



TOWN OF APPLE VALLEY

TOWN COUNCIL STAFF REPORT

To: Honorable Mayor and Town Council **Date:** August 22, 2017

From: Nikki Salas, Assistant Town Manager **Item No:** 7

Subject: ADOPT RESOLUTION NO. 2017-30, A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF APPLE VALLEY, CALIFORNIA, AMENDING THE CLASSIFICATION PLAN FOR THE TOWN OF APPLE VALLEY

T.M. Approval: _____ **Budgeted Item:** Yes No N/A

RECOMMENDED ACTION:

That the Town Council adopt the attached Resolution No. 2017-30, A Resolution of the Town Council of The Town of Apple Valley, California, amending the current Classification Plan.

SUMMARY:

The Town Manager's department is proposing restructuring existing town positions to utilize the talents of existing staff. To facilitate this restructuring, the Human Resources department worked with the Town Manager's office and is recommending adding three (3) new job classifications: Maintenance Supervisor, salary range 56: \$5,348 - \$7,557; Director of Marketing & Quality of Life, salary range NR: \$8,341 - \$11,786; and Director of Stakeholder Engagement & Communication, NR: \$10,295 – \$14,056.

In addition to addition of the new job classifications, the Human Resources Department is recommending adding the existing Director of Finance job classification (salary range NR: \$10,295 – \$14,056) back to the published Classification & Salary listing along with updating and renaming the Town Clerk job classification to Town Clerk/Director of Government Services, to better reflect the full scope of the job duties performed by the Town Clerk's Division.

Finally, the Director of Public Works job classification is recommended for a salary change from NR: \$10,295 - \$13,103 to NR: \$10,295 – \$14,056. The recommended change to this salary range is for longevity purposes as well as the increased scope of responsibilities this position; the incumbent in this classification will not receive an immediate salary increase.

BACKGROUND:

The Town of Apple Valley has a rich history of doing more with less. In honor of that history, the Town Manager's office is looking for ways to maximize the talents of existing staff while meeting internal and external organizational needs. The creation of new classifications will utilize internal staff to meet the needs of the organization. Additionally, the Human Resources Department, working in conjunction with the Town Manager's office, recommends updating the Town Clerk's job classification to better reflect current job duties as well as returning the Director of Finance job classification back on the approved classification and salary plan.

FISCAL IMPACT:

The additional cost for these changes for the remainder of the 2017/2018 Fiscal Year is approximately \$56,000. Due to current budgeted position vacancies, the general fund has approximately \$199,000 in savings which will fund department these increases. No additional funding is necessary.

RESOLUTION NO. 2017-30

A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF APPLE VALLEY AMENDING THE CLASSIFICATION PLAN FOR THE TOWN OF APPLE VALLEY

WHEREAS, the Town Council of the Town of Apple Valley has established classification plan for the Town of Apple Valley employees; and

WHEREAS, the Town Council of the Town of Apple Valley wishes to modify the classification plan for the Town of Apple Valley employees; and

NOW, THEREFORE, BE IT RESOLVED THAT:

1. Revised salary and classification plan is hereby adopted in accordance with Exhibit A.
2. Said salary schedules and classification plan shall become effective on August 22, 2017.
3. Said job classifications shall be established effective on August 22, 2017.
4. All resolutions, parts of resolutions in conflict herewith are hereby amended to be consistent herewith.

Unless otherwise noted, the effective date of this Resolution shall be August 22, 2017.

APPROVED and **ADOPTED** by the Town Council of the Town of Apple Valley this 22nd day of August 2017.

Scott Nassif, Mayor

ATTEST:

La Vonda M-Pearson, Town Clerk

EXHIBIT A

Town of Apple Valley Classification Plan FY 2017-2018				
Position Classification	Range	Monthly Salary Min	To	Monthly Salary Max
<u>Account Clerk I</u>	<u>32</u>	\$2,956	to	\$4,178
<u>Account Clerk II</u>	<u>36</u>	\$3,263	to	\$4,611
<u>Accountant I</u>	<u>46</u>	\$4,178	to	\$5,903
<u>Accountant II</u>	<u>52</u>	\$4,845	to	\$6,846
<u>Accounting Technician</u>	<u>42</u>	\$3,785	to	\$5,348
<u>Administrative Analyst I</u>	<u>52</u>	\$4,845	to	\$6,846
<u>Administrative Analyst II</u>	<u>58</u>	\$5,619	to	\$7,939
<u>Administrative Secretary</u>	<u>44</u>	\$3,976	to	\$5,619
<u>Animal Services Officer II</u>	<u>42</u>	\$3,785	to	\$5,348
<u>Animal Services Supervisor</u>	<u>52</u>	\$4,845	to	\$6,846
<u>Animal Services Attendant</u>	<u>33</u>	\$3,030	to	\$4,282
<u>Animal Health Assistant</u>	<u>35</u>	\$3,184	to	\$4,499
<u>Animal Services Assistant</u>	<u>24</u>	\$2,426	to	\$3,429
<u>Animal Services Manager</u>	<u>NR</u>	\$7,017	to	\$9,915
<u>Animal Services Officer I</u>	<u>38</u>	\$3,429	to	\$4,845
<u>Animal Services Technician</u>	<u>36</u>	\$3,263	to	\$4,611
<u>Assistant Director of Community Development</u>	<u>NR</u>	\$8,341	to	\$11,786

<u>Assistant Director of Econ Dev & Housing</u>	<u>NR</u>	\$8,341	to	\$11,786
Assistant Director of Energy & Environmental Services	<u>NR</u>	\$8,341	to	\$11,786
<u>Assistant Director of Finance</u>	<u>NR</u>	\$8,341	to	\$11,786
<u>Assistant Planner</u>	<u>50</u>	\$4,611	to	\$6,516
<u>Assistant Pool Manager</u>	<u>22</u>	\$2,309	to	\$3,263
<u>Assistant Town Manager</u>	<u>NR</u>	\$15,463	to	\$18,208
<u>Associate Planner</u>	<u>56</u>	\$5,348	to	\$7,557
<u>Code Enforcement District Supervisor</u>	<u>58</u>	\$5,619	to	\$7,939
<u>Code Enforcement Manager</u>	<u>NR</u>	\$7,017	to	\$9,914
<u>Code Enforcement Officer I</u>	<u>42</u>	\$3,785	to	\$5,348
<u>Code Enforcement Officer II</u>	<u>48</u>	\$4,389	to	\$6,202
<u>Code Enforcement Technician</u>	<u>38</u>	\$3,429	to	\$4,845
<u>Community Development Director</u>	<u>NR</u>	\$9,607	to	\$12,688
<u>Community Enhancement Officer</u>	<u>40</u>	\$3,602	to	\$5,090
<u>Custodial Aide</u>	<u>21</u>	\$2,253	to	\$3,184
<u>Custodian</u>	<u>27</u>	\$2,613	to	\$3,692
<u>Customer Service Representative</u>	<u>34</u>	\$3,106	to	\$4,389
<u>Deputy Town Clerk</u>	<u>49</u>	\$4,499	to	\$6,357
<u>Director of Animal Services</u>	<u>NR</u>	\$9,992	to	\$13,103
<u>Director of Communications</u>	<u>NR</u>	\$8,341	to	\$11,786
Director of Finance	<u>NR</u>	\$11,556	to	\$14,056

<u>Director of Human Resources and Risk Management</u>	<u>NR</u>	\$9,992	to	\$13,195
<u>Director of Marketing & Quality of Life</u>	<u>NR</u>	\$8,341	to	\$11,786
<u>Director of Public Works</u>	<u>NR</u>	\$10,295	to	\$14,056
<u>Director of Stakeholder Engagement & Communication</u>	<u>NR</u>	\$10,295	to	\$14,056
<u>Economic Development Assistant</u>	<u>50</u>	\$4,611	to	\$6,516
<u>Economic Development Manager</u>	<u>NR</u>	\$7,554	to	\$10,671
<u>Economic Development Specialist I</u>	<u>56</u>	\$5,348	to	\$7,557
<u>Economic Development Specialist II</u>	<u>62</u>	\$6,202	to	\$8,763
<u>Emergency Services Officer</u>	<u>58</u>	\$5,619	to	\$7,939
<u>Environmental & Transit Services Manager</u>	<u>NR</u>	\$7,554	to	\$10,671
<u>Equipment Operator</u>	<u>43</u>	\$3,879	to	\$5,482
<u>Event Assistant</u>	<u>22</u>	\$2,309	to	\$3,263
<u>Event Coordinator</u>	<u>47</u>	\$4,282	to	\$6,051
<u>Executive Assistant</u>	<u>52</u>	\$4,845	to	\$6,846
<u>Executive Secretary</u>	<u>50</u>	\$4,611	to	\$6,516
<u>Finance Manager</u>	<u>NR</u>	\$7,746	to	\$10,945
<u>Grounds Services Aide</u>	<u>16</u>	\$1,991	to	\$2,814
<u>Grounds Services Supervisor</u>	<u>48</u>	\$4,389	to	\$6,202
<u>Grounds Services Worker I</u>	<u>25</u>	\$2,487	to	\$3,514
<u>Grounds Services Worker II</u>	<u>29</u>	\$2,745	to	\$3,879

<u>Grounds Services Worker III</u>	<u>33</u>	\$3,030	to	\$4,282
<u>Household Hazardous Waste Center Operator</u>	<u>15</u>	\$1,943	to	\$2,745
<u>Housing & Community Dev Specialist I</u>	<u>54</u>	\$5,090	to	\$7,192
<u>Housing & Community Dev Specialist II</u>	<u>60</u>	\$5,903	to	\$8,341
<u>Housing Programs Supervisor</u>	<u>62</u>	\$6,202	to	\$8,763
<u>Human Resources Analyst</u>	<u>58</u>	\$5,619	to	\$7,939
<u>Human Resources Assistant</u>	<u>46</u>	\$4,178	to	\$5,903
<u>Human Resources Coordinator</u>	<u>52</u>	\$4,845	to	\$6,846
<u>Human Resources Manager</u>	<u>NR</u>	\$7,017	to	\$9,914
<u>Information Systems Specialist</u>	<u>52</u>	\$4,845	to	\$6,846
<u>Information Systems Supervisor</u>	<u>60</u>	\$5,903	to	\$8,341
<u>Information Systems Technician</u>	<u>42</u>	\$3,785	to	\$5,348
<u>Intern</u>	<u>20</u>	\$2,198	to	\$3,107
<u>Interim Town Manager</u>	<u>NR</u>	\$20,029	to	\$20,029
<u>Lifeguard</u>	<u>16</u>	\$1,991	to	\$2,814
<u>Maintenance Aide</u>	<u>21</u>	\$2,253	to	\$3,184
<u>Maintenance Supervisor</u>	<u>56</u>	\$5,348	to	\$7,557
<u>Maintenance Worker I</u>	<u>33</u>	\$3,030	to	\$4,282
<u>Maintenance Worker II</u>	<u>37</u>	\$3,345	to	\$4,727
<u>Manager of Legislative Affairs and Grants</u>	<u>NR</u>	\$7,554	to	\$10,671
<u>Office Assistant</u>	<u>26</u>	\$2,549	to	\$3,602

<u>Park and Recreation Manager</u>	<u>NR</u>	\$7,557	to	\$10,678
<u>Pool Manager</u>	<u>26</u>	\$2,549	to	\$3,602
<u>Principal Planner</u>	<u>68</u>	\$7,192	to	\$10,163
<u>Program Assistant</u>	<u>12</u>	\$1,804	to	\$2,549
<u>Public Relations Specialist</u>	<u>49</u>	\$4,499	to	\$6,357
<u>Public Services Assistant</u>	<u>50</u>	\$4,611	to	\$6,516
<u>Public Services Technician</u>	<u>39</u>	\$3,514	to	\$4,966
<u>Public Works Inspector</u>	<u>48</u>	\$4,389	to	\$6,202
Public Services Manager	<u>NR</u>	\$7,554	to	\$10,671
<u>Public Works Manager</u>	<u>NR</u>	\$7,017	to	\$9,914
<u>Public Works Supervisor</u>	<u>56</u>	\$5,348	to	\$7,557
<u>Records Technician</u>	<u>37</u>	\$3,345	to	\$4,727
<u>Recreation Assistant</u>	<u>22</u>	\$2,309	to	\$3,263
<u>Recreation Coordinator</u>	<u>40</u>	\$3,602	to	\$5,090
<u>Recreation Leader I</u>	<u>12</u>	\$1,804	to	\$2,549
<u>Recreation Leader II</u>	<u>16</u>	\$1,991	to	\$2,814
<u>Recreation Supervisor</u>	<u>48</u>	\$4,389	to	\$6,202
<u>Registered Veterinary Technician</u>	<u>42</u>	\$3,785	to	\$5,348
<u>Secretary</u>	<u>38</u>	\$3,429	to	\$4,845
<u>Senior Accountant</u>	<u>58</u>	\$5,619	to	\$7,939
<u>Senior Animal Services Officer</u>	<u>48</u>	\$4,389	to	\$6,202

<u>Senior Animal Services Specialist</u>	<u>35</u>	\$3,184	to	\$4,499
<u>Senior Code Enforcement Officer</u>	<u>52</u>	\$4,845	to	\$6,846
<u>Senior Lifeguard</u>	<u>20</u>	\$2,198	to	\$3,106
<u>Senior Maintenance Worker</u>	<u>41</u>	\$3,692	to	\$5,217
<u>Senior Office Assistant</u>	<u>32</u>	\$2,956	to	\$4,178
<u>Senior Planner</u>	<u>62</u>	\$6,202	to	\$8,763
<u>Special Projects Manager</u>	<u>NR</u>	\$7,554	to	\$10,671
<u>Swim Coach</u>	<u>26</u>	\$2,549	to	\$3,602
<u>Town Clerk</u>	<u>NR</u>	\$8,545	to	\$12,074
Town Manager	<u>NR</u>	TBD	to	TBD

EXHIBIT B



August 2017
FLSA: EXEMPT

DIRECTOR OF MARKETING AND QUALITY OF LIFE

DEFINITION

Under policy direction, the Director of Marketing and Quality of Life is responsible for the marketing and promotes the quality of life within the Town of Apple Valley by promoting community involvement, awareness, and supports for initiatives by the Town Council, Town Manager, staff, and the citizens of Apple Valley. The Director of Marketing and Quality of Life serves to preserve and protect the history of the Town.

SUPERVISION RECEIVED AND EXERCISED

The Director of Marketing and Quality of Life is an individual position that is appointed by and works at the pleasure of the Town Manager. This position receives all direction and supervision from the Town Manager. This position exercises direct supervision over assigned staff and volunteers.

CLASS CHARACTERISTICS

This is the an at-will contracted department head level position. Incumbents are expected to independently perform the full range of administrative duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Assistant Town Manager in that the latter has overall responsibility for all functions of multiple departments and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops, manages, and administers the Apple Valley Community Foundation.
- Develops, implements, and maintains the marketing and promotional materials for new Town of Apple Valley projects, special events, Economic Development activities, Apple Valley Choice Energy, anniversary celebrations, community calendar, and other town related programs.
- Provides administrative oversight on town special projects such as the Hilltop house, council workshops, strategic planning sessions, and State of the Town.

- Coordinate Town Council speaking engagements to include preparing talking points, speech writing, and content management.
- Works directly with Town personnel in the development and interpretation of Town and department policies; coordinates organizational studies, investigations, and operational studies for issues such as customer service and productivity.
- Plans, directs, assigns and coordinates the special events such as ground-breaking ceremonies, ribbon cuttings, tours, Mayor's Youth Leadership Council Day, Coffee with the Mayor, and Mayor's Weight Loss Challenge.
- Prepares and manages the Marketing and Town Manager's budgets; prepares forecasts of necessary funds for staffing, materials, and supplies; presents, justifies, and defends programs, operations, and activities; monitors and approves expenditures; discusses and resolves budget issues with appropriate staff and implements adjustments as necessary.
- Create and administer a program for Art in Public Places; develop town ordinance, create applicable policies, and ongoing development of the program.
- Prepares, directs, and evaluates the need for town wide surveys and questionnaires.
- Participates in the development, and management of the Town's Historical Advisory Committee; including identifying issues, funding sources, formulating and implementing programming, and marketing.
- Coordinate cultural resource activities with other Town departments and outside agencies.
- Develop, review, and coordinates all aspects of the town's marketing for the SAVE campaign, Adopt-A-Street, Military Hero recognitions, and Shop Local program.
- Manages internal employee communication to include the Intranet content, Apple Core, and What Happened Last Night.
- Serves as the town's liaison for the Apple Valley Chamber of Commerce.
- Serve as the chair for employee related projects such as the Employee Activities Committee, employee picnic, and holiday recognition party.
- Other related duties as required.

QUALIFICATIONS

(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)

Knowledge of:

Modern principles, practices, and techniques for speech writing, marketing, report preparation and writing; methods and techniques of scheduling work assignments; methods and techniques of supervision, training, and motivation; basic principles of mathematics; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to:

Plan, organize, direct, and perform the duties of the Marketing Division; develop and administer sound departmental goals, objectives, policies, and methods for evaluating achievement and performance levels; execute the responsibilities of the department; plan, organize, train, evaluate,

and direct work of assigned staff; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; meet the public in situations requiring diplomacy and tact; deal constructively with conflict and develop effective resolutions; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skills to:

Operate an office computer and a variety of word processing and other software applications; operate a variety of records management systems.

Education, Training, and Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a Director of Marketing and Quality of Life. A typical way of obtaining the required qualifications is to possess the equivalent of ten years of increasingly responsible administrative experience in a municipal government, including at least two years at a management or supervisor level, and a bachelor's degree in communication, marketing, public relations, business administration, public administration, or closely related field.

License/Certificate:

Possession of, or the ability to obtain, a valid Class C California driver's license.

PHYSICAL, MENTAL, & WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing agendas, resolutions and minutes using a computer keyboard. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds, as well as speech sufficient to communicate in group settings without the aid of a microphone, is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.



**August 2017
FLSA: EXEMPT**

DIRECTOR OF STAKEHOLDER ENGAGEMENT & COMMUNICATION

DEFINITION

Under policy direction, the Director of Stakeholder Engagement & Communication is responsible for designing and implementing communications and stakeholder engagement strategic plans, and for overseeing all the Town of Apple Valley's communications and outreach functions and initiatives, both internal and external, for all departments and functional areas, consistent with the objectives of the Town Manager, the Town Council, and the Town's visionary statement. The town's overall program of communicating with the public, the media and its members, is the responsibility of the DSEC. This position is a member of the Executive Management Team and is responsible for administration of the budget, personnel and support, as well as all other areas involved in communications initiatives on behalf of individual departments.

SUPERVISION RECEIVED AND EXERCISED

The Director of Stakeholder Engagement & Communication is an individual position that is appointed by and works at the pleasure of the Town Manager. This position receives all direction and supervision from the Town Manager. Exercises direct supervision over assigned staff and volunteers.

CLASS CHARACTERISTICS

This is the an at-will contracted department head level position. Incumbents are expected to independently perform the full range of administrative duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Assistant Town Manager in that the latter has overall responsibility for all functions of multiple departments and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Responsible for developing and maintaining professional relationships with external constituencies, and collaborating with, and developing a strategy for, working with representatives of the media, to include developing strategies to increase positive media coverage of the Town of Apple Valley.
- Responsible for developing and administering a communications strategic plan that reflects all communications functions and initiatives including social media, PEG Channel, and the Town's website. The communications strategic plan serves as a means for communicating with the town's

work force, the public, media and all other stakeholders, including the Town Council, local, state, federal elected officials and other government agencies.

- Responsible for the development and administration of a stakeholder engagement strategic plan which reflects all Town of Apple Valley engagement functions and initiatives, including town relations and public education, with a particular focus on efforts targeting communication strategies and other special projects initiated by the Town Council as directed by the Town Manager.
- Responsible for establishing and maintaining effective and collaborative working relationships with all town departments.
- Works with the Town Manager, Town Council, and executive staff, to develop and implement a public relations strategy for the town.
- Responsible for maintenance and continuous improvement of the town's website, to include the integration of a number of independent sites maintained by various departments with the organization's primary site.
- Oversees the development, supervision, review, hire and termination of assigned staff within the Department, consistent with policy.
- Oversees and initiates as appropriate, inter-office projects, programs and activities, working collaboratively with colleagues in other departments.
- Provides practical and policy guidance, as well as staff support, to the to facilitate the overall program of communication with the public, the media, governmental stakeholders and members of the Town Council.
- Responsible for developing communications systems to ensure the timely response to inquiries from the public, the Town Council, the Town Manager, the Executive Management team, and other constituencies.
- Responsible for preparation and administration of the department budget as well as overseeing the management of the resources and personnel assigned to communications activities.
- Functions as the town's chief spokesperson on all matters related to the Town of Apple Valley, its structure and activities, in coordination with the Town Manager and the Executive Management Team.
- Other duties and responsibilities as assigned.

QUALIFICATIONS

(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)

Knowledge of:

Modern principles, practices, and techniques of management, communication, report preparation and writing; methods and techniques of scheduling work assignments; methods and techniques of supervision, training, and motivation; basic principles of mathematics; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to:

Plan, organize, direct, and perform the duties of the division; develop and administer sound departmental goals, objectives, policies, and methods for evaluating achievement and performance levels; execute the responsibilities of a position; plan, organize, train, evaluate, and direct work of assigned staff; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work

assignments; work independently and as part of a team; meet the public in situations requiring diplomacy and tact; deal constructively with conflict and develop effective resolutions; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skills to:

Operate an office computer and a variety of word processing and other software applications; operate a variety of records management systems.

Education, Training, and Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a Director of Stakeholder Engagement & Communication. A typical way of obtaining the required qualifications is to possess the equivalent of ten years of progressively responsible administrative experience in communications, media relations, legislative relations, legal, non-profit, or related field, including at least five (5) years at a management or supervisor level with personnel and budgetary responsibilities. A bachelor's degree in communications, journalism, English, business administration, public administration, or closely related field. A Master's Degree in a related field or a Juris Doctorate may substitute for up to two years of required experience.

License:

Possession of, or the ability to obtain, a valid Class C California driver's license.

PHYSICAL, MENTAL, & WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing agendas, resolutions and minutes using a computer keyboard. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds, as well as speech sufficient to communicate in group settings without the aid of a microphone, is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.



August 2017
FLSA: NON-EXEMPT

MAINTENANCE SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of Facilities maintenance staff within the Town of Apple Valley; coordinates, monitors, and provides technical input for assigned maintenance, construction, and repair projects and other special programs; provides technical assistance to the Assistant Town Manager; performs a wide variety of technical tasks relative to the maintenance and repair of Town infrastructure, facilities, and systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Town Manager. Exercises direct supervision over assigned maintenance workers. Coordinates and monitors the work of outside contractors, vendors, and consultants as assigned.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the maintenance series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of maintenance staff either directly or through lead workers. Incumbents are expected to independently perform the full range of maintenance duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Assistant Town Manager in that the latter has overall responsibility for all functions of multiple departments and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the facilities work unit.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors operations and activities of the facilities unit; recommends improvements and modifications and prepares various reports on operations and activities.
- Determines and recommends equipment, materials, and staffing needs for assigned maintenance projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate

justifications, as required; maintains a variety of records and prepares routine reports of work performance.

- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in bid processes for repair and construction projects as necessary; develops requests for proposals; assists in selection of or selects appropriate contractor(s); assists in preparing or prepares contracts for maintenance services.
- Coordinates with and oversees contractors in providing contract facilities services; inspects contractors' work during performance and upon completion; processes invoices and billings for services.
- Performs the most complex facilities maintenance duties and provides technical assistance to crews.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Maintains logs and records of work performed; prepares periodic reports for regulatory agencies.
- May oversee and inspect capital improvement projects, check plans, calculate fees, and apply conditions to projects.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of facilities maintenance program development and administration.
- Principles, practices, equipment, tools, and materials of streets or sewer construction, maintenance, and repair.
- Applicable Federal, State, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Principles of contract administration for facilities maintenance and repair projects.
- Basic principles and practices of budget and Capital Improvement Program development, administration, and accountability.
- Safety principles, practices, and procedures of assigned Town infrastructure, facilities, and systems, including equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct public works maintenance operations and activities.
- Analyze, interpret, apply, and enforce Federal, State, and local policies, procedures, laws, and regulations.

- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex maintenance duties and operate related equipment safely and effectively.
- Develop contract specifications for public works maintenance contracts; administer such contracts.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain accurate records and files of work performed.
- Develop and recommend systems and procedures related to assigned operations.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented and five (5) years of increasingly responsible experience in the construction and maintenance of Town infrastructure, facilities, and systems related to area of assignment, including two (2) years lead or supervisory experience.

License:

- Valid California class C driver’s license with satisfactory driving record and automobile insurance.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or

public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Participates in after-hours emergency response and on-call and callback assignments.



**August 2017
FLSA: EXEMPT**

TOWN CLERK/GOVERNMENT SERVICES DIRECTOR

DEFINITION

Under policy direction, the Town Clerk/Government Services Director is responsible for the day-to-day operation of the Town Clerk Office which promotes community involvement, awareness, and supports the Town Council, staff, and the citizens of Apple Valley by coordinating the legislative process and administering town elections. Governed by provisions of state, election, and municipal codes, the Town Clerk/Government Services Director serves to preserve and protect the legislative history of the Town. The Town Clerk/Government Services Director assists the public, elected officials, and the town organization with many important activities, including accurately preparing and processing agendas, and administering the town wide records management program including records storage and destruction. The Town Clerk's Office administers the coordination of town elections, including the filing of Candidate Disclosure Statements and Statements of Economic Interests as required by law.

SUPERVISION RECEIVED AND EXERCISED

The Town Clerk Government Services Director is an individual position that is appointed by and works at the pleasure of the Town Manager. This position receives all direction and supervision from the Town Manager. Exercises direct supervision over assigned staff and volunteers.

CLASS CHARACTERISTICS

This is the an at-will contracted department head level position. Incumbents are expected to independently perform the full range of administrative duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Assistant Town Manager in that the latter has overall responsibility for all functions of multiple departments and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Accepts management responsibility for the Town Clerk Division related activities and services, including fulfilling the statutory responsibilities of Town clerk, municipal elections, legislation, and records management; coordinates activities with other Town officials, departments, outside agencies, organizations, and the public; attends Town Council meetings.
- Develops, implements, and maintains the Town Clerk Division goals, objectives, priorities, policies, procedures, and work plan; ensures that established goals and priorities are achieved.
- Works directly with Town personnel in the development and interpretation of Town and department policies; confers with legal advisors and Town officials regarding management problems.
- Plans, directs, assigns and coordinates the Town Clerk Division work plan through appropriate Division staff; reviews and evaluates work methods, procedures, and service delivery methods for improving organizational performance, enhancing services, and meeting goals; identifies opportunities for improvement and implements changes to standard operating procedures to enhance services; identifies and resolves problems.
- Prepares and manages the Town Clerk Division budget; prepares forecasts of necessary funds for staffing, materials, and supplies; presents, justifies, and defends programs, operations, and activities; monitors and approves expenditures; discusses and resolves budget issues with appropriate staff and implements adjustments as necessary.
- Selects, trains, and evaluates personnel; identifies and resolves Town Clerk staff deficiencies; reviews the work of department personnel to ensure compliance with applicable federal, state and local laws, codes, and regulations.
- Serves as the municipal filing officer as provided for by law; records and maintains minutes, ordinances, and resolutions; keeps accurate records of the proceedings of the Town Council; coordinates preparation of Town Council agenda packets, meeting minutes, and calendars; publishes legal notices, hearings, ordinances, and street vacations; follows up on Council actions to ensure timely preparation, indexing and filing of agreements, resolutions, ordinances, and vital records; updates and maintains the Municipal Code and Unified Development Code to reflect actions of the Council; receives, accepts, and processes subpoenas and liability claims.
- Administers oaths or affirmations; certifies authentic Town of municipal corporate documents for public officials, governmental agencies, courts, and the public, including ordinances, resolutions, agreements, deeds, and other official documents.
- Works closely with risk management staff to ensure compliance with Town policy and applicable federal and state laws regarding employee safety and insurance safety programs, processing of personal injury and property damage claims, and Town wide contract administration.
- Ensures compliance with, and advises management and employees regarding, the Brown Act, Election Code, Political Reform Act, and Public Records Act.

- Plans and directs the conduct of municipal elections.
- Provides assistance to the Town Manager, Town Council, and all Town Staff; serves as a technical resource; coordinates pertinent information, resources, and work necessary to support a positive and productive environment; drafts proposed resolutions and ordinances; prepares correspondence, reports, and makes recommendations to the Town Manager.
- Demonstrates a full understanding of applicable laws, policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the public; provides information as is appropriate and resolves public service complaints.
- Attends and participates in professional and community meetings; stays current on issues relative to the fields of public administration, elections, financial disclosure, conflicts of interest, Town clerk services, public meetings, public records, legislation, and risk management; responds to and resolves sensitive and complex community and organizational inquiries, issues, and complaints; establishes and maintains a customer service orientation within the department.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, Town management and staff, and the public.
- Other related duties as required.

QUALIFICATIONS

(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)

Knowledge of:

Modern principles, practices, and techniques of municipal records management and elections; applicable federal, state and local laws, codes, and regulations, including the Brown Act, California Elections Code, Political Reform Act, and the California Public Records Act; public agency risk management requirements and best practices; methods and techniques for records management and report preparation and writing; methods and techniques of scheduling work assignments; methods and techniques of supervision, training, and motivation; basic principles of mathematics; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to:

Plan, organize, direct, and perform the duties of the Town Clerk Division; develop and administer sound departmental goals, objectives, policies, and methods for evaluating achievement and performance levels; execute the statutory responsibilities of a Town clerk; plan, organize, train, evaluate, and direct work of assigned staff; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; meet the public in situations requiring diplomacy and tact; deal constructively with conflict and develop effective resolutions; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a

safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skills to:

Operate an office computer and a variety of word processing and other software applications; operate a variety of records management systems.

Education, Training, and Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a Town Clerk. A typical way of obtaining the required qualifications is to possess the equivalent of five years of increasingly responsible administrative experience in a Town Clerk's office, including at least two years at a management or supervisor level, and a bachelor's degree in business administration, public administration, or closely related field.

License/Certificate:

Possession of, or the ability to obtain, a valid Class C California driver's license. Possession of an International Institute of Municipal Clerks designation as a Certified Municipal Clerk (CMC) or Master Municipal Clerk (MMC) is desirable.

PHYSICAL, MENTAL, & WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing agendas, resolutions and minutes using a computer keyboard. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds, as well as speech sufficient to communicate in group settings without the aid of a microphone, is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.