October 10, 2019

TO: City of Lincoln Personnel Board Members

SUBJECT: Personnel Board Meeting
Thursday, October 17, 2019
1:30 p.m., Council Chambers
County-City Building

AGENDA

ITEM 1: Approval of minutes from the July 18, 2019, May 16, 2019, June 21, 2018 and February 15, 2018 meetings.

ITEM 2: Request to revise the classification and change the pay range of the following classification:

CLASS CODE	CLASS TITLE	CURRENT PAY RANGE	PROPOSED PAY RANGE
1142	Utility Service Supervisor	A11 ($56,214.08 - $74,975.68)	A13 ($61,963.20 – $82,650.88)

ITEM 3: Request to revise the following classification:

CLASS CODE	CLASS TITLE	
3669	Community Health Services Manager	(M06)

ITEM 4: Election of Chair

ITEM 5: Election of Vice-Chair

ITEM 6: Miscellaneous Discussion

PC: Teresa Meier, City Clerk
Tom Casady
Pat Lopez

ACCOMMODATION NOTICE

The City of Lincoln complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 guidelines. Ensuring the public's access to and participating in public meetings is a priority for the City of Lincoln. In the event you are in need of a reasonable accommodation in order to attend or participate in a public meeting conducted by the City of Lincoln, please contact the Director of Equity and Diversity, Lincoln Commission on Human Rights, at 402 441-7624 as soon as possible before the scheduled meeting date in order to make your request.

UTILITIES SERVICE SUPERVISOR

NATURE OF WORK

This is responsible ~~technical~~ work supervising ~~field and office~~ customer service work and the billing section for the municipal utility department.

Work involves responsibility for the efficient and orderly performance of such customer service activities as complaint investigation, meter reading, meter route planning and commercial plan reviews and approvals. Work also includes providing general supervision in the billing section to maintain revenue flow. Work includes the development and installation of new and improved field and clerical procedures and the training of personnel in work processes. Work is performed under the general supervision of an administrative superior who reviews work through conferences, reports, and results achieved. Supervision is exercised over subordinate staff providing customer services in the office and field.

EXAMPLES OF WORK PERFORMED

~~Assists with supervision of~~ Supervises field employees providing customer services of meter reading, damage investigation, delinquent account follow-up, customer complaint investigation and water service turn-ons and turn-offs.

~~Assists with the supervision of~~ Oversees redistricting and meter routing including the assignment of service account numbers.

Supervises and handles the supervision of the more difficult complaints and authorized adjustments.

~~Assists in~~ Prepares and oversees delinquent collections; writes delinquent notices; ~~prepares and oversees delinquent collections;~~ confers with plumbers concerning new water installations and the location of water services.

~~Assists in~~ Oversees the implementation and maintenance of a computerized customer billing and collection system.

Rebases sewer accounts as a result of adjustments due to discovered leakage; checks on newly installed sewer deductible meters.

~~Acts as Assistant Public Works/Utilities Business Manager in the customer service area in his/her absence.~~

~~Assists in the r~~Reviews ~~of~~ commercial and residential building plans to ensure correct metering and adequacy of mains or sewers.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of the policies and procedures of the division with respect to collections and customer service.

Thorough knowledge of modern office management practices and record maintenance procedures

applicable to utility accounting work.

Considerable knowledge of the principles, practices, and methods of utility and governmental accounting.

Ability to interpret the Lincoln Municipal Code as it relates to review and approval of commercial building plan reviews and service taps to the Lincoln water and wastewater systems.

Ability to plan, organize, supervise and evaluate the work of clerical and field customer service employees.

Ability to establish and maintain effective relationships with subordinates and public officials and to deal tactfully with the general public and water and wastewater service customers.

~~DESIRABLE TRAINING AND EXPERIENCE~~

~~Graduation from an accredited four-year college or university with major coursework in business administration, accounting or related field plus considerable experience with personal computers and/or mainframe computer applications and experience in the supervision of billing and collection activities.~~

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in business administration, accounting or related field plus two years of experience ~~with personal computers and/or mainframe computer applications and some experience~~ in the supervision of billing and collection activities; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

~~4/74~~10/19
~~Revised 8/95~~
~~Class Code Change 4/00~~

PS5335

COMMUNITY HEALTH SERVICES MANAGER

NATURE OF WORK

This is responsible administrative and supervisory work directing the implementation, operation and evaluation of public health services delivered by a multi-disciplinary staff.

Work involves public health administrative work directing the delivery of comprehensive health services in both primary care and public health in a full service environment. Work also involves assessing, planning, organizing and directing community health service operations; and performing on-going analysis of operations to ensure that the needs of the community are met. An employee in this class exercises considerable independent judgment and personal initiative in executing assigned duties. Supervision is received from the Health Director with work being reviewed in the form of reports, conferences and overall effectiveness of divisional programs. Supervision is exercised over subordinate professional and support staff employees.

EXAMPLES OF WORK PERFORMED

Plans, organizes, supervises and manages comprehensive public health programs; assesses program needs and existing/projected capabilities; oversees a system of services to meet program and community needs, as well as to ensure compliance with laws, regulations and professional standards.

Prepares, reviews and monitors divisional budget; assists in developing and monitoring goals, objectives, policies and priorities; allocates resources accordingly.

Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload and administrative support systems; identifies opportunities for improvement; directs the implementation of changes.

Prepares and submits funding proposals, planning documents and program effectiveness reports; prepares and justifies budget requests; and analyzes and interprets proposed and enacted legislation and regulations.

Participates in division program planning and policy formulation; assists in establishing goals, as well as evaluating and coordinating the overall operation of the division.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of the principles and methods involved in administering comprehensive community health, public health nursing and health service programs.

Extensive knowledge of the principles and practices of health service administration and program management

Extensive knowledge of the principles of disease prevention and control as well as individual, family and community health interventions.

Extensive knowledge of human service agencies within the community as well as services provided by those agencies.

Ability to make professional and administrative decisions within the framework of departmental policy.

Ability to present ideas concisely and effectively, both orally and in writing.

Ability to plan, assign and coordinate the work of professional and support personnel.

Ability to plan, formulate and execute community health programs.

Ability to establish and maintain effective working relationships with coworkers, subordinates, public officials and the general public.

~~DESIRABLE TRAINING AND EXPERIENCE~~

~~Graduation from an accredited four-year college or university supplemented by a Master's Degree in public health, health services administration, business administration, public administration, nursing or related field plus extensive experience in the delivery of community public health services as a nurse, health educator or health administrator that includes direct program management; and considerable experience in an administrative or supervisory capacity.~~

MINIMUM QUALIFICATIONS

Graduation from an accredited nursing program ~~four-year college or university~~ supplemented by a Master's Degree in public health, health services administration, business administration, public administration, nursing or related field and ~~considerable~~ four years of experience in an administrative or supervisory capacity; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENTS

Current Registered Nurse licensure from the State of Nebraska or approved compact state of residence as defined by the Nebraska Nurse Practice Act.

~~10/79~~
~~Title Change: 12/02~~
~~Revised: 5/04~~10/19

PS3669