

## AGENDA

### COMMITTEE ON HUMAN RESOURCES/INSURANCE

April 17, 2007

Aldermen Gatsas, Shea,  
Garrity, Pinard, Duval

6:00 PM

Aldermanic Chambers  
City Hall (3<sup>rd</sup> Floor)

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.

### TABLED ITEMS

**A motion is in order to remove any of the following items from the table for discussion.**

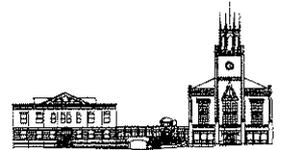
3. Communication from Virginia Lamberton, Human Resources Director, requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator, salary grade 20.  
*(Tabled 10/03/2006)*
4. Communication from Virginia Lamberton, Human Resources Director, recommending the establishment of a Parking Shift Supervisor class specification at grade 15, salary range \$32,311 to \$46,068 and seeking approval of updated Cashier, Custodian and Security class specifications.  
*(Tabled 02/05/2007)*
5. If there is no further business, a motion is in order to adjourn.



# CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza  
Manchester, New Hampshire 03101  
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065  
www.ManchesterNH.gov



September 27, 2006

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Request to Establish New Class Specification  
And Reclassify Existing Position

Dear Alderman Gatsas and Members of the Committee:

The City of Manchester has received a Grant Award and accepted federal funds from the Corporation for National And Community Service for the AmeriCorps VISTA Program. Dennis Hebert has been assigned the responsibility for administering this important program.

Currently, Mr. Hebert is classified as a Grants Coordinator, class code 9231, salary grade 18. The new responsibilities now necessitate that the position he occupies be reclassified to reflect his new duties and responsibilities. Therefore, we have drafted a new class specification to reflect his new duties. The proposed title for the class specification is VISTA Project Administrator. An analysis of the level of the duties and responsibilities assigned to this position warrant a salary grade twenty (20). Therefore, I am requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator be established at a salary grade twenty (20).

I am attaching a copy of the class specification for your review and comments.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton  
Human Resources Director

Attachment

3

City of Manchester  
New Hampshire

In the year Two Thousand and six

AN ORDINANCE

“Amending Sections 33.024, 33.025 & 33.026 (VISTA Project Administrator) of the Code of Ordinance of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITION be amended as follows:

Reclassify Grants Coordinator, Class Code 9231 to VISTA Project Administrator, Class Code 1011

SECTION 33.025 COMPENSATION OF POSITION be amended as follows:

Reclassify Grants Coordinator, Class Code 9231, Grade 18, to VISTA Project Administrator, Class Code 1011, Grade 20 exempt

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Reclassify Grants Coordinator, Class Code 9231, to VISTA Project Administrator, Class Code 1011, exempt (See attached).

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

3

DRAFT



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	VISTA Project Administrator
<b>Class Code Number</b>	1001-20

**General Statement of Duties**

Plans, organizes and administers the operations and activities of the Manchester VISTA Project; performs related work as required.

**Distinguishing Features of the Class**

The principle function of an employee in this class is to provide administrative oversight to all operations and activities of the Manchester VISTA Project. The work is performed under the supervision and direction of a superior, but extensive leeway is granted for the exercise of independent judgement and initiative. Indirect supervision is exercised over the responsibilities of all Manchester VISTA Project program sites and program site supervisors. Direct supervision is provided for the BISTA Leader and all Manchester VISTA Project members. The nature of the work performed requires that an employee in this class establish and maintain effective working relationship with the Mayor, Board of Aldermen, Corporation for National and Community Service, City departments, community non-profit agencies, business and community groups, other State and Federal officials and the media. The principle duties of this class are performed in a general office setting.

**Examples of Essential Work  
(illustrative only)**

- Plans, organizes, administers and evaluates the work of the VISTA Leader and all Manchester VISTA Project members in implementing the expressed goals, policies and

3

- directives of the Corporation for National and Community Service, Mayor and Aldermen, Federal and State regulatory agencies;
- Develops policies and procedures designed to increase the efficiency and effectiveness of the Manchester VISTA Project in addressing the poverty-related needs of the Manchester area;
  - Maintains and develops relationships with local, State and national Corporation for National and Community Service staff.
  - Develops and oversees program media, outreach and public relations strategies;
  - Designs monitoring and reporting mechanisms to track implementation of policies and elicit specific recommendations for improvement of the VISTA Project Operations;
  - Recommends any major shift in policies or procedures for future developments;
  - Participates in various aspects of personnel administration within the VISTA project to include hiring, termination, grievance procedures and coordination of VISTA member training;
  - Serves as the chief spokesperson for the VISTA Project;
  - Performs special projects for the VISTA as assigned;
  - Provides information and demonstrations concerning how to perform certain work tasks to new VISTA members in the same or similar class of positions;
  - Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
  - Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
  - Responds to citizens' questions and comments in a courteous and timely manner;
  - Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
  - Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Comprehensive knowledge of AmeriCorps\*VISTA Program management, including development and implementation of policies and procedures involving every aspect of administering the VISTA Project;
- Comprehensive knowledge of all Federal regulations regarding the establishment of the Manchester VISTA Project;
- Comprehensive knowledge of the program needs of Manchester's needy and vulnerable populations;
- Comprehensive knowledge of Federal, State and local government operations and procedures;
- Comprehensive knowledge of marketing the AmeriCorps\*VISTA and the Manchester VISTA Project;
- Comprehensive knowledge of current principles and practices of public and business administration;

3

- Comprehensive knowledge of budgetary principles;
- Comprehensive knowledge of AmeriCorps VISTA Program regulations;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to coordinate with the diverse and complex activities of a City departmental programming;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

- Graduation from an accredited college or university with a Bachelor's Degree in Political Science, Public Administration, Business Management or a related field; and
- Extensive experience in the management of a governmental and/or non-profit entity.

### **Required Special Qualifications**

- Possession of a NH driver's license or access to transportation.

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;

3

- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

3



# CITY OF MANCHESTER

## Human Resources Department

One City Hall Plaza  
Manchester, New Hampshire 03101  
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065  
www.ManchesterNH.gov



2-5-07 Tablod

January 30, 2007

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Request to Establish Class Specification  
And Update Other Class Specifications

Dear Alderman Gatsas and Members of the Committee:

Brandy Stanley, Parking Manager, has been working with the Traffic Committee to cancel the contract with National Garages for the management of Victory Garage. In that process, Brandy has requested that this office develop a class specification for a Parking Shift Supervisor as well as look at current class specification to see if they would "fit" into her organizational needs.

Therefore, we have developed a new class specification of Parking Shift Supervisor which would be set at a salary grade fifteen (15). The salary range for this class specification would be \$32,311 to \$46,068. I am attaching a copy of the proposed class specification for your review and consideration.

Ms. Stanley is also proposing to utilize three other current class specifications if they can be amended to be generic. Those titles are Cashier, Custodian and Security Officer. With the deletion of some words and the addition of a limited number of words, we could easily utilize these class specifications in their current departments as well as the Division of Parking. For example, if you will refer to the Cashier class specification, you will note that if we eliminate the words ski lift, ski, ski area and season from the class specification, this will still meet the needs of Parks and will now also meet the needs of the Parking Division.

The current Security Officer class specification is actually not accurate any longer either. During the last budget process, two of the Security Officer positions were transferred from the City Clerk's Office to the Library. The class specifications should be changed to reflect this transfer anyway. If you approve removing the words City Clerk from the class specification and substituting the words superior or supervisor, this will continue to meet the needs of the City Clerk and the Library Director as well as the proposed position for the Parking Division.

The Custodian class specification needs to have two additional duties added to the Examples of Essential Work in order to meet the needs of the Parking Division. Therefore, if you will refer to

4

January 29, 2007

the second page of the document, you will note that two new bullets are proposed as possible duties for any custodian and are likely already applicable in certain positions. The addition of these duties will not have any affect on the labor grade that is currently assigned to these positions.

I am attaching copies of all four class specifications for your review and approval. The current class specifications, Cashier, Custodian and Security, have the words to be deleted in bold and underlined. The new words are in bold and are in italics.

If you have any questions regarding this proposal, I would be happy to answer them.

Your approval of these proposed changes and a new class specification would be greatly appreciated.

Respectfully submitted,

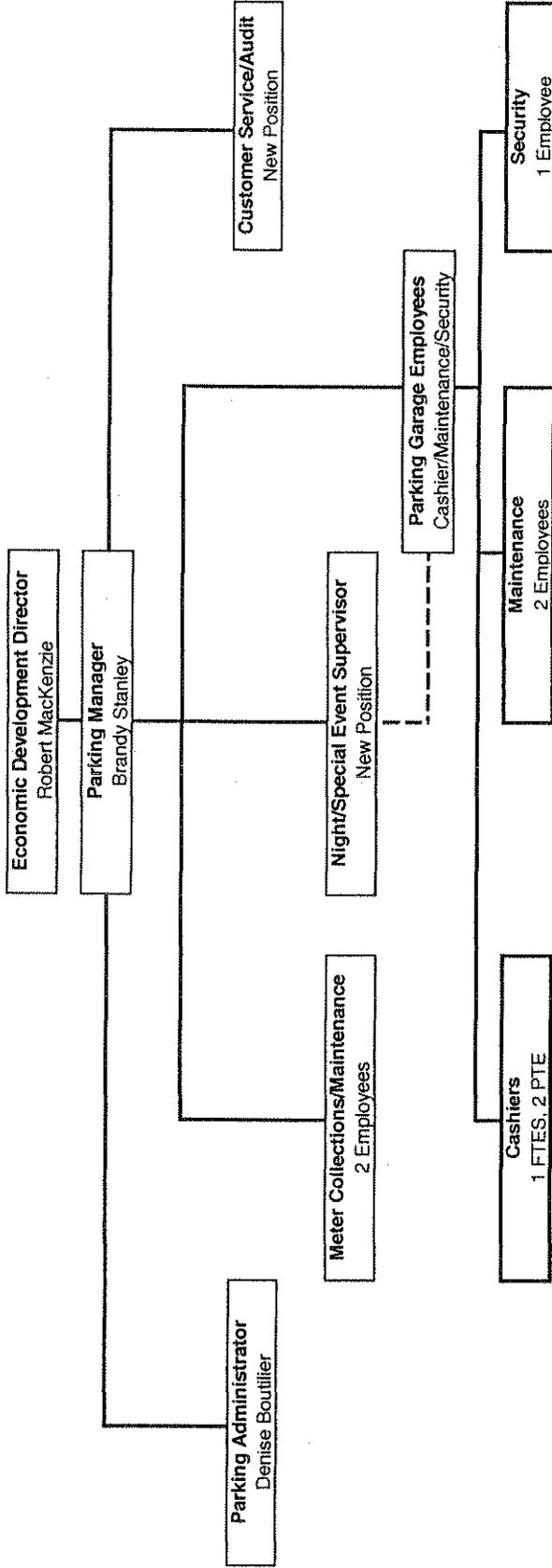


Virginia A. Lamberton  
Human Resources Director

Cc: Brandy Stanley

Attachments

# City of Manchester, Parking Division Organizational Chart



Employee	Class Code	Pay Grade
Cashier	6100	9
Maintenanc	5000	8
Security	1247	12
Supervisor	TBD	15 Suggested
Customer	1040	13

7

City of Manchester  
New Hampshire

*In the year Two Thousand and*

Seven

AN ORDINANCE

“Amending Sections 33.024, 33.025, & 33.026 (Parking Shift Supervisor) of the Code of Ordinances of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Establish Parking Shift Supervisor, Class Code 5292

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Establish Parking Shift Supervisor, Class Code 5292, Grade 15

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Establish Parking Shift Supervisor, Class Code 5292, Grade 15, **non-exempt**

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

DRAFT



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Parking Shift Supervisor</b>
<b>Class Code Number</b>	5292-15

### General Statement of Duties

Supervises all municipal parking operations during evenings and weekends; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this job is to ensure the safe and efficient operation of all municipal parking operations. The work is performed under the supervision of the Parking Manager, but considerable leeway is granted for the exercise of independent judgement and initiative. An employee in this class represents Parking Management on an assigned shift, in resolving issues and providing assistance to the public, employees and contractors. An employee in this class directs the work of all Parking division employees while on duty. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other employees, law enforcement, contractors and the general public. The principal duties of this class are performed throughout the parking facilities, often in extreme weather conditions.

### Examples of Essential Work (illustrative only)

- Monitors the activities of all Parking division employees while on duty;
- Participates in the performance evaluation of other staff within the department;
- Monitors parking operations, construction, security and maintenance activities on municipal parking facilities for compliance with Parking Division rules and regulations;

4

- Addresses issues from employees, users and the general public and others as required;
- Monitors special event operations;
- Repairs parking meters and parking control equipment;
- Ensure adherence with Parking division procedures in both normal and emergency situations;
- Prepares detailed reports, correspondence and notices;
- Enforces Parking Division rules and regulations;
- Initiates and monitors snow and ice removal activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities**  
**(at time of appointment)**

- Ability to make decisions in emergency situations;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

4

**Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Considerable experience in customer service of which at least two years must have been in a supervisory position; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Must possess a New Hampshire driver's license or have access to transportation;
- On call status

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use a range of arm movements necessary to repair parking meters and parking control equipment and operate a personal computer, telephone and related equipment, operate a vehicle, operate hand tools and lift and carry parking meters, coin bags and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

4

City of Manchester  
New Hampshire

*In the year Two Thousand and*      Seven

AN ORDINANCE

“Amending Section 33.026 (Cashier, Custodian, & Security Officer) of the Code of Ordinance of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Change class specification, Security Officer, Class Code 1247 (see attached)

Change class specification, Custodian, Class Code 5000 (see attached)

Change class specification, Cashier, Class Code 6100 (see attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

# Proposed Update



## City of Manchester, New Hampshire

### Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Cashier
Class Code Number	6100-9

#### General Statement of Duties

Performs varied cash handling and clerical duties, involving receiving, disbursing and accounting for funds; performs directly related work as required.

#### Distinguishing Features of the Class

The principal function of an employee in this class is to sell ski lift tickets and season passes to the general public. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with supervisors, other City employees and the public. The principal duties of this class are performed in a public service or general office environment.

#### Examples of Essential Work (illustrative only)

- Operates cash register to compute and record total sales for ski lift tickets and season passes;
- Collects cash, check, or charge payment from customers and makes change for cash transactions;
- Counts money in cash drawer at beginning and end of work shift;
- Keeps daily account balances of cash received and tickets sold;

- Performs various clerical tasks, including answering phones, sorting, filing, typing and simple record keeping;
- Answers questions concerning rates, schedules, and ski conditions, and gives information to the public regarding ski area activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to other employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, and internal training sessions to become or remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties as required;

**Required Knowledge, Skills and Abilities  
(at time of appointment)**

- Some knowledge of modern office procedures, practices and equipment;
- Some knowledge of modern office filing systems and procedures;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving ski lift activities or policies;
- Ability to operate cash register;
- Ability to accurately complete reports;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

**Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Some experience in general office operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

4

**Required Special Qualifications**

- None.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within a general office environment.

Approved by:     BMA     Date:     5/16/00    

4

# Update Draft



## City of Manchester, New Hampshire

### Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Custodian</b>
<b>Class Code Number</b>	<b>5000-8</b>

#### General Statement of Duties

Maintains municipal facilities and related grounds; performs directly related work as required.

#### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure a clean, orderly, safe and pleasant public environment. The work is performed under the direct supervision of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in municipal buildings involving the use of several cleaning agents and chemicals which must be handled with care.

#### Examples of Essential Work (illustrative only)

- Performs custodial duties on municipal facilities, including cleaning all rooms within a facility, sweeping floors, washing windows and ledges, cleaning bathrooms and all related components;
- Operates several pieces of machinery associated with building maintenance operations;
- Strips, waxes and buffs all tile floor;
- Ensures all necessary areas are properly sanitized, (kitchen areas, bathrooms etc.), according to set policy and procedures for health standards;
- Wet mops restrooms, showers and tile floors;

4

- Stocks all restrooms with needed supplies;
- Inventories and properly stores cleaning items and equipment;
- Informs supervisor of any supply needs;
- Identifies facility repair needs and informs supervisor;
- Monitors facilities on a regular basis and performs duties related to maintaining a clean environment, including picking up litter, cleaning up spills and all other spontaneous needs of a facility used by large numbers of people;
- Empties all trash;
- Performs general maintenance of building facilities, including replacing ceiling, baseboard tiles, light bulbs, windows and related building features;
- Monitors elevators, escalators and related pieces of equipment to ensure that all are functioning in a safe manner;
- *May be required to repair equipment;*
- *May be required to do painting;*
- Performs snow removal;
- Mows grass and trims shrubs around municipal buildings;
- Sets up rooms for special events;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
---

- Substantial knowledge of facilities maintenance operations and procedures;
- Substantial knowledge of all equipment and supplies related to facilities maintenance, including chemicals used for cleaning;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

4

**Acceptable Experience and Training**

- Graduation from High School; and
- Some experience in custodial operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Valid New Hampshire driver's license.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform janitorial duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use a range of arm movements necessary to complete cleaning duties;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the municipal buildings.

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

H

# Draft Update



## City of Manchester, New Hampshire

### Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Security Officer
Class Code Number	1247-12

#### General Statement of Duties

Performs patrol, investigative and related services to ensure the security, safety, and protection of employees, customers, and assets of the City; performs directly related work as required.

#### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure the security, safety, and protection of employees, customers, and assets of the City against injury, loss, or damage from any preventable cause. The work is performed under the supervision and direction of the City Clerk a supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that employees in this class establish and maintain effective working relationships with City employees, law enforcement personnel and the public. The principal duties of this class are performed both indoors and outdoors at assigned sites with exposure to inclement weather and unpredictable crisis situations.

#### Examples of Essential Work (illustrative only)

- Patrols all assigned areas and monitors activity to identify violations and takes appropriate actions, including rectifying the situation through a dialogue with all parties involved as warranted and/or notifying police when appropriate;
- Responds to calls and/or complaints from employees and customers, documenting statements, identifying unsafe or unlawful conditions and taking appropriate action;

4

- Maintains a highly visible presence for the purpose of deterring crime;
- Maintains good public relations and provides an identifiable source for employees and customers to go to for assistance, guidance, protection and service;
- Performs a daily activity of public relations through speaking with employees and customers, responding to their needs, as needed;
- Informs **the City Clerk** *his/her supervisor* immediately of any situation which appears to be out of the ordinary;
- Performs security and safety checks;
- Produces documentation and give testimony in open court, as necessary;
- Provides support for Police Officers at the scene of an incident and remains aware of surroundings for other potential problems;
- Responds to alarms within respective facility;
- Maintains an awareness of any emergency situation including fires and natural disasters, and contacts the appropriate agency or City department;
- Completes thorough and accurate reports of all incidents and completes special reports for **the City Clerk** *his/her supervisor* as requested;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps **the City Clerk** *his/her supervisor* and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to customers questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities**  
**(at time of appointment)**

- Some knowledge of applicable local, State and Federal laws;
- Some knowledge of current security practices and methods;
- Ability to work in situations involving employees, customers and to make quick decisions which secure the safety of all individuals involved;
- Ability to use good judgement;
- Ability to establish facts, draw conclusions, and solve practical problems;
- Ability to work with people and secure their cooperation without the use of violence;
- Ability to perform investigations, question witnesses and prepare written reports;
- Ability to quickly learn applicable City policies, procedures, and ordinances;
- Ability to perform or learn basic first aid procedures;
- Ability to perform duties in a professional manner and appearance;

4

- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

**Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Some related public service experience *preferably in security or law enforcement* ; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Ability to pass a background check.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe activities in the course of security duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate cell phones, radios and related equipment to respond to requests for assistance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to accomplish the assigned tasks.

Approved by:     BMA     Date:   11/14/01  

4