREATION CENTER COORDINATOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to plan, organize, and oversee the operation of the John W. Pitts Recreation Center (JWP). The position is responsible for supervising assigned personnel, program and event planning, training, policy, procedures, and reporting. The position develops and implements programs within organizational policies; reports major activities to executive level administration through conferences and reports.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Assists with development, organization, promotion, and implementation of recreational programs and special events.

Coordinates events and programs; secures/schedules and sets up/prepares facilities or fields; orders and prepares required supplies, materials, and equipment.

Recruits, trains, and supervises volunteers to assist with programs and events.

Performs routine office tasks such as typing letters or brochures, filing, faxing, telephoning, and photocopying.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Oversees the daily operations of Recreation Center.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Computes or performs arithmetic operations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, and software programs such as word processing or spreadsheets.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of equipment and supplies of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to a bachelor's degree in business administration, recreation, public relations, or a closely related field.

Sports Management.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light to medium work involving standing or walking most of the time, exerting up to 20 pounds of force on a regular basis, and up to 50 pounds of force on an occasional basis; requires moderate dexterity in operating machinery, tools, and office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat/cold, wet or humid conditions, bright/dim lights, dust or pollen, and traffic.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, and depth perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: Senior City Administrator**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to assist the City Manager with the oversight and directing of operations for the City of Dover. The position is responsible for assisting the City Manager with long range planning, development of policy, procedures and projects, preparing budgets, strategic plans and performance management, and for evaluating, documenting, and reporting on events and activities for the area of responsibility. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports. Decision-making almost entire focus of job, affecting most segments of the organization and the general public; works in a highly dynamic environment, responsible to establish goals, objectives and policies.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. May be assigned additional duties by City Manager as required.*

Supervises assigned staff, including assisting with establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Assists with strategic planning goals, objectives, and performance measurement.

Assists with the development and implementation of policies, procedures, and projects in consultation with City Manager, senior management, department heads, and department staff.

Performs long and short range planning for the City in collaboration with the City Manager and City Council, participating in development and implementation of new programs and services to support and encourage the City's growth and development.

Advises and consults with elected and appointed officials, commissions, department heads, staff agencies, civic or private groups, individuals, and others on issues, problems, strategies, policies, and procedures related to City services.

Represents the City on regional and local boards or committees and at meetings concerning City issues as directed; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant City issues or programs.

Assists with and/or directs administrative matters such as developing and reviewing City budgets, administering expenditures, developing and recommending City CIP, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizing or integrating analysis of data or information to discover facts or develop knowledge or interpretations; changes policies, procedures, or methodologies based on new facts, knowledge, or interpretations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Negotiating, exchanging ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring moderate instruction and experience such as large shop equipment and machines, firefighting apparatus, protective equipment, gang mowers, tractors, vehicles, police vehicles or light trucks, firearms, computers, peripherals, medical or dental equipment, software programs such as word processing, spreadsheets, or custom applications, switchboard or may repair power tools and light equipment and office machines.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving wide-spread economies and/or prevent losses through the management of a department that has an organization-wide impact or significant impact on the general population, or the supervision of a staff of attorneys.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility for safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using mathematics involving the practical application of fractions, percentages, ratios and proportions; or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities; descriptive statistics; deductive geometry, plane and solid and rectangular coordinates; mathematical classifications or schemes.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading and interpreting professional materials involving advanced bodies of knowledge related to politics, economics, technology, law, medicine, and other complex disciplines; writing extremely complex papers and reports; speaking to high level scientific, political, economic, legal, medical, or other such groups.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of principles of logical thinking, scientific, medical, or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is extremely serious-affects entire organization and impacts other activities/organizations and the general public or loss of life and/or damage could occur and is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree or education and training equivalent to four years of college education in business, liberal arts, or any field other than engineering or the hard sciences.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum ten years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light to medium work that involves walking or standing virtually all of the time and also involves exerting between 20 and 50 pounds of force on a regular and recurring basis or considerable skill, adeptness and speed in the use of the fingers, hands or limbs in tasks involving close tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to bright/dim light; dusts and pollen.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking,

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

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**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SENIOR ACCOUNTANT**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to perform accounting functions in accordance with generally accepted accounting principles for the City of Dover. The position is responsible for analyzing and reconciling accounts and funds of responsibility, preparing financial reports, fixed assets, assisting with payroll, and streamlining accounting procedures for greater efficiency. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Manages overall accounting and reporting of departments.

Collects and organizes data and assists with preparation of monthly budget reports for submission to the City Council.

Assures accuracy and timeliness of financial reports and analyses.

Prepares month-end closing entries for funds and accounts of responsibility, bill accruals, and bank reconciliation items.

Gathers and analyzes data and assists with preparation of various annual financial reports in compliance with generally accepted accounting principles.

Provides oversight in preparation of warrants and AJ's for monthly and semi-annual debt service payments; reconciliation of trustee statements to general ledger.

Prepares analysis for various accounts; gathers and explains information/data to City auditors as required.

Assists with payroll functions, providing support and filling-in for payroll office as needed.

Creates reports in HTE to facilitate accounting tasks; acts as HTE module owner for GMBA; creates spreadsheets for special projects.

Completes A-133 grant compliance audit.

Completes special accounting projects as directed by supervisor.

Provides record keeping and accounting of all grants.

Serves as accounting information resource for peers; performs investigations/research to provide information and assistance as required.

Plans, coordinates and provides timely completion of annual audit.

Attends staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills, including proofing and publishing CAFR.

Oversees transfer of funds among the various City accounts and wires in/out to vendors and investment managers.

Communicates issues and cash flow needs to Director.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software used for programming custom applications, or the application of custom or commercial financial or accounting software or systems.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management or handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact - affects most units in organization, and may affect citizens.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires bachelor's degree in accounting.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires six years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SENIOR ENGINEERING FIELD WORKER**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to manage daily operations of the Electrical Engineering Department. The position is responsible for staff supervision, planning, system operations, training, budgets, bids, materials and equipment, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Prepares work plans for the area of responsibility; ensures compliance with applicable City codes, ordinances, and safety regulations in the execution of plans.

Manages the City's electrical system, ensuring quality service to customers; assists with restoration of power when outages occur.

Performs field inspections of developer and electrical contractor installations to ensure compliance with designs, specifications, and City codes and ordinances.

Compiles information/data and develops budgets for the area of responsibility; oversees and approves expenditures.

Prepares bids and purchases large quantities of materials for electrical projects; researches ways to cut costs without compromising quality.

Gathers and maintains information/data to support periodic and special reports documenting projects/activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Coordinates the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items, such as construction or electrical equipment.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of a moderate sized department, authorizing expenditures of large amounts of money, supervising the purchasing of high value materials, supplies and equipment.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires management level responsibility for application and interpretation of the policies regarding the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and affects other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or specialized vocational training in computers, drafting, surveying, civil engineering, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License and Notary Public certification.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires six years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking much of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, intense noise levels, fumes or noxious odors, moving mechanical parts, electrical shock, traffic, animals/wildlife, and toxic or caustic chemicals.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, and depth perception.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SENIOR LAN ANALYST**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to supervise the LAN Analysts and support the City's computer network. The position is responsible for PC hardware and software, networking hardware, servers, related equipment of responsibility, and user support. The position works independently, reporting major activities through periodic meetings. Decision making is a significant part of job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policy and practices.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervise the LAN Analysts.

Configures, programs, and maintains computer network equipment including but not limited to, switches, routers, firewalls, PCs, servers, VOIP telephone system, printers, and wireless networks. Configures and maintains network infrastructure including but not limited to repairing network cables.

Manages the annual implementation of the PC and Printer Lifecycle Policy.

Sets up and configures PCs and software; troubleshoots and performs repairs on hardware and software as required; plans for system improvements.

Develops data backup and recovery plan and restores damaged or deleted data as needed; performs daily backup of data of responsibility and administers virus protection software to prevent loss of data.

Plans, installs, and trains users on data and telephone system upgrades; performs scheduling tasks/calendar.

Checks status of network and backup; evaluates network performance; performs network/domain maintenance such as moves, add-ons, changes, or permissions; maintains reliable backup data. Establishes and maintains network security both internal and external.

Creates database queries to retrieve and present data in organized and meaningful reports to meet criteria provided by City personnel.

Researches, recommends, and bids computer related equipment and software; recommends policy changes regarding computer usage and procedures.

Provides training and support to computer users; develops procedural manuals as directed.

Documents network changes/maintenance; gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

## SENIOR LAN ANALYST

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinating or determining time, place, or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuading or influencing others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.  
Supervises LAN Analysts.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handling or using machines, tools, or equipment requiring moderate instruction and experience such as large shop equipment and machines, firefighting apparatus, protective equipment, gang mowers, tractors, vehicles, police vehicles or light trucks, firearms, computers, peripherals, medical or dental equipment, software programs such as word processing, spreadsheets, or custom applications, switchboard or may repair power tools and light equipment and office machines.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for achieving major economies or preventing major losses through the management of a large department, or through interpreting policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility and provides minimum opportunity for exercise of care to effect safety of others in performing duties of the position.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using mathematics involving the practical application of fractions, percentages, ratios and proportions; or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities; descriptive statistics; deductive geometry, plane and solid, and rectangular coordinates; mathematical classifications or schemes.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading journals, manuals, and professional publications; speaking informally to groups of co-workers, staff in other organizational agencies, the general public, people in other organizations, and presenting training; composing original reports, training and other written materials, using proper language, punctuation, grammar, and style.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

## SENIOR LAN ANALYST

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures and, supervises LAN Analysts.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions is moderately serious-affects most units in organization, and may affect citizens or loss of life and/or damage could occur and probability is likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Associate's degree, vocational technical degree or specialized training that is equivalent to satisfactory completion of two years of college education.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of eight years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light to medium work that involves walking or standing virtually all of the time and also involves exerting between 20 to 50 pounds of force on a regular and recurring basis or considerable skill, adeptness and speed in the use of the fingers, hands or limbs in tasks involving close tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed bright/dim light; dusts and pollen.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, and sense of smell.

**SENIOR LAN ANALYST**

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

7/7/04 non-exempt to exempt and additional changes (KDH)  
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**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SENIOR PLANNER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to administer the Zoning and Land Subdivision Ordinance and implement the Comprehensive Plan. The position is responsible for staff supervision, planning, site/plan review, customer service, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Performs detailed plan review, ensuring compliance of plan with applicable City zoning codes.

Coordinates site plan review process, involving coordination of regulatory provisions and recommendations of numerous agencies.

Provides customer service to Dover residents and business people, providing information relating to planning/zoning and inspections, and assisting with resolution of problems, issues, and complaints.

Performs administrative tasks such as conducting special studies, managing correspondence and records, and providing for staff technical or professional growth.

Completes special projects and performs field work/visiting sites as required.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff, pre-application, public, and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and complex drafting, GIS, or other software.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional publications; composes complex reports; speaks formally to groups outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact - affects most units in organization, and may affect citizens; probability of loss of life and/or damage are likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refer to job specific training and education required for entry into the position.*

Requires education or training equivalent to a master's degree in Planning, Public Administration, Urban Geography, Architecture, Landscape Architecture, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License and certification by the American Institute of Certified Planners.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of planning experience. Experience with Geographic Information Systems required.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and some dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SERVICE CENTER CLERK**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to answer public and internal inquires, screens and direct phone calls, and directs visitors to Recreation Center. Reports to the Recreation Center Coordinator.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Assists guests with services and inquiries regarding facility policies and procedures.

Performs cash handling tasks including opening and closing procedures.

Provides clerical and administrative support for Center.

Processes class registrations.

Answers public and internal inquires.

Answers telephone and directs calls to proper staff.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SPORTS COORDINATOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to plan, organize, and oversee City sports programs and events. The position is responsible for supervising personnel, planning, training, sports programs and events, administrative duties, publicity, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises seasonal and part-time personnel, including selecting, training, scheduling, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Plans, organizes, schedules, and oversees recreational sports programs and events such as ball leagues, clinics, camps, and special events.

Oversees and participates in preparation of recreational facilities and ball field maintenance.

Coordinates programs of responsibility with other City recreational programs.

Recruits, trains, and supervises volunteers to assist with programs and events.

Assists with development of and implements policy, procedures, rules, and regulations for the area of responsibility.

Performs office tasks such as setting up and maintaining records and files, typing schedules, memos, and correspondence, telephoning, faxing, and photocopying.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Orders office supplies and materials for sports leagues and classes; oversees preventive maintenance of equipment of responsibility.

Attends or conducts staff and other professional meetings to exchange information.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Computes or performs arithmetic operations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view; instructs and assigns duties to other departmental personnel.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, software programs such as word processing, or equipment for field maintenance and repair.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of equipment and supplies of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens; probability of loss of life and/or damage are likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to a bachelor's degree in Business Administration, Recreation, Public Relations, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light to medium work involving standing or walking most of the time, exerting up to 20 pounds of force on a regular basis, and up to 50 pounds of force on an occasional basis, requires moderate dexterity in operating machinery, tools, and office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat/cold, wet or humid conditions, bright/dim lights, and dust or pollen.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, and depth perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SUBSTATION RELAY FOREMAN**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to lead the maintenance and upgrading of substations and maintenance of traffic lights. The position is responsible for supervising assigned personnel, planning, training, substations and traffic signals of responsibility, policy, equipment, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Leads and supervises assigned personnel, including scheduling, assigning and evaluating work, training, counseling, and disciplining.

Oversees and participates in testing, repairing, setting, and programming of relays used to protect and control functions of equipment such as circuit breakers, transformers, and other equipment in substations and other distribution facilities in compliance with departmental policy and safety regulations.

Oversees maintenance and repair of traffic signals, controllers, relays, opticom, communication, and related equipment.

Develops and implements procedures for area of responsibility in compliance with departmental policy and regulations.

Maintains logs, forms, records, time sheets, and other work-related information for area of responsibility; prepares routine and specialized reports as required.

Performs clerical and administrative tasks such as preparing bids, developing forms, preparing maintenance and wire lists, filling out accident reports, filing, faxing, telephoning, and photocopying.

Orders repair parts and requisitions materials as required.

Operates motor vehicle to perform field checks on personnel, equipment, and progress of projects/assignments of responsibility.

Attends and conducts staff meetings to exchange information.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; instructs or assigns duties to departmental personnel.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Coordinates the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items, such as test equipment used in relay and control work, traffic control equipment, vehicles.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management and/or handling of very high value equipment.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact - affects most units in organization, and may affect citizens; probability of loss of life and/or damage are possible.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or vocational school education in electricity or electronic theory.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires medium work involving standing or walking all of the time, exerting 20 to 50 pounds of force on a regular basis, and considerable dexterity and skill in operating machinery or tools.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, fumes or noxious odors, moving mechanical parts, electrical shock, heights, traffic, animals/wildlife, toxic or caustic chemicals, and explosives.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, and depth perception.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SUPERINTENDENT OF GROUNDS**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee and direct operations of the Grounds Division. The position is responsible for staff supervision, planning, training, policy, procedures, facilities, equipment, budget, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including recruiting, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Performs long and short range planning and monitoring of activities and projects for area of responsibility; ensures compliance with City safety regulations, policy, and procedures in execution of tasks/projects.

Performs administrative functions such as writing specifications applications of grants, assisting with the departmental budget process and development of policy, and preparing payroll information.

Interacts with City personnel, outside agencies and organizations, and the general public to provide information, and assist with resolution of issues, problems, and complaints relating to the area of responsibility.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Oversees and ensures adequate inventory of departmental equipment and supplies; oversees and approves purchasing of replacement items.

Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies, and formats data or information.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as vehicles, chain saw, chipper, computer, or software programs such as word processing.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division, and/or handling of very high value equipment and materials.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses basic algebra calculating variables and formulas, and/or basic geometry, calculating plane and solid figures; may compute ratios and proportions, and percentages.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or vocational school education in arboriculture or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Commercial Driver's License, Arborist certification, certified nursery professional, and Delaware applicators license including right-of-way, ornamental, and turf applications.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light to medium work involving standing or walking most of the time, exerting up to 20 pounds of force on a regular basis, and considerable skill, adeptness, and speed in the use of the fingers, hands, or limbs in tasks involving close tolerances.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, intense noise levels, moving mechanical parts, electrical shock, heights, traffic, toxic or caustic chemicals, high wind, ice, and tornadoes.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: SUPPORT SERVICES MANAGER**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to manage operations of the Support Services Division. The position is responsible for staff supervision, planning, inventory, facilities, budget, policy, procedures, and preparing reports. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Develops and coordinates volume and frequency of stock items maintained in the warehouse with other departments; maintains perpetual inventory and coordinates same with the City computer system.

Develops and implements annual budget for area of responsibility; oversees, reviews, and approves expenditures.

Issues and processes purchase requisitions and purchase orders; issues and receives bids for City purchases; coordinates selection and acquisition of material from solicited bids.

Oversees maintenance of inventory of responsibility, and cleaning and maintenance of warehousing facilities and grounds.

Sets up and maintains records for area of responsibility; gathers and maintains information/data to support periodic and special departmental reports.

Interacts with citizens to provide information and discuss and resolve issues or complaints.

Attends or conducts staff, state committee, and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Computes or performs arithmetic operations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Provides assistance to people to achieve task completion; instructs or assigns duties to departmental personnel.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers for data entry, telephones, copiers, or similar office equipment.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of supplies of high value or moderate amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderately serious impact - affects work unit and other units or citizens.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires associate's degree or the equivalent of two years of college or specialized vocational training in business management, inventory control, purchasing, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat/cold, wet or humid conditions, bright/dim lights, dust or pollen, traffic, and toxic or caustic chemicals.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and sense of smell.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: WATER PRODUCTION SUPERVISOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee water production operations. The position is responsible for staff supervision, planning, training, water quality, facilities and equipment maintenance, policy and regulation compliance, maintaining logs and records, and preparing reports. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Oversees operation of water production facilities to ensure policy, procedure, and regulation compliance by staff.

Monitors water treatment processes to ensure standard-quality water, including operation of chemical and physical processes; develops and oversees plan of action to correct difficulties.

Researches, develops, and implements plans for water disinfecting, fluoridation, sampling, monitoring, and equipment upgrades to meet increasing industry standards, regulations, and requirements.

Maintains inventory of materials and supplies for chemical additions and equipment installation and repair; orders replacement materials and equipment as required.

Monitors maintenance of facilities and equipment for area of responsibility, performing periodic inspections to ensure optimal functioning.

Reviews and maintains required logs and records for plant operations; sets up and maintains record system; processes daily paperwork including reports, memos, requisitions, and personnel information.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division or minor department, and/or handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the mid-level management of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses advanced algebra working with exponents and logarithms or linear quadratic equations; analytic geometry; and/or statistics, applying mathematical operations to frequency distribution, reliability and validity, analysis of variance, or correlation techniques.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads professional publications; composes complex reports and manuals; speaks formally to groups outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with very serious impact - affects entire organization and the general public; probability of loss of life and/or damage is very likely.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires high school diploma or GED, and the equivalent of one year of college or specialized vocational training in chemistry, water treatment, or a closely related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires Delaware Water Treatment Plant Operator License and valid Delaware Driver's License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires eight years of related experience.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Requires medium to heavy work involving exerting up to 50 pounds of force on a frequent basis (and exceptional dexterity and skill in operating machinery, tools, or office equipment).

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, intense noise levels, vibration, fumes or noxious odors, moving mechanical parts, electrical shock, heights, traffic, animals/wildlife, and toxic or caustic chemicals.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, and depth perception.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER**  
**WATER / WASTEWATER MAINTENANCE SUPERVISOR**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to oversee water distribution and wastewater transmission operations and maintenance as well as Public Works construction projects performed by City staff. The position is responsible for staff supervision, planning, training, customer service, water quality, overseeing operations of the sewer lift stations, facilities and equipment maintenance, policy and regulation compliance, maintaining logs and records, and reporting. The position works independently, reporting major activities through periodic meetings.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff; including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, terminating or recommending termination, and preparing payroll information.

Oversees operation and maintenance of water distribution, wastewater transmission and sewer lift station facilities to ensure policy, procedure, and regulation compliance by staff.

Oversees the installation and construction of Public Works projects by staff to ensure policy, procedure, and regulation compliance.

Monitors maintenance of facilities and equipment for area of responsibility, performing periodic inspections to ensure optimal functioning.

Reviews and maintains required logs and records; sets up and maintains record system; processes daily paperwork including reports, memos, requisitions, and personnel information.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Interacts with customers to provide information, discuss and resolve issues, problems, and complaints relating to the area of responsibility, or provide estimates.

Performs public relations with the general public to provide information and assist with resolution of issues, problems and complaints relating to Public Works construction projects.

Assists with preparation of new standards and specifications and revision of existing standards and specifications.

**DATA RESPONSIBILITY:** *Data are information, knowledge and conceptions obtained by observation, investigation, interpretation, visualization and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts and oral verbalizations.*

Coordinating or determining time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.

## **WATER / WASTEWATER MAINTENANCE SUPERVISOR**

**PEOPLE RESPONSIBILITY:** *People are defined in the normal sense of the word and means co-workers, customers, crime victims, patients, the general public and any other persons the employee may encounter in the course of work.*

Supervising or leading other by determining work procedures, assigning duties, maintaining harmonious relations and promoting efficiency.

**EQUIPMENT USAGE:** *Equipment usage involves responsibility for materials, machines, tools, equipment, work aids and products.*

Supervising the activities of those operating or repairing complex machinery or equipment that requires extended training and experience such as HVAC equipment, heavy construction equipment, trucks using hydraulic pumping equipment, rescue vehicles, firefighting apparatus, aircraft, watercraft, protective equipment, electronic telecommunications equipment, electronic signaling equipment, commercial video equipment, medical, dental or scientific equipment, complex drafting or GIS software, or software used for programming custom systems; may involve development, installation and testing. Span of control and scope of operations is extensive involving a large number of facilities.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division or minor department; and/or handling of very large amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for the safety of others, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.*

Using mathematics involving the practical application of fractions, percentages, ratios and proportions; or measurements, logarithmic or geometric construction; may use algebraic solutions of equations and inequalities; descriptive statistics; deductive geometry, plane and solid, and rectangular coordinates; mathematical classifications or schemes.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading technical instructions, procedures manuals and charts to solve practical problems such as assembly instruction for tools, routine office equipment operating instruction, and methods and procedures for investigations, and in drawing and layout work; composing routine reports and specialized reports, forms, and business letters, with proper format; speaking compounds sentences using normal grammar and word form.

**COMPLEXITY OF WORK:** *Reasoning requires considerations of factors and variables to derive solutions to problems.*

Performs supervisory work involving policy and guidelines, solving both people and work related problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

## **WATER / WASTEWATER MAINTENANCE SUPERVISOR**

**IMPACT OF DECISIONS:** *Mistakes can cause consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability and injury or death for individuals.*

Impact of decisions is very serious - affects entire organization and the general public or loss of life and/or damage could occur and probability is likely.

**JUDGMENT:** *Judgment refers to the frequency and complexity of judgments and decisions given the stability of the work environment, the nature and type of guidance, and the breadth of impact of the judgments and decisions.*

Responsible for actions of others requiring development of procedures and constant decisions affecting subordinate workers, crime victims, patients, customers, clients, or others in the general public; work in a very fluid environment with guidelines but significant variation.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**VOCATIONAL / EDUCATIONAL PREPARATION:** *Vocational / Educational preparation includes job specific training and education that may be acquired in a school, work, military, institutional or vocational environment, It does not include the orientation time required of a fully qualified worker to become accustomed to the special conditions of any new job, nor does it include the amount of time that a worker spends to learn reasoning, language, and mathematical skills, which are often learned in school.*

Requires high school diploma or GED and formal training, special courses or self-education that is equivalent to satisfactory completion of one year of college education or specialized advanced training.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Commercial Driver's License (Class B minimum with Tanker Endorsement), Delaware Water Operator License, and Delaware Certified Asbestos Abatement Worker License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires eight years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refer to the physical exertion and dexterity requirements involving coordination of limb and body movement.*

Light to medium work that involves walking or standing virtually all of the time and also involves exerting between 20 and 50 pounds of force on a regular and recurring basis or considerable skill, adeptness and speed in the use of the fingers, hand or limbs in tasks involving close tolerances or limits of accuracy.

## **WATER / WASTEWATER MAINTENANCE SUPERVISOR**

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.*

Bright/dim light; Dusts and pollen – Works in dimly lit areas such as crawl spaces, outdoors in bright sunlight or in other situations where excessively bright or dim light conditions prevail; or works in outdoor or indoor areas with pollen producing vegetation prevalent.

Extreme heat and/or cold; Wet or humid conditions – Works outdoors in very hot or very cold conditions or indoors in areas where cold or hot conditions are generated such as a cold storage room or boiler room, or works outdoors in wet or humid conditions or indoors in areas where wet or humid conditions are generated such as kitchen dish washing machine area or food processing area.

Extreme noise levels; Animals/wildlife – Works indoors in areas generating extreme noise levels such as heavy machine shop or outdoors in areas where heavy machinery such as bulldozers or jackhammers are at work; or works in areas where exposure to animals and wildlife is deliberate such as a zoo or in relatively uninhabited outdoor area involving heavy vegetation or swampy conditions.

Traffic; Moving machinery – Operates vehicles in urban areas where heavy vehicle traffic is prevalent such as driving delivery truck to deliver mail and parcels within city; or works in proximity to moving mechanical parts such as in wood working or metal working shop.

Radiation; Disease/pathogens; Industrial toxic/caustic chemicals; Explosives – Works in areas where exposure to radiation is a possibility such as near x-ray equipment or in a nuclear reactor facility; or works in area where exposure to disease or pathogens is a possibility such as an animal control facility or hospital; or works in area where toxic or caustic chemicals are used, such as shop area where batteries are handled or charged or in areas where electronic parts are cleaned; or works in areas where explosions are possible such as maintained gas lines or welding or where explosions are deliberate such as excavation or earth moving.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

3/25/2013

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: WEED AND SEED PROGRAM COORDINATOR**

**FLSA: Non-Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to coordinate the Weed and Seed Program. The position is responsible for planning, public relations, data, meetings, and reporting. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Coordinates multiple organizations relating to the Weed and Seed Program.

Writes grants and oversees the grant process; prepares required financial reports in accordance with grant guidelines.

Performs public relations, including hosting events, speaking at functions, interacting with the press, and fostering new partnerships for the Program.

Conducts classes/clinics to teach youth about the Weed and Seed Program.

Performs office tasks such as data entry, typing minutes and letters, mailing notices, telephoning, faxing, and photocopying.

Gathers and maintains information/data to support periodic and special reports documenting Weed and Seed Program activities.

Attends or conducts staff, committee, and other professional meetings to exchange information.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Computes or performs arithmetic operations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Speaks with or signals to people to convey or exchange information.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers and software programs such as word processing.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies, or small amounts of money.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with minor impact - affects only those in immediate work area.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to a bachelor's degree in Public Relations, Business Management, or a related field.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires six months of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and some dexterity in operating office equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The City of Dover is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**CITY OF DOVER  
POSITION DESCRIPTION**

**TITLE: WATER/WASTEWATER MANAGER**

**FLSA: Exempt**

**GENERAL DESCRIPTION**

The essential function of the position within the organization is to assist the Public Utilities Manager in overseeing and directing the Water Production, Water Distribution, Wastewater Collection and Water/Wastewater Inspections Divisions. The position is responsible for supervising staff, training, engineering design and review, overseeing operations of the water production facilities and sewer lift stations, establishing long range plans, developing policy and procedures, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management. The position develops and implements programs within organizational policies; reporting major activities to senior management through periodic meetings and reports. Decision making almost entire focus of job, affecting most segments of the organization and the general public; works in a highly dynamic environment, responsible to establish goals, objectives and policies.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff, including organizing, selecting or recommending selection, providing or coordinating staff training, motivating and evaluating personnel, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Evaluates contractor/developer plans, designs, improvements, and upgrades for: water production and distribution system; sanitary sewer collections, transmissions and lift stations; stormwater management; and other public utilities-related projects in compliance with applicable codes, ordinances, regulations, and laws. Provides mark-up drawings/lists or acceptance letters related to the proposed documents.

Interacts with staff and citizens to provide information and respond to questions and complaints relating to area of responsibility.

Performs administrative functions such as developing and defending departmental budgets, administering expenditures, conducting special studies, preparing divisional CIP, managing correspondence and records, reviewing contracts and bills, preparing routine and special reports, determining cost effectiveness of parts, supplies, and repairs.

Develops goals, objectives, policy and procedures for divisional activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.

Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.

Directs divisional activities including water treatment and distribution, sewer collection, inspections and evaluations, contingency planning, safety, and other activities, processes, or programs.

Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.

Represents the City on regional and local boards or committees and at meetings concerning water and wastewater utility issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant divisional issues or programs.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Synthesizing or integrating analysis of data or information to discover facts or develop knowledge or interpretations; changes policies, procedures, or methodologies based on new facts, knowledge, or interpretations.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Negotiating, exchanging ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Leading or operating or repairing complex machinery or equipment that requires extended training and experience such as large shop equipment and machines, firefighting apparatus, protective equipment, gang mowers, tractors, vehicles, police vehicles or light trucks, firearms, computers, peripherals, medical or dental equipment, software programs such as word processing, spreadsheets, or custom applications, switchboard or may repair power tools and light equipment and office machines.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility for achieving major economies or preventing major losses through the management of a highly complex and/or technical department, or through developing and recommending policy as legal counsel.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Using algebra working with such factors as exponents, logarithms, linear and quadratic equations; concepts of analytic geometry, differentiation and integration of algebraic functions; statistics applying such functions as frequency distribution, reliability, validity and correlation techniques; finance and economics using financial and econometric models.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reading scientific and technical journals, abstracts, financial reports, and legal documents; speaking before professional and civic groups, participating in panel discussions and speaking extemporaneously on a variety of subjects; writing complex articles, reports, and developing presentations for sophisticated audiences.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of logical principles logical thinking, scientific, medical, or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Impact of decisions impact is severe-affects entire organization, other activities/organizations, then general public, and a wide geographic area or loss of life and/or damage could occur and is highly likely.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires Bachelor's degree in engineering or the hard sciences such as architecture, chemistry, geology, biology, mathematics, or physics or a Master's degree in Liberal Arts, Information, or Fire Science.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires valid Delaware Driver's License and Professional Engineer License.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires a minimum of ten years of related experience.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis or skill, adeptness and speed in the use of fingers, hands or limbs or repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refer to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to extreme heat and/or cold, wet or humid conditions.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, sense of taste, sense of smell, color perception, depth perception, and texture perception.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

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