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<b>DEPUTY FIRE MARSHAL</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved:</b>

**DEFINITION**

Under general direction of the **Division** Chief, to perform administrative duties and technical inspection and investigative work in enforcing compliance with laws, codes, ordinances, and regulations pertaining to the prevention and control of fires; and perform related work as required.

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. Any single position may not perform all of these duties and/or may perform similar related tasks not listed here.

Acts as on-call investigator; serves as Acting Fire Marshal in the absence of the **Division** Chief; interprets and enforces all codes, ordinances, and regulations pertaining to the prevention and control of fire, storage and handling of explosives, flammable liquids, compressed gases, acids, and other combustible and/or hazardous materials which create fire hazards; supervises, trains, and evaluates subordinates; manages complaints and code referrals; conducts plan reviews for code compliance related to new construction and alterations and consults with architects and developers related to fire safety issues; performs fire safety inspections of new construction, new and existing businesses, schools, convalescent homes, residences, hospitals, churches, industrial and commercial buildings, sprinkler systems, and hazardous materials and processes; conducts weed abatement inspections, oversees hazard abatements, oversees cleaning of lots by City contract crews, and completes accompanying paperwork and records; prepares reports of inspections and complaints; issues citations as needed; follows up on complaints to ensure that hazards are eliminated; conducts review and updates of Standard Operating Procedures (SOPs); assists with the management of the Fire Incident Reporting System and related databases; conducts new business inspections; completes daily and monthly activity logs; attends training programs; utilizes personal computers to perform word processing, spreadsheet, and related functions; supervises **Fire Inspectors**, **Reserve Fire Inspectors**, and office support staff; and performs other related duties as assigned.

**MINIMUM QUALIFICATIONS**

**Training and Experience:** *Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities will be qualifying. A typical way to obtain the required knowledge, skills, and abilities would be:*

- Associate's degree in fire science, fire technology or a related field from an accredited college or university, AND five (5) years of experience in fire safety inspections and fire investigations in a municipality fire department, or public safety experience utilizing the California Fire and Building Code or associated codes enforced by the fire and building departments, or closely related experience; OR

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- Graduation from high school or successful completion of a GED, AND seven (7) years of experience in fire safety inspections and fire investigations in a municipality fire department, or public safety experience utilizing the California Fire and Building Code or associated codes enforced by the fire and building departments, or closely related experience.

Additional education may *not* be substituted for the minimum required two (5) years of experience.

**Knowledge and Skills in:** Firefighting principles and the techniques and equipment employed in fire suppression; federal, state, and local laws, codes, regulations, rules, and ordinances pertaining to fire suppression, prevention, safety, and hazardous materials; training and group instruction; fire prevention and suppression theory; fire investigation methods and techniques, including a knowledge of building inspection work, building material and construction, and principles of combustion.

**Ability to:** Understand, follow, and implement departmental regulations and procedures; collect, analyze, and evaluate data; prepare reports and recommendations; keep records; communicate effectively with the public and departmental personnel; read, interpret, and make corrections on building plans as they relate to fire code requirements; analyze facilities, apply fire and related codes, and recommend effective fire safety measures; detect and evaluate a wide variety of hazardous conditions and materials related to fire and life safety; prepare and present professional fire safety presentations to civic organizations; supervise, train, and evaluate subordinates; utilize computer applications and information systems related to fire administration.

**LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS**

Possession of a valid California Class C Driver's License is required at the time of appointment. License must be maintained during the entire term of employment in this job classification. Possession of the following certificates are required at the time of appointment, P.C. 832 Powers of Arrest, CPR/First Aid certification, California State Fire Marshal Certifications as a Fire Inspector level 2, and Public Education Officer. California State Fire Marshal Certifications as a Fire Investigator and Plans Examiner is preferred and shall be obtained within one (1) year of appointment.

**Special Requirements:**

- Must be able to successfully complete U.S. Department of State Passport Services Web-Based Training to meet Passport processing requirements within one month of employment.
- Must be a U.S. Citizen or Naturalized Citizen.

<b>PASSPORT ACCEPTANCE AGENT</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved: September 11, 2024</b>

**DEFINITION**

To assist the public with the passport application process; provide a broad variety of clerical, secretarial, and administrative support duties; and perform related duties as assigned. Work involves recurring tasks that require following standardized sequential steps, processes, or procedures.

**DISTINGUISHING CHARACTERISTICS**

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. Any single position may not perform all of these duties and/or may perform similar related tasks not listed here.

- Assist clients by accepting, reviewing, and ensuring completeness of passport applications and required documentation.
- Greets customers and instructs/guides them on completing a passport application both in person and by phone.
- Provide courteous, respectful, and efficient customer service.
- Determine use of proper forms based on applicant's citizenship, travel plans, and individual circumstances.
- Ability to operate camera; maintain passport photo processing; verify photo meets federal passport regulations and guidelines.
- Ability to administer the passport oath.
- Complete transactions with customers for services; operate a cash drawer to receive accepted forms of payments; balance cash drawers each day; produce daily cashiering reports.
- Provides support duties such as assisting program clientele in person, electronically, and on the telephone; answer telephones, take messages and relay information to others as requested by the supervisor.
- Performs data entry onto transmittal forms.
- Prepares mailing of passport applications, ensure correct postage is applied, coordinate shipping, and tracking of packages.
- Provides routine administrative support; maintains records and files; enters data in computer equipment/software; summarizes data as required for reports; searches specific online sites for factual information as directed.
- Ensures timely and accurate processing of passport applications and all passport services.

- Certifies that the customer has provided true legal documentation; administers an oath; witness applicant signature; verifies photos on ID and application match with the actual person, executes forms.
- Ensures that the documents are handled and stored securely and the personal information is protected.
- Daily handling of cash and credit cards and reconciling of payments.
- Performs related duties and responsibilities as assigned.

### **MINIMUM QUALIFICATIONS**

- Graduation from high school or equivalent education AND one (1) year of clerical and administrative support experience.
- Bilingual preferred

### **Knowledge and Skills in:**

- Principles and practices of customer service and proper phone etiquette
- Correct English usage, grammar, spelling, and punctuation; office procedures, methods, and other equipment; operation of computers and other office machines
- Knowledge of Microsoft Office
- Basic math skills; basic principles and procedures of cash handling
- Reading skills sufficient to understand information and material related to the assignment
- Maintain a high level of security and confidentiality of restricted information
- Accurately process payments for services

### **Ability to:**

- Communicate effectively, both orally and in writing
- Learn mandated requirements and procedures for accepting and preparing official, legal documents
- Use computers, telephones, copiers, facsimile machines and other office equipment
- Add, subtract, multiply and divide numbers accurately
- Exercise high attention to detail ensuring form completeness
- Proficiently complete internet research request
- Understand and follow oral and written direction
- Deal with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds
- Exercise tact and diplomacy in dealing with technical, complex and confidential customer issues and situations
- Establish and maintain effective working relationships with all those encountered during the course of work

### **LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS**

Possession of a valid California Class C driver's.

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<b>MANAGEMENT ANALYST I</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved: October 30, 2024</b>

**DEFINITION**

Under general direction, to perform varying levels of general office and administrative analytical duties; and perform related duties as required.

**DISTINGUISHING CHARACTERISTICS**

Positions in this class perform routine to complex administrative duties in a department within an assigned division/department.

Positions at this level are distinguished from the Management Analyst Trainee level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative; and receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Management Analyst II/III in that the latter are higher classifications that provide professional-level advanced administrative and technical support, and independent work; and prepare and oversee the preparation of detailed analyses, studies and management reports in an accurate and timely manner; and may provide direct supervision to assigned staff.

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. Any single position may not perform all of these duties and/or may perform similar related tasks not listed here.

- Designs and implements research projects for administrative, operational, budgeting, and other functions
- Manages and evaluates departmental computer programs
- Processes data into database and spreadsheets
- Monitors and forecasts departmental budget accounts
- Compiles departmental budget requests
- Analyzes and interprets data and prepares summary reports
- Analyzes bills being considered by legislature and other legislative issues
- Develops studies on impact of changing legislation on City
- Pursues alternative funding opportunities
- Conducts organizational analysis studies
- Coordinates public information activities
- Writes reports, speeches, correspondence, grants, and other text for department director

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- Represents City in addressing complaints and problems of general public
- Researches City Council or department director requests on City policies and procedures
- Attends meetings of City commissions and boards
- Represents the department at meetings
- Coordinates training programs
- Maintains departmental records
- Operates standard office equipment, including personal computers
- Assists with general office duties
- May supervise assigned staff on specific projects

**MINIMUM QUALIFICATIONS**

**Training and Experience:** A Bachelor's degree in Public or Business Administration or related field from an accredited college or university; and one (1) year of administrative/analytic experience working with an executive- or management-level position using information technology systems **OR an Associate's degree with an equivalent combination of training, and experience can be substituted for required education on a year for year basis. Depending on departmental assignment, training requirement may be specific to existing equipment and systems.** A master's degree in relevant field may substitute for the experience requirement.

**Knowledge and Skills in:** Modern administration practices and procedures, including organization, operations, budgeting, and fiscal management; municipal government; principles of public information; techniques of administrative and statistical analysis; principles of cost/benefit analysis; data processing equipment, programs, and techniques; principles of supervision and administration.

**Ability to:** Communicate effectively, both orally and in writing; supervise the work of others; conduct analyses and administrative research; perform analytical functions to operate a personal computer; develop effective working relations with all levels of staff, elected officials, board members, and the general public.

**LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS**

Possession of a valid California Class C driver's license or other means that would allow for the ability to commute to meetings, conduct site visits and attend other special events throughout the county. ■

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<b>MANAGEMENT ANALYST II</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved: October 30, 2024</b>

**DEFINITION**

This position provides professional-level administrative support, research, analysis, report writing, and project and program management in various departments within the City.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey-level class in the Management Analyst series. This class is distinguished from the Management Analyst III classification in that the latter is the advanced journey-level class with full professional management and full supervisory authority in planning, organizing and directing the full scope of operations within an assigned division/department.

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. Any single position may not perform all of these duties and/or may perform similar related tasks not listed here.

- Provides administrative support functions for assigned programs, including budgeting and financial tracking
- Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered
- Conducts surveys and performs research and statistical analysis on issues as assigned
- Provides information and assistance to the public
- Prepares correspondence, memos, policies and procedures, agreements, grant applications, and other materials
- Assists with the preparation of the annual budgets
- Assists with contract administration
- Represents the City in community and professional meetings
- Assists in designing, coordinating, and implementing projects and programs as assigned
- Serves as member, liaison, or staff to boards, commissions, agencies, and various intradepartmental committees as assigned
- Participates or takes a lead role in the development of goals, objectives, policies, and priorities for the department
- Performs other related duties as assigned.



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**MINIMUM QUALIFICATIONS**

**Training and Experience:** A Bachelor's degree in Business, Public Administration, or related field from an accredited college or university; and at least two (2) years of experience performing administrative/analytic duties. **OR an Associate's degree with an equivalent combination of training, and experience can be substituted for required education on a year for year basis. Depending on departmental assignment, training requirement may be specific to existing equipment and systems.** A master's degree in a relevant field is highly desirable and may substitute for up to one (1) year of experience.

**Knowledge and Skills in:**

Principles and techniques of administration, organization, and operation of municipal government and the principles, practices, and methods used in the conduct of municipal government; report preparation, information analysis, and management audit techniques; methods of research and analysis.

**Ability to:**

Operate software applications such as word processing, spreadsheet, database management, and graphics presentation; work independently to analyze problems and implement solutions; communicate effectively, both orally and in writing; understand and follow oral and written instructions; establish and maintain effective working relations; exercise flexibility and creativity in response to changing needs of the department; research and analyze problems and prepare recommendations on a variety of issues; properly interpret and make decisions in accordance with laws, regulations, and policies; prepare clear and concise oral and written reports, both narrative and statistical

**LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS**

Possession of a valid California Class C driver's license or other means that would allow for the ability to commute to meetings, conduct site visits and attend other special events throughout the county. ■

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<b>MANAGEMENT ANALYST III</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved: October 10, 2024</b>

**DEFINITION**

Under general direction from management staff of the assigned department, to perform professional administrative and analytical functions in data analysis, department planning, budgeting, grants, policy, and operations; compile and prepare reportable statistical reports and correspondence; and perform related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey-level in the Management Analyst series that may be utilized in various departments. Employees in this class have full professional management and full supervisory authority in planning, organizing, and directing the full scope of operations within an assigned division/department. May oversee and coordinate assigned support staff in functional areas of a department.

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. Any single position may not perform all of these duties and/or may perform similar related tasks not listed here.

- Provides assistance to executive-level employees in performing assigned administrative duties
- Recommends direction and oversees data analysis and strategies for facilitating the various requirements of departmental personnel and divisions
- Plans, participates, and may direct assigned personnel in projects and programs
- May prepare and monitor the budget for the assigned unit
- Develops and evaluates departmental policies and procedures
- Prepares quarterly and periodic detailed reports of statistics and trends for use by the City department administration in monitoring performance and formulating strategies and plans
- Conducts complex analysis and problem-oriented projects
- Researches, analyzes, prepares, and leads detailed and complex grant applications and procurement of alternate funding sources
- Drafts, edits, and prepares staff reports, correspondence, and special studies as assigned
- Makes presentations to City management and Council, outside agencies, and organizations as necessary
- Performs other related duties as assigned.

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Management Analyst III  
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**MINIMUM QUALIFICATIONS**

**Training and Experience:** A Bachelor's or Master's degree in Business, Public Administration, Criminal Justice, or related field from an accredited college or university; and at least three (3) years of experience in administrative, operational, and analytical assignments. **OR an Associate's degree with an equivalent combination of training, and experience can be substituted for required education on a year for year basis.** Depending on departmental assignment, training requirement may be specific to existing equipment and systems.

**Knowledge and Skills in:**

Principles and techniques of administration, organization, and operation of municipal government, and the principles, practices, and methods used in the conduct of municipal government; report preparation, information analysis, and management audit techniques; and methods of research and analysis.

**Ability to:**

Operate software applications such as word processing, spreadsheet, database management, and graphics presentation; work independently to analyze problems and implement solution; communicate effectively, both orally and in writing; understand and follow oral and written instructions; establish and maintain effective working relations; exercise flexibility and creativity in response to changing needs of the department; research and analyze problems and prepare recommendations on a variety of issues; properly interpret and make decisions in accordance with laws, regulations, and policies; prepare clear and concise oral and written reports, both narrative and statistical; work well under time constraint conditions, think independently; supervise employees.

**LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS**

Possession of a valid California Class C driver's license or other means that would allow for the ability to commute to meetings, conduct site visits and attend other special events throughout the county.

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<b>PUBLIC INFORMATION OFFICER</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved:</b>

**DEFINITION**

Under direction, to plan, develop, implement and manage Citywide public information, public affairs programs, crisis communications, and activities; to plan and direct the development and formulation of informational, educational, and public information/affairs programs and materials; to advise management regarding the most effective implementation of public information/affairs messages, and to perform related work as assigned.

**DISTINGUISHING CHARACTERISTICS**

The Public Information Officer position develops, coordinates, and disseminates information to the media and the public; develops and implements communication plans, strategies and campaigns for departments and specific projects and programs; write, edit, and prepare media advisories and releases and news stories for traditional and social media; pitch stories to the media; write and edit web, print and social media material; write internal communications for City employees; disseminate information to the Mayor, City Council, management, community groups and business owners regarding any planned or emergency activities or projects; schedule, coordinate and participate in public outreach efforts such as community meetings and targeted educational outreach programs; act as a resource/liason with the mass media and other departments and agencies; write speaking points and video scripts; research and respond to media inquiries; advise City staff on complex public information issues and assist in strategic planning efforts; facilitate public meetings; coordinate and manage the work of outside consultants or contractors; and perform other duties as assigned. An incumbent in this class receives direct supervision from the City Manager.

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. This position may not perform all of these duties, and/or may perform similar related tasks not listed here.

- Plan, develop and direct a comprehensive, Citywide public information program that utilizes various forms of media; oversee the distribution of information to the public; represent the City and City officials on designated occasions.
- Plan, coordinate, and direct the formulation, execution, and evaluation of informational, educational, and public affairs programs and materials.
- Research, recommend, develop and direct the preparation of public information materials, such as newsletters, brochures, pamphlets, booklets, news releases, fact sheets, and video productions.
- Coordinate and direct the dissemination of information for community representatives and various communications media regarding policies, objectives, and activities.
- Direct and participate in preparing speeches, radio and television scripts, and audio-visual programs for public presentation.

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Public Information Officer  
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- Prepare reports, publications, and other documents; write articles for inclusion in local publications.
- Develop and monitor information and messages to be delivered to the public and determine the best venue for distribution.
- Administer and update the City's social media platforms and pages as assigned.
- Supervise the work of subordinate clerical and technical program staff; assist in selecting, training, motivating, and evaluating work; provide or coordinate staff training; work with employees to correct deficiencies.
- Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with the final group decision.
- Support, coordinate, and implement a citywide Crisis Communication Strategy.
- Perform other related duties as assigned.

**MINIMUM QUALIFICATIONS**

**Training and Experience:** Bachelor's Degree in Journalism, Communications, Public Relations, Public Administration, English, or a related field **and** four (4) years of full-time professional-level public relations, media relations, journalism, marketing, community relations, or social media experience. Qualifying professional-level experience must include at least ONE of the following:

1. Planning and coordinating the production and dissemination of public relations or public information programs involving audio, visual, print, or social media.
2. Writing, editing, and producing public relations or public information materials for a public agency.
3. Experience with executive-level presentations and memorandums.

**Highly Desirable:**

- Master's Degree in Public Administration or a related field from an accredited institution is highly desired.
- Bilingual communication skills.

**Knowledge of:**

- Principles, practices, procedures, and techniques of public administration and public policy, including those related to government public relations, project management, staff management, and customer service.
- Specialized principles and techniques applicable to news and feature writing for the press, radio, television, informational films, social media platforms, and other outlets.
- Methods of writing and laying out advertising copy.

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Public Information Officer  
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- Policies, objectives, operations, and organizational structures common to City departments, including those using a charter cities model.
- Research and analytical methods, techniques, and procedures, including organizational and policy analysis and the development of comprehensive analytical reports.
- Graphic arts and printing methods, materials, and terminology.
- Correct use of English grammar, spelling, punctuation, and vocabulary.
- Basic principles and methods of statistical analysis.
- Methods and techniques of analytical project management.
- Methods and techniques of organizing work efficiently and meeting deadlines. •
- Targeted Crisis Communication techniques and strategies.
- Principles and practices of employee supervision and training, including effective motivation and mentoring techniques.

**Skill to:**

- Effectively utilize modern office equipment, including personal computers and standard business software such as the Microsoft Office Suite.
- Effectively utilize graphic arts tools, including computer software and hardware.
- Operate a variety of office equipment, including a calculator, copier, fax machine, computer, and assigned software.
- Gather accurate information through interviews and inquiries.
- Safely operate one or more types of vehicles if required by assignments.
- Adjust to rapidly shifting priorities and timelines.
- Exercise analytical and critical thinking.

**Ability to:**

- Apply the principles, practices, methods, and techniques of public administration and management analysis to develop an effective Citywide public information program.
- Write clear and interesting news releases, educational and informational material, and radio and television scripts; edit other materials for release.
- Understand and interpret the policies, procedures, rules, and regulations of an assigned department to make work decisions requiring skilled judgment.
- Coordinate and conduct analytical studies, projects, operations, and functions and make sound policy and procedural recommendations.
- Research, analyze, and evaluate service delivery methods, procedures, and techniques.
- Effectively represent the department and/or City in meetings with governmental agencies, community groups, various businesses, professional and regulatory organizations, and individuals.
- Build and foster relationships with local, state, and federal media outlets, including TV, radio, and print, including Spanish media and community-serving outlets.
- In collaboration with the City Manager, Department Heads, and our public relations vendors, develops disaster preparedness campaigns that move citizens to action.

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Public Information Officer

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- Speak convincingly in public, before groups of individuals, and before the media.
- Acts as a City of National City spokesperson and represents the organization at various local, state, and national events, presentations, briefings, conferences, and engagements.
- Prepare effective and accurate correspondence and reports.
- Administer and update social media platforms.
- Work effectively with sensitive and confidential information in a political environment.

**LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS**

Possession of a valid California Class C driver's license or other means that would allow for the ability to commute to meetings, conduct site visits and attend other special events throughout the county.

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<b>TRAFFIC OFFICE COORDINATOR</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved:</b>

**DEFINITION**

Under direction, to perform a variety of specialized and difficult coordinator and clerical duties, which requires knowledge of specialized subject matter related to the Traffic Division and its processes within the City; and perform related duties as required.

**DISTINGUISHING CHARACTERISTICS**

Positions in this classification are assigned to the Traffic Division. It is distinguished from other coordinator positions in that this classification must have a specific knowledge of vehicle impound procedures, impound hearings, policies and procedures related to the Traffic Division as well as the District Attorney's Office and the Office of Traffic Safety.

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. This position may not perform all of these duties, and/or may perform similar related tasks not listed here.

Staff the Traffic Division counter in the Police Department to provide assistance to the general public and other government officials and agencies with relevant traffic related business or other issues; type correspondence, forms, reports, requisitions, and other related materials from rough draft, marginal notes, machine recordings, or oral instructions; receive and screen non-emergency calls from the public; maintain calendars and schedules and coordinate meetings; provide information on department programs, policies and procedures, and other information; provide vehicle impound information to the public, lease owners, repossession companies, and insurance companies; process and audit impound reports; prepare notify letters to vehicle owners; answer and route all incoming calls to the Traffic Division concerning impounded vehicles, parking enforcement, traffic collisions, hit and run collisions, or other traffic and vehicle type calls; maintain updated and accurate OTS grant and vehicle impound records; coordinate post-storage impound hearings and, at times, hold traffic hearings to approve or disapprove releases on impounded vehicles; liaison between the police department, the contract tow companies and the finance department; coordinate with Crime Analysis for the quarterly grant report statistics; process all parking citations issued by the police department; have a working knowledge of computer systems in order to conduct records and database checks; maintain confidentiality; other duties as required.

**MINIMUM QUALIFICATIONS**

**Training and Experience:** Graduation from high school and preferably three (3) years of clerical experience in the law enforcement field. Supplemental courses or experience in office practices, typing, and skills in frequent contact with the public are highly desirable.



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Traffic Office Coordinator  
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**Knowledge and Skills in:**

Modern office practices, procedures, and terminology, letter and report writing, statistical record keeping methods, correct English usage, spelling, and punctuation. Operations of assigned department, basic functions of the organization and municipal government.

**Ability to:**

Communicate effectively; utilize word processing equipment and computers efficiently, employ independent judgement and make sound decisions in accordance with established procedures; work independently but as part of a team environment, establish and maintain effective working relations with all levels of staff, elected officials, and the general public; provide information to visitors, general public, outside agencies, and staff; ability to review, understand and adhere to policies and procedures; on an overtime basis, be available to work OTS grant events.

**LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS:**

Must possess a valid California driver's license at time of appointment. Typing speed as appropriate to this position.

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<b>HUMAN RESOURCES ANALYST I</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved:</b>

**DEFINITION:**

Under general supervision, the Human Resources Analyst I provides and performs a variety of research and analytical activities in support of the City's Human Resources programs.

**DISTINGUISHING CHARACTERISTICS:**

This is the journey level position in the professional Human Resources job series. Incumbents perform professional assignments in one or more human resource program areas while contributing to City policies and procedures. As experience is gained, duties are performed with a significant degree of independence under general supervision. Incumbents are expected to perform their responsibilities with initiative and creativity, exercising sound professional judgment and problem-solving skills. Human Resources Analyst I is distinguished from Human Resources Analyst II in that an incumbent in the latter class is responsible for performing more complex assignments.

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. This position may not perform all of these duties, and/or may perform similar related tasks not listed here.

- Meets, engages, and works with department representatives to fulfill recruitment needs for specific classes; implements recruitment strategies and programs; compiles recruitment and retention data and recommends strategies for improvement; assists with screening, testing, and selection processes and ensures that all phases of recruitment comply with City policies, procedures, and rules, and applicable federal, state and local laws, regulations, and guidelines; responds to applicant questions and answers inquiries regarding employment opportunities with the City.
- Conducts position classification studies; develops and analyzes surveys and studies regarding compensation and other human resource management issues; performs analyses on salary or benefit program changes; reviews and implements salary structure and merit adjustments in compliance with City policies and procedures; Attends and provides input at various meetings on classification matters; responds to classification, compensation, and benefits surveys from other organizations.
- Prepares and develops analytical loss reports and graphs related to workers' compensation.
- Reviews invoices for workers' compensation legal expenses, office expenses, consultant fees, and various insurance programs.
- Analyzes carrier quotes and reviews and interprets agreements to confirm adequate insurance coverage is requested and provided.

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Human Resources Analyst I  
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- Assists in administering the City's labor relations programs; evaluates changes to bargaining unit memoranda of understanding and recommends any necessary changes to human resources policies and procedures.
- Interprets and explains policies, procedures, rules, and regulations to City management, staff, and the public in assigned areas of responsibility; analyzes proposed legislation and regulations for impacts on City human resources programs, policies, and rules and applies changes as directed.
- Assists in administering City's equal employment opportunity and Americans with Disabilities Act (ADA) policies and programs; prepares a variety of reports related to equal employment opportunity and ADA; advises departments on job-related hiring interview and other employment practices; generates and compiles statistical reports.
- Assists management in administering work direction, guidance, and training to other department staff.
- Performs special research and conducts studies as assigned; drafts a variety of reports, memoranda, and other materials.
- Performs other duties as assigned.

**MINIMUM QUALIFICATIONS**

**Training and Experience:** Equivalent to a Bachelor's Degree from an accredited college or university in Business, Public Administration, Human Resources, Psychology, or a closely related field; **AND** two (2) years of paraprofessional human resources experience in recruitment and selection, benefits, risk management, or employee relations; **OR** an equivalent combination of education, training, and experience.

**Knowledge of:**

- Principles, practices, and techniques of public human resources management and/or civil service programs.
- Basic labor relations principles and practices, including contract administration.
- Applicable federal, state, and local laws, regulations, and City decisions.
- Research methods and data analysis techniques.
- Uses and operations of a computer and standard business software applications.
- Principles and practices of sound business communication; correct English usage, including spelling, punctuation, and grammar.
- Customer service principles, practices, and etiquette.
- City human resources policies, Civil Service Commission, and department practices and procedures.

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Human Resources Analyst I  
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**Skill in:**

- Analyzing problems, evaluating alternatives, and making sound, appropriate recommendations.
- Exercising sound independent judgment and initiative within established guidelines.
- Understanding, interpreting, and explaining the application of policies, procedures, rules, and requirements pertaining to assigned areas of responsibility.
- Understanding and following written and oral instructions.
- Communicating effectively, both orally and in writing.
- Preparing clear, concise, and accurate reports, correspondence, and other written materials.
- Exercising tact and diplomacy in dealing with sensitive, complex, and confidential personnel issues and employee situations.
- Organizing and maintaining accurate and complete specialized files and records.
- Maintaining confidential information.
- Establishing and maintaining effective working relationships.

**LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS**

Possession of a valid California Class C driver's license or other means that would allow for the ability to commute to meetings, conduct site visits and attend other special events throughout the county.

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<b>SUPERVISING HUMAN RESOURCES ANALYST</b>	<b>CITY OF NATIONAL CITY</b>
<b>CLASS SPECIFICATION</b>	<b>Approved:</b>

**DEFINITION:**

Under general direction, the Supervising Human Resources Analyst plans, organizes, supervises, and participates in the work of staff providing a variety of professional and advanced level research and analytical activities in support of the City's Human Resources management programs.

**DISTINGUISHING CHARACTERISTICS:**

This is the supervisory level in the professional Human Resources series of jobs. Incumbents are responsible for planning, organizing, and supervising the work of clerical, technical, para-professional, and professional Human Resources staff; performing higher level professional assignments in a variety of human resource program areas while developing City policies and procedures and specific techniques and legal requirements related to the City's Human Resources Department. All duties are performed with independence under general direction from the Human Resources Director. Incumbents are required to perform their responsibilities with minimal direction, initiative, and creativity, exercising experienced professional judgment and problem-solving skills.

**EXAMPLES OF TYPICAL DUTIES**

The following duties and responsibilities are representative of those typically performed by positions assigned to this classification. This position may not perform all of these duties, and/or may perform similar related tasks not listed here.

- Administers, oversees, and monitors the workers compensation program for the City by coordinating and reviewing workers compensation claims, maintaining budget, evaluating claim status, reviewing settlements, and evaluating audits.
- Assists in the administration of the labor relations activities, including negotiations, discipline and grievance processes.
- Reviews invoices for workers compensation legal expenses, office expenses, consultant fees, and various insurance programs.
- Develops and coordinates City-wide training programs.
- Supervises, trains, and evaluates Human Resources staff in technical and analytical activities and projects in support of the City's functional human resource service areas.
- Interprets personnel policies and procedures; respond to request for information and assistance from employees, management, outside agencies and the public.
- Evaluates job skill and recruitment needs for specific classes; plans and implements recruitment strategies and programs, including outreach initiatives and new techniques; ensures that all phases of recruitment comply with applicable federal, state and local laws, regulations and guidelines.

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Supervising Human Resources Analyst

Class Specification

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- Conducts position classification studies; audits and prepares new or modified job analysis documents and class specifications; recommends the classification of new or modified positions; performs analyses and makes recommendations on salary or benefit program changes; recommends salary range placements and adjustments; attends and gives input at various meetings on classification matters; responds to classification, compensation and benefits surveys from other organizations.
- Prepares and completes insurance renewal applications; analyzes carrier quotes, evaluates risk and makes recommendations accordingly; reviews and interprets agreements to confirm adequate insurance coverage is requested and provided.
- Reviews, maintains, and prepares Industrial Disability Retirement recommendations; works with Human Resources Director and City Manager.
- Prepares and develops analytical loss reports and graphs related to workers compensation.
- Coordinates the administering of the City equal employment opportunity and Americans with Disabilities Act (ADA) policies and programs; investigates employee complaints; prepares a variety of reports related to equal employment opportunity and ADA; advises departments on job-related hiring interview and other employment practices; generates and compiles statistical reports.
- Develops, reviews, recommends, and implements City policies, procedures, and specific techniques and legal requirements related to the City's human resources and loss prevention analysis.
- Performs special research and conducts studies as assigned; drafts a variety of reports, memoranda and other materials.
- Performs other duties as assigned.

**MINIMUM QUALIFICATIONS**

**Training and Experience:** Equivalent to a Bachelor's Degree from an accredited college or university in Business, Public Administration, Human Resources, Psychology, or a closely related field; AND five (5) years of professional human resources experience in recruitment and selection, benefits, workers compensation, or employee relations.

**Knowledge of:**

- Advanced principles, practices, and techniques of public sector human resources management, and risk analysis.
- Basic labor relations principles and practices, including contract administration.
- Basic insurance understanding, California Workers' Compensation, and principles of claims administration.
- Applicable federal, state and local laws, regulations and City decisions.
- Research methods and data analysis techniques.
- Uses and operations of a computer and standard business software applications.

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Supervising Human Resources Analyst

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- Principles and practices of sound business communication; correct English usage, including spelling, punctuation, and grammar.
- Principles and practices of effective management and supervision.
- Customer service principles, practices, and etiquette.
- City human resources policies, Civil Service Commission and department practices and procedures.

**Skill in:**

- Analyzing problems, evaluating alternatives, and making sound, appropriate recommendations.
- Exercising sound independent judgment and initiative within established guidelines.
- Understanding, interpreting, and explaining the application of policies, procedures, rules, and requirements pertaining to assigned areas of responsibility.
- Representing the department effectively in meetings with other departments and union representatives.
- Understanding and following written and oral instructions.
- Communicating effectively orally and in writing.
- Preparing clear, concise, and accurate reports, correspondence, and other written materials.
- Exercising tact and diplomacy in dealing with sensitive, complex, and confidential personnel issues and employee situations.
- Organizing and maintaining accurate and complete specialized files and records.
- Maintaining confidential information.
- Establishing and maintaining effective working relationships.

**LICENSES, CERTIFICATIONS, OR SPECIAL REQUIREMENTS**

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