



Human Resources

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DATE: September 6, 2022

TO: Civil Service Board

FROM: Chris Kohel
Human Resources Generalist

SUBJECT: Revised Job Classification of Technical Services Coordinator

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF TECHNICAL SERVICES COORDINATOR, INCLUDING A TITLE CHANGE TO ASSISTANT CHIEF OF SPECIAL OPERATIONS.

Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Technical Services Coordinator was last revised in September 2015. The purpose of this position is to assist with the development, implementation, coordination, and evaluation of the, fire department/state response teams and to assist with the coordination of the City's emergency and contingency planning efforts. The major/primary changes to the job description were minimal.

The proposed revisions to the job classification were discussed with the Fire union and incumbents, and they are supportive of these updates.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Technical Services Coordinator, including a title change to Assistant Chief of Special Operations.

Assistant Chief of Special Operations

SUMMARY/PURPOSE

To assist with the development, implementation, coordination, and evaluation of the fire department/state response teams and to assist with the coordination of the City's emergency and contingency planning efforts.

DISTINGUISHING FEATURES OF THE CLASS

The Assistant Chief of Special Operations' main priorities are to coordinate special operations, assist emergency managers, and work collaboratively in the training division.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees and input regarding performance on a regular basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Develop, direct, and monitor strategic plans as assigned.
2. Review performance and outcomes to determine effectiveness.
3. Plan, coordinate, and monitor emergency services as assigned.
4. Determine priorities and coordinate schedules in assigned areas.
5. Establish standards in accordance with local, state, and national standards.
6. Monitor worksites and ensure compliance with established methods, guidelines, standards, and procedures.
7. Provide for the education and training of assigned personnel in a safe and effective manner.
8. Participate as an active member of the Department management team.
9. Serve as a technical advisor to the Emergency Manager.
10. Disseminate technical information to employees and administrators.
11. Conduct administrative assignments in accordance with Department procedures as assigned.
12. Provide information to the media and the general public.
13. Provide technical assistance and support to civic organizations, regional partners, and the general public.
14. Research and maintain up-to-date awareness of pertinent legislation, regulations, and development, which could affect the Department.
15. Develop and monitor budget, and approve purchases of supplies, parts, and equipment for assigned areas.
16. Develop and maintain a capital equipment replacement program for assigned areas.
17. Prepare written reports, correspondence, and bid specifications as necessary.
18. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
19. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
20. Provide training on new or modified procedures and policies to all affected parties.
21. In collaboration with the supervisor, organize, and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
22. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.
23. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
24. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A minimum of five (5) years of experience with the City of Duluth Fire Department.
2. License Requirements
 - A. Certified Hazardous Materials Technician or above.
 - B. Possess and maintain a valid state issued Class D driver's license or privilege.
 - C. Within two (2) years of appointment, successful completion of the State of Minnesota Emergency Manager Basic Certification if not certified at time of appointment.
3. Knowledge Requirements
 - A. Thorough knowledge of the National Incident Management Systems, the Incident Command System, and Emergency Operations Center operational protocols.
 - B. Thorough knowledge of all pertinent national, state, and local codes, statutes, ordinances, and laws that are applicable.
 - C. Thorough knowledge of the City of Duluth and Fire Department policies, procedures, and guidelines.
 - D. Knowledge of special operations training techniques and practices.
 - E. Knowledge of recordkeeping principles and practices.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
 - I. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - J. Knowledge of effective leadership and personnel practices.
 - K. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
4. Skill Requirements
 - A. Skill in communicating on a one-to-one basis and before groups for the purpose of obtaining or providing information.
 - B. Skill in rapidly analyzing and determining appropriate action in crisis situations.
 - C. Skill in reading and interpreting complex technical and legal materials.
 - D. Skill in supervising assigned personnel.
 - E. Skill in public and media relations.
 - F. Skill in maintaining accurate records.
 - G. Skill in analyzing and organizing information to develop, evaluate, and improve emergency services programs.
 - H. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - I. Skill in managing one's own time and the time of others.
 - J. Skill in completing assignments accurately and with attention to detail.
 - K. Skill in mediation and dispute resolution.
 - L. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
 - A. Ability to develop and maintain effective working relationships with coworkers, administrators, employees, media representatives, and the general public.
 - B. Ability to maintain required certifications.
 - C. Ability to manage multiple grant programs.
 - D. Ability to prepare and maintain accurate records.

- E. Ability to communicate effectively, clearly, and concisely with individuals and groups, both orally and in writing.
- F. Ability to identify training needs and to facilitate and/or provide educational programs to meet those needs; and to conduct training on a variety of subjects.
- G. Ability to understand and implement oral and written instructions.
- H. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- J. Ability to communicate and interact effectively with members of the public.
- K. Ability to communicate effectively both orally and in writing.
- L. Ability to recognize, analyze, and solve a variety of problems.
- M. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- N. Ability to handle difficult and stressful situations with professional composure.
- O. Ability to work successfully as a member of a team and independently with minimal supervision.
- P. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- Q. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- R. Ability to enforce safety rules and regulations.
- S. Ability to maintain confidential information.
- T. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- U. Ability to exercise sound judgment in making critical decisions.
- V. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

HR: CK	Union: Fire	EEOC: Protective Services	CSB:	Class No: 1374
WC: 7706	Pay:	EEOF: Fire Protection	CC:	Resolution:

TECHNICAL SERVICES COORDINATOR
Assistant Chief of Special Operations

SUMMARY/PURPOSE

To assist with the development, implementation, coordination, and evaluation of the fire department ~~Hazardous Materials Assessment/Response Team~~, state response teams and to assist with the coordination of the City's emergency and contingency planning efforts.

DISTINGUISHING FEATURES OF THE CLASS

The Assistant Chief of Special Operations' main priorities are to coordinate special operations, assist emergency managers, and work collaboratively in the training division.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees and input regarding performance on a regular basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Develop, direct, and monitor strategic plans as assigned.
2. Review performance and outcomes to determine effectiveness.
3. Plan, coordinate, and monitor emergency services as assigned.
4. Determine priorities and coordinate schedules in assigned areas.
5. Establish standards in accordance with local, state, and national standards.
6. Monitor ~~work sites~~ worksites and ensure compliance with established methods, guidelines, standards, and procedures.
7. Provide for the education and training of assigned personnel in a safe and effective manner.
8. ~~Develop, implement, review, and ensure compliance with Department standard operating procedures, policies, and guidelines as assigned.~~
- 9-8. Participate as an active member of the Department management team.
10. ~~Assist with the implementation of comprehensive emergency management and homeland security strategies and programs.~~
11. ~~Research and prepare national and state homeland security and emergency management grant program application(s).~~
- 12-9. Serve as a technical advisor to the Emergency Manager.
13. ~~Assist in planning, coordinating, and guiding volunteer and outreach programs.~~
14. ~~Assist in coordination of assistance programs to ensure receipt of aids after a disaster.~~
15. ~~Participate in the management decision-making process.~~
- 16-10. Disseminate technical information to employees and administrators.
- 17-11. Conduct administrative assignments in accordance with Department procedures as assigned.
18. ~~Coordinate long range goal setting and priorities in assigned areas.~~
19. ~~Conduct training and team meetings as necessary.~~
- 20-12. Provide information to the media and the general public.
- 21-13. Provide technical assistance and support to civic organizations, regional partners, and the general public.
22. ~~Prepare and evaluate technical and administrative reports.~~
- 23-14. Research and maintain up-to-date awareness of pertinent legislation, regulations, and development, which could affect the Department.
- 24-15. Develop and monitor budget, and approve purchases of supplies, parts, and equipment for assigned areas.
- 25-16. Develop and maintain a capital equipment replacement program for assigned areas.
- 26-17. Prepare written reports, correspondence, and bid specifications as necessary.

18. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
19. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
20. Provide training on new or modified procedures and policies to all affected parties.
21. In collaboration with the supervisor, organize, and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
22. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.
23. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
24. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A minimum of five (5) years of experience with the City of Duluth Fire Department.
2. License Requirements
 - A. ~~Possession of a valid driver's license.~~
 - ~~B.A.~~ Certified Hazardous Materials Technician or above.
 - B. Possess and maintain a valid state issued Class D driver's license or privilege.
 - C. Within two (2) years of appointment, successful completion of the State of Minnesota Emergency Manager Basic Certification if not certified at time of appointment.
3. Knowledge Requirements
 - A. Thorough knowledge of the National Incident Management Systems, the Incident Command System, and Emergency Operations Center operational protocols.
 - ~~B. Thorough knowledge of hazardous materials technician abatement methods.~~
 - ~~C.B.~~ Thorough knowledge of all pertinent national, state, and local codes, statutes, ordinances, and laws that are applicable.
 - ~~D.C.~~ Thorough knowledge of the City of Duluth and Fire Department policies, procedures, and guidelines.
 - ~~E. Thorough Knowledge of the properties and reactions of common and uncommon chemicals and products.~~
 - ~~F.D.~~ Knowledge of special operations training techniques and practices.
 - ~~G.E.~~ Knowledge of record keeping principles and practices.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
 - I. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - J. Knowledge of effective leadership and personnel practices.
 - K. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
4. Skill Requirements
 - A. Skill in communicating on a one-to-one basis and before groups for the purpose of obtaining or providing information.
 - B. Skill in rapidly analyzing and determining appropriate action in crisis situations.

- C. Skill in reading and interpreting complex technical and legal materials.
- D. Skill in supervising assigned personnel.
- E. Skill in public and media relations.
- F. Skill in maintaining accurate records.
- G. Skill in analyzing and organizing information to develop, evaluate, and improve emergency services programs.
- H. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- I. Skill in managing one's own time and the time of others.
- J. Skill in completing assignments accurately and with attention to detail.
- K. Skill in mediation and dispute resolution.
- L. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- A. Ability to develop and maintain effective working relationships with coworkers, administrators, employees, media representatives, and the general public.
- B. Ability to maintain required certifications.
- C. Ability to manage multiple grant programs.
- D. Ability to prepare and maintain accurate records.
- E. Ability to communicate effectively, clearly, and concisely with individuals and groups, both orally and in writing.
- F. Ability to identify training needs and to facilitate and/or provide educational programs to meet those needs; and to conduct training on a variety of subjects.
- G. Ability to understand and implement oral and written instructions.
- H. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- J. Ability to communicate and interact effectively with members of the public.
- K. Ability to communicate effectively both orally and in writing.
- L. Ability to recognize, analyze, and solve a variety of problems.
- M. Ability to consistently and independently without direct prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- N. Ability to handle difficult and stressful situations with professional composure.
- ~~H.O.~~ Ability to work successfully as a member of a team and independently with minimal supervision and with multiple tasks.
- ~~A.~~ Ability to work under pressures of time constraints and conflicting demands.
- P. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- ~~I.Q.~~ Ability to interpret, explain, and apply applicable laws, codes contracts, regulations, policies, and guidelines procedures.
- R. Ability to enforce safety rules and regulations.
- S. Ability to maintain confidential information.
- T. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- U. Ability to exercise sound judgment in making critical decisions.
- V. Ability to attend work as scheduled and/or required.

6. Physical Ability Requirements Demands

- ~~A.~~ Ability to physically perform all duties which may be assigned during emergencies, as required by OSHA 1910.156.
- ~~B.~~ Ability to perform all tasks which require use of a self-contained breathing apparatus, as recommended by ANSI Z88.5-1981 and required by OSHA 1910.134.

- C. ~~Ability to climb, run, crawl, bend, jump, and balance while performing VERY DEMANDING WORK inside, outside, on top of buildings and structures under varied circumstances and weather conditions.~~
- D. ~~Ability to be courageous and careful, and to use good judgment in crises and life-threatening situations.~~
- E. ~~Ability to frequently lift and carry items weighing up to 100 pounds, such as firefighting gear and ladders.~~
- F. ~~Ability to attend work on a regular basis.~~
- G. ~~Must pass periodic medical examinations to verify the ability to physically perform all duties which may be assigned during emergencies, including tasks requiring the use of a self-contained breathing apparatus.~~
- H. ~~Must possess natural or corrective vision of at least 20/20 in one eye and 20/30 in other.~~
- I. ~~Must possess normal hearing when tested according ANSI 1969 Standards.~~
- J. ~~Must not use, by smoking, ingestion, or otherwise, any tobacco products.~~
- K. ~~Must, within six months of appointment, reside within 25 miles of Headquarters Fire Hall or at a location from which they can respond by vehicle to Headquarters Fire Hall within 30 minutes of being notified, given normal driving conditions.~~

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

HR: <u>MSCK</u>	Union: Fire	EEOC: Protective Services	CSB: <u>08/04/2015</u> _____	Class No: 1374
WC: 7706	Pay: <u>234</u> _____	EEOF: Fire Protection	CC: <u>09/14/2015</u> _____	Resolution: <u>45-0598R</u> _____