

CITY OF CHARLOTTESVILLE  
PROCUREMENT AND RISK MANAGEMENT



DATE: May 20, 2020  
ADDENDUM NO. \_\_\_\_ # 1  
NUMBER OF PAGES: 14  
SOLICITATION REFERENCE: RFP#TEMP SERVICES/20-20  
TITLE TEMPORARY PERSONNELL SERVICES  
BIDS/PROPOSALS DUE: ~~May 29, 2020~~ **NEW DATE- JUNE 26, 2020**

This addendum has been issued to address the following:

1. Reference Page 1, Proposal Due Date: Change to read “Sealed Proposals Will Be Received Until 4 p.m., June 26, 2020.”
2. Reference Page 29, Attachment I: Revised Attachment I, attached to this Addendum

Note: A signed acknowledgment of this addendum must be received at the location indicated on the solicitation either prior to the solicitation due date and hour or attached to your bid/proposal. Signature on this addendum does not substitute for your signature on the original bid/proposal document. The original bid/proposal document must be signed.

Respectfully,

*Corey S. Richie, VCO*

Corey S. Richie, VCO  
Buyer II- Contracting Specialist

\_\_\_\_\_  
Name of Bidder/Offeror

\_\_\_\_\_  
Signature & Title

\_\_\_\_\_  
Date



# Administrative Secretary

Class Code:  
553

CITY OF CHARLOTTESVILLE  
Established Date: Feb 15, 2008  
Revision Date: Nov 17, 2011

## GENERAL SUMMARY:

Performs difficult skilled administrative and clerical support work; does related work as required.

Work is performed under regular supervision. Supervision may be exercised over subordinate clerical personnel.

## ESSENTIAL RESPONSIBILITIES AND DUTIES:

Prepares, verifies and/or types a variety of documents such as: vendor invoices, purchase requisitions, personnel forms, meeting agendas/minutes, technical, financial and statistical reports, data for publication and other material where a knowledge of format and presentation is necessary; proofreads same;

Answers routine correspondence for supervisor independently;

Reviews and checks records, forms and other documents for accuracy, completeness and conformance to rules and regulations;

Collects information from a variety of sources and compiles data for special and periodic reports;

Makes appointments; Greets and interviews visitors;

Interprets departmental and City policies and procedures for employees and public;

Prepares office or unit payroll;

Sets up and supervises the maintenance of filing systems;

Assists in the development of office procedures;

Operates a variety of office technology;

Supervises and trains subordinate clerical employees;

Performs related tasks as required.

## EDUCATION, EXPERIENCE AND SKILLS:

Education: Any combination of education or experience equivalent to a high school diploma or GED required. Minimally, education through tenth grade with additional two years of relevant work experience may be considered as equivalent.

Experience: Considerable experience in progressively responsible clerical and/or transcription work.

Skills: Thorough knowledge of standard office practices and procedures, equipment and secretarial techniques; thorough knowledge of business English, spelling and arithmetic; ability to interpret and apply policies and procedures; ability to make difficult arithmetic calculations and to set up complex forms and statistical tables; ability to type and transcribe accurately at a reasonable rate of speed; ability to plan and supervise the work of others; ability to establish and maintain effective working relationships with others; ability to work independently in the absence of specific instruction; ability to meet the public effectively.

## **ORGANIZATION COMPETENCIES:**

Interpersonal Effectiveness /Communication: Reviews documents for professional, technical, and content errors, and may be called on to review and revise more complex documents. Often acts as a formal or informal team leader or project leader. Provides communication support or consultation.

Service/Support Orientation: Assists others to find answers to the more difficult and complex questions. Forms professional working relationships with individuals in other departments and organizations to resolve issues. Coaches or trains others to reach positive service and support outcomes. In addition to applying city and agency guidelines, provides consultation to others in more diverse and complex situations.

Multi-tasking/Problem Solving: Independently balances multiple complex tasks. Trains, coaches or mentors others to develop skills in multi-tasking and problem solving. Trains, coaches or mentors others to develop project management skills.

Organization: Sets and adjusts priorities to accomplish objectives. Advises others in matters of standard or routine technical assistance, interpretation and consultation. Provides professional support to other workers. Assists in resolving schedule conflicts within the team. Assists team members in managing appointments and assignments. Trains, mentors or coaches others in matters of organization skill and knowledge.

## **JOB FAMILY COMPETENCIES:**

Ability to apply knowledge of programs, processes, procedures and guidelines: Performs administrative and office support activities for multiple supervisors or handles sensitive and complex material usually processed by senior-level managers and/or executive management. Acts as a unit resource, providing assistance, training, and advice to others. Works independently in a unit, producing significant results that are recognized as his/her own.

Information technology skills: Advanced word processing, spreadsheet, graphics and database programs. Ability to create graphs, charts, slides, etc. Internet research capabilities and ability to assist/instruct others in these skills.

Knowledge of departmental functions, operations and functional "know how": Demonstrates the ability to accurately interpret matters related to unit functions, services and operations and to solve complex problems on ones own. Serves as formal or informal mentor, trainer or coach to others in areas of programmatic and operational expertise. Prepares documents of more complex and strategic content based on own understanding.

Records and Documents Management: Reviews the records and document work completed by others. Coaches or trains others in the proper techniques by which to maintain records and documents. Takes lead role in records and document projects or task forces. Demonstrates ability to manage records and documents in a variety of different functional areas.

## **PHYSICAL CONDITIONS & WORK CONTACTS:**

Standard work environment. Depending on location, a driver's license may be required.

FLSA Status: Non-Exempt



# Administrative Assistant I

Class Code:  
5500

CITY OF CHARLOTTESVILLE  
Established Date: Aug 30, 2018  
Revision Date: Aug 30, 2018

## GENERAL SUMMARY:

Under direct supervision, performs paraprofessional work in one or more functional administrative programs; responsible for the technical administrative work of a department, division or work unit; assists in various aspects of general administrative processes such as: customer service, administrative support, accounting and purchasing, and data and records management; performs related duties as required.

Initially, work is closely supervised and assignments are closely reviewed, but as experience, knowledge, and skills are gained, supervision becomes more general.

## ESSENTIAL RESPONSIBILITIES AND DUTIES:

### Customer Support

- Meets, greets, screens in-person and telephone customers and visitors; takes messages or directs visitors appropriately;
- Provides accurate and appropriate information in response to routine inquiries;
- Assists visitors in completing standard forms; may review them for completeness;

### Administrative and Clerical Support

- Schedules meetings and rooms as requested;
- Provides clerical support for department/unit as required; takes and posts minutes of required meetings;
- Receives, opens, and sorts mail; receives, signs for, and distributes packages; may assist with bulk mailings;
- Prepares, proofreads and edits memos, letters, reports, forms, documents and other materials, using word processing, spreadsheets, databases or presentation software ;
- Prints, collates, and assembles reports/materials for distribution;
- Orders, inventories, receives, and/or shelves routine supplies, books and office equipment;
- Coordinates with department vendors on the maintenance of leased and/or warranted equipment;

### Data and Records Management

- Performs a variety of data entry tasks, including entering and updating data in appropriate administrative support systems;
- Gathers, tabulates, displays and assists in analyzing factual data; drafts reports, tables, survey questionnaires, and other documents; answers correspondence and survey questionnaires.
- May assist in the preparation of narrative and statistical reports;
- Maintains physical and electronic files and records;
- Performs other duties as assigned.

## EDUCATION, EXPERIENCE AND SKILLS:

**Education:** Any combination of education or experience equivalent to a high school diploma. Any academic work in public administration, business administration, management, accounting or closely related courses preferred.

**Experience:** Minimum of six months of general clerical experience related to the duties of position required.

**Knowledge, Skills and Abilities:** Reading comprehension to read standard business English; modern office methods and procedures, managing files and records; basic arithmetic skills; problem-solving skills to apply standard procedures to clearly defined problems; interpersonal skills to explain rules and procedure clearly; written and oral communications; database, spreadsheet and word processing applications including basic methods of graphic presentations. Ability to establish and maintain effective working relationships with management, employees, clients, and the public; understand program objectives in relation to departmental goals and procedures; organize and prioritize work assignments.

## ORGANIZATION COMPETENCIES:

**Interpersonal Effectiveness/Communication:** Responds effectively to inquiries and requests. Composes clear and accurate written communications. Exchanges and/or presents general information clearly, efficiently and effectively. Listens to the ideas of others. Effectively supports and participates with co-workers to benefit the

team or work group. Establishes rapport with co-workers and others.

Service/Support Orientation: Responds to requests in routine areas. Takes responsibility for finding answers to questions. Works well with the public. Clarifies requests by asking the right questions. Adheres to city and agency protocols in responding to others.

Multi-tasking/Problem Solving: Completes tasks in proper order based on established priorities. Gathers information accurately to set priorities.

Organization: Uses city, agency or program guidelines and supervision to set priorities. Follows project management guidelines set by others. Organizes routine jobs that require several steps for completion. Uses time effectively. Schedules daily tasks to accomplish work assignments. Uses City and agency resources effectively and responsibly.

## **JOB FAMILY COMPETENCIES:**

Functional problem solving and decision making: Demonstrates the ability to explain complex problems and issues and the related data collected under general supervision. Solves routine service and operations problem independently. Applies basic project management techniques. Recognizes and defines problem situations and refers matters to higher level professionals and managers as indicated.

Possesses subject matter knowledge and expertise in functional/professional area: Knows and accesses sources of information needed to get work done. Demonstrates knowledge of the terminology, procedures, processes, standards, policies and overall objectives. Knows and understands objectives of the functional area and the measures of performance. Collects and compiles information needed by project teams and managers. Formats and writes operational and service delivery reports. Knows and applies expected service levels and work standards. Understands the overall program /unit/departmental operations output and productivity goals and measures.

Applies knowledge of and skills in day-to-day administrative and service support: Knows and accesses sources of information needed to get work done. Perform a wide variety of difficult to complex service and support duties under general supervision. Understands the procedures, policies, processes, practices and standards for within functional / operational area. Uses independent judgment in the application of practices and procedures. Knows and applies expected service levels and work standards. Schedules routine work independently. Works with others in conducting research, collecting data and formulating reports.

Plans and organizes work assignments, workflow and schedules for operations, services, programs and functions efficiently and effectively: Knows and applies to job all related quality, safety, regulatory and compliance standards. Plans, organizes and monitors the efficiency and effectiveness of own work. Updates such things as line-item budgets, revenue and expense budgets, fee and collections information and related financial reports under general supervision. Independently coordinates schedules, activity logs and reporting requirements. Takes responsibility for finding accurate answers to questions and inquiries. Maintains and updates day-to-day planning and organizing tools such as inventory control information, classification systems and resource allocation charts. Knows and applies basic project management techniques, day-to-day activities planning, scheduling and coordination.

Uses information technology effectively: Demonstrates user level skill and ability. Proficient in basic software packages.

## **PHYSICAL CONDITIONS & WORK CONTACTS:**

Exertion level as outlined by the Department of Labor: LIGHT: work involves exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job/occupation is rated Light Work when it requires: (1) walking or standing to a significant degree; (2) sitting most of the time while pushing or pulling arm or leg controls; or (3) working at a production rate pace while constantly pushing or pulling materials even though the weight or the materials is negligible. (The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.)

FLSA Status: Non-exempt



# Customer Service Representative

Class Code:  
510

CITY OF CHARLOTTESVILLE  
Established Date: Sep 19, 2008  
Revision Date: Jul 27, 2010

## GENERAL SUMMARY:

Performs responsible skilled clerical work involving customer service and the preparation and/or maintenance of fiscal or related records; does related work as required.

Primarily and most frequently the work done here is under general supervision, with related functional areas and more advanced applications. Work is performed under regular supervision.

## ESSENTIAL RESPONSIBILITIES AND DUTIES:

Receives customer inquiries in person and by telephone, searches out information, prepares work orders;

Handles account inquiries;

Prepares applications and bills for accounts;

Gathers, assembles, tabulates, checks and files financial data;

Posts, checks, balances, updates and adjusts routine financial data;

Checks invoices, maintains varied financial and statistical records and compiles reports;

Prepares service orders, requisitions and correspondence;

Operates computer in updating customer account information;

Files various account transaction documents;

Searches documents for errors;

Collates, sorts and compiles account data in accordance with procedures;

Operates computer, calculator and other standard office equipment incident to maintaining records;

Researches account information;

Performs functions according to City, State, and Federal laws and guidelines;

Performs related tasks as required.

## EDUCATION, EXPERIENCE AND SKILLS:

Education: High School diploma or GED equivalency required. Supplemental courses or education in relevant area preferred.

Experience: Customer service or office/administrative experience preferred.

Skills: General knowledge of customer service methods, procedures and equipment; general knowledge of standard office procedures, practices and equipment; general knowledge departmental procedures, billing, collecting and adjustments, customer service basic principles; Ability to understand and follow oral and written directions; ability to establish and follow detailed work procedures; ability to perform mathematical computations

with speed and accuracy; skill to use a variety of office machines; computer skills and data entry abilities; ability to get along well with citizens and customers.

## **ORGANIZATION COMPETENCIES:**

Interpersonal Effectiveness/Communication: Provides information and guidance that assists others in making decision; explains issues and/or concepts with clarity and confidence. Composes documents and reports that analyze, synthesize and convey complex information accurately and professionally. Listens to the ideas of others and applies them on the job, as appropriate and is able to suggest communication process improvements. Balances individual and group needs.

Service/Support Orientation: Responds to underlying service and support concerns and the issues. Demonstrates an in-depth understanding of others' needs and responds appropriately. In addition to city and agency guidelines, exercises good judgment in responding to others in unique and difficult situations.

Multi-tasking/Problem Solving: Balances multiple, complex tasks and completes them under general supervision. Gathers data using advanced measurement and analytical methods.

Organization: Sets priorities with agency and program guidelines. Uses more difficult project management methods. Organizes relates sets of responsibilities that require multiple steps for completion. Resolves own schedule conflicts. Manages appointment and assignment scheduling responsibly.

## **JOB FAMILY COMPETENCIES:**

Accuracy, completeness and efficiency of work: Takes responsibility for finding accurate answers to questions, usually within the department or functional area. Is reliable in completing routine tasks and responding to requests. Positive influence on teamwork.

Customer service skills and abilities: Demonstrates effective customer service in difficult and special situations. Demonstrates a deeper understanding of customers' needs and responds appropriately. Seeks to go beyond the customer requests to satisfaction. In addition to following proscribed criteria, exercises some discretionary judgment in resolving customer problems.

Customer service technical and subject matter knowledge: Performs work of moderate difficulty. Demonstrates ability to perform work such as identifying barriers and enablers to customer delivery. Demonstrates the ability to balance multiple tasks that are simple to moderately complex in nature; completes some tasks without close supervision. Performs fact finding thoroughly and accurately and uses data to make and prioritize routine work decisions. Assesses potential areas of problems and issues and reports to higher level employees. Can identify steps in the department's overall service delivery planning and execution process.

## **PHYSICAL CONDITIONS & WORK CONTACTS:**

Standard work environment. Flexible schedule may be required. Driver's license may be required depending on assignment.

FLSA Status: Non-Exempt



CITY OF CHARLOTTESVILLE  
Established Date: Sep 17, 2008  
Revision Date: Sep 5, 2012

# Maintenance Worker II

Class Code:  
470

## GENERAL SUMMARY:

Performs routine semi-skilled work in a variety of construction, repair and maintenance assignments involving the use of common tools and operates equipment in connection with the semi-skilled tasks to which assigned; does related work as required.

Primarily and most frequently the work done here is under general supervision, with related functional areas and more advanced applications.

## ESSENTIAL RESPONSIBILITIES AND DUTIES:

Responsible for facilities, grounds and City infrastructure maintenance functions;

Assists with construction and maintenance projects;

Performs simple repair and completes maintenance assignments;

May be exposed to or required to use chemicals in general maintenance responsibilities;

Assists senior workers in semiskilled work and the use of hand tools and maintenance equipment;

Operates hand tools and power equipment associated with custodial, construction and maintenance operations;

May operate vehicles as required;

Must have the willingness and flexibility to work as a member of one or several teams;  
Performs other duties as assigned.

## EDUCATION, EXPERIENCE AND SKILLS:

**Education:** Any combination of education and experience equivalent to high school or vocational school diploma or GED. If no diploma or GED is obtained, must have a minimum of 2 years of direct work experience in the field.

**Experience:** Some experience as a laborer in the maintenance, repair and/or construction activities to which assigned. Some experience in the operation of mechanical and automotive equipment.

**Skills:** Some knowledge of the maintenance, repair and manual tasks of the area to which assigned; some knowledge of the safe use and operation and preventive maintenance of the common hand and power tools required in the work; some knowledge of the safe use, operation and preventive maintenance of the equipment to which assigned; skill in the use of the equipment to which assigned; ability to perform manual labor for extended periods, often under unfavorable weather conditions.

**Special Requirements:** May require valid VA driver's license by employment start date. May require the ability to obtain Pesticide Applicator certification. May require the ability to obtain a CDL within 6 months of hire.

## **ORGANIZATION COMPETENCIES:**

Interpersonal Effectiveness/Communication: Provides information and guidance that assists others in making decisions; explains issues and/or concepts with clarity and confidence. Listens to the ideas and directives of others and applies them on the job, as appropriate and is able to suggest communication process improvements. Balances individual and group needs.

Service/Support Orientation: Responds to underlying service and support concerns and issues. Demonstrates an in-depth understanding of others' needs and responds appropriately. In addition to city and agency guidelines, exercises good judgment in responding to others in unique and difficult situations.

Multi-tasking/Problem Solving: Balances multiple tasks and completes them under general supervision.

Organization: Carries out responsibilities that require multiple steps for completion. Resolves own schedule conflicts. Manages appointment and assignment scheduling responsibly.

## **JOB FAMILY COMPETENCIES:**

Use of Tools and Equipment: Uses a wide range of specialized tools and equipment.

Specialized Technical Knowledge: Performs moderately complex tasks under general supervision.

Handling Chemicals: Uses specialized material of moderate hazard with special handling.

Safety Orientation: Demonstrates familiarity with safety procedures.

## **PHYSICAL CONDITIONS & WORK CONTACTS:**

Position may require employees to work a flexible schedule including evenings and weekends. Requires the ability to perform strenuous manual labor, often under unfavorable conditions, including considerable walking, lifting, stooping and carrying.

FLSA Status: Non-Exempt



# Project Assistant

Class Code:  
238

CITY OF CHARLOTTESVILLE  
Established Date: Sep 17, 2008  
Revision Date: Nov 21, 2011

## GENERAL SUMMARY:

Provides administrative services to a department, including clerical, communications, outreach and planning assistance to the director/staff.

Primarily and most frequently the work done here is under direct supervision, within one functional area, and of a routine nature.

## ESSENTIAL RESPONSIBILITIES AND DUTIES:

Works with and provides project assistance to individual clients and/or groups.  
Provides staffing on special projects for the director/work groups as needed;  
Provides reception and clerical assistance to staff in the office; refers callers to the appropriate services;  
Organizes, schedules and documents meetings;  
Manages office operations, such as maintaining informational databases, paying invoices and recording fiscal expenditures;  
Maintains and updates website, develops outreach and presentation materials; updates and produces reports, newsletters;  
Performs related tasks as required.

## EDUCATION, EXPERIENCE AND SKILLS:

Education: Any combination of education and experience equivalent to an associate's degree. Minimally, possession of a high school diploma or GED plus two years of relevant work experience may be considered equivalent.

Experience: At least two years of experience in related field.

Skills: Excellent oral and written communication abilities; Knowledge of local government agencies and policies; Critical thinking skills (reconciliation and problem solving); Office management and administrative skills; Strong computer skills: Proficiency in Microsoft Office; Desktop publishing and web design skills preferred.

## ORGANIZATION COMPETENCIES:

Interpersonal Effectiveness/Communication: Responds effectively to inquiries and requests. Composes clear and accurate written communications. Exchanges and/or presents general information clearly, efficiently and effectively. Listens to the ideas of others. Effectively supports and participates with co-workers to benefit the team or work group. Establishes rapport with co-workers and others.

Service/Support Orientation Responds to requests in routine areas. Takes responsibility for finding answers to questions. Works well with the public. Clarifies requests by asking the right questions. Adheres to city and agency protocols in responding to others.

Multi-tasking/Problem Solving: Completes tasks in proper order based on established priorities. Gathers information accurately to set priorities

Organization: Uses agency or program guidelines and supervision to set priorities. Follows project management guidelines set by others. Organizes routine jobs that require several steps for completion. Uses time effectively. Schedules daily tasks to accomplish work assignments. Uses city and agency resources effectively and responsibly.

## **JOB FAMILY COMPETENCIES:**

Functional problem solving and decision making: Demonstrates the ability to explain complex problems and issues and the related data collected under general supervision. Solves routine service and operations problem independently. Applies basic project management techniques. Recognizes and defines problem situations and refers matters to higher level professionals and managers as indicated.

Possesses subject matter knowledge and expertise in functional/professional area: Knows and accesses sources of information needed to get work done. Demonstrates knowledge of the terminology, procedures, processes, standards, policies and overall objectives. Knows and understands objectives of the functional area and the measures of performance. Collects and compiles information needed by project teams and managers. Formats and writes operational and service delivery reports. Knows and applies expected service levels and work standards. Understands the overall program/unit/departmental operations output and productivity goals and measures.

Applies knowledge of and skills in day-to-day administrative and service support: Knows and accesses sources of information needed to get work done. Perform a wide variety of difficult to complex service and support duties under general supervision. Understands the procedures, policies, processes, practices and standards for within service support functional/operational area. Uses independent judgment in the application of practices and procedures. Knows and applies expected service levels and work standards. Schedules routine work independently. Works with others in conducting research, collecting data and formulating reports.

Plans and organizes work assignments, workflow and schedules for operations, services, programs and functions efficiently and effectively: Knows and applies to job all related quality, safety, regulatory and compliance standards. Plans, organizes and monitors the efficiency and effectiveness of own work. Updates such things as line-item budgets, revenue and expense budgets, fee and collections information and related financial reports under general supervision. Independently coordinates schedules, activity logs and reporting requirements. Takes responsibility for finding accurate answers to questions and inquiries. Maintains and updates day-to-day planning and organizing tools such as inventory control information, classification systems and resource allocation charts. Knows and applies basic project management techniques, day-to-day activities planning, scheduling and coordination.

Uses information technology effectively: Demonstrates user level skill and ability. Proficient in basic software packages.

## **PHYSICAL CONDITIONS & WORK CONTACTS:**

Standard work environment. Position may require work during evenings and weekends.

FLSA Status: Non-Exempt

## **SUCCESS FACTORS:**

Success Factors: Ability to function as a contributing team member; Problem solving skills.



# Project Manager

Class Code:  
650

CITY OF CHARLOTTESVILLE  
Established Date: Aug 21, 2012  
Revision Date: Nov 24, 2014

## GENERAL SUMMARY:

The Project Manager manages projects of substantial cost, scope, and complexity to include by not limited to major IT system or hardware upgrades, new facility construction or major renovations to existing facilities. Primarily and most frequently the Project Manager performs work independently while maintaining a high level of customer service to all project stakeholders. Primary responsibilities include management of all phases of the project life-cycle process, from conception/initiation through closing, in order to deliver a specified product, service, system or result within the constraints of the project scope, resources, time and budget.

Primarily and most frequently the work done here is performed independently under the general supervision of a division manager or department head.

## ESSENTIAL RESPONSIBILITIES AND DUTIES:

As principal point-of-contact for assigned projects, manages projects through all phases and activities of the project life-cycle process.

Identifies and defines the scope and objectives of each project considering stakeholder needs and requirements and plans an effective strategy.

Develops detailed work plans, schedules, project estimates, budget/resource plans, and cost-benefit analysis.

Organizes/selects/leads project teams. Organizes project team meetings capturing notes and follow-up action items.

Manages the integration of contractor tasks and reviews contractor deliverables; provides technical and analytical guidance and direction to the project team; and recommends and takes action to direct the analysis and solutions to problems.

Creates status reports and attends status-related meetings to communicate project updates.

Manages project budgets by tracking and forecasting required expenditures.

Monitors project activities to mitigate risk and escalates issues appropriately.

Designs or conducts analytical studies, cost-benefit analyses, or other research to ensure compliance with laws, regulations, policies, standards, or procedures.

Prepares, implements, monitors, and updates the project plan continuously.

Assesses and applies industry approaches and best practices to project management that lead to proven successful project outcomes.

Maintains a high level of customer services; resolves complaints; and recommends changes in policies and procedures to improve services to the public and other customers.

Creates status and project reports and conducts routine project meetings and communicates project updates to all stakeholders.

Designs and/or conducts analytical studies, cost-benefit analyses and performs other research to ensure compliance with laws, regulations, policies, standards or procedures.

Assesses and applies industry approaches and best practices to project management that lead to proves successful project outcomes on a consistent basis.

May lead and/or participate in the development of the Capital Improvement Program for a Department or Division.

Performs other related duties as assigned.

## **EDUCATION, EXPERIENCE AND SKILLS:**

Education: Any combination of education and experience equivalent to degree from an accredited two-year college or university which provides the required knowledge, skills, and abilities. Preferred: Four-Year College Degree or Master's Degree.

Experience: Minimum of three years of comprehensive project management experience in full life-cycle project management that includes experience in directing and leading project teams. Preference for three to five years of experience directing/managing a variety of complex and challenging project assignments of significantly large scale and considerable cost.

Skills: Requires a comprehensive, intensive practical knowledge of substantive project management principles, practices, methods, approaches, procedures, and a technical knowledge base of sufficient depth and breadth in a variety of complex and challenging project assignments of significantly large scale and considerable cost.

Strong technical reading and writing skills.

Strong skill in computer software (i.e., Microsoft Office, Microsoft Project, Adobe Acrobat).

## **ORGANIZATION COMPETENCIES:**

Interpersonal Effectiveness & Communication: Independently prepares concise and clear complex and strategic documentation. Analyzes complex or difficult communication situations and formulates effective responses. Balances and optimizes the skills and contributions of others; creates an environment that allows others to willingly share expertise with others. Able to provide ongoing feedback, perform formal evaluations. Promotes positive solution-oriented communication.

Service & Support Orientation: Provides leadership in improving service and support processes, procedures, and productivity. Applies extensive knowledge of internal and external resources in addressing challenges and improving professional service delivery. Leads or directs organization-wide efforts to accomplish professional strategic service and support objectives. Anticipates others' needs, is proactive in reacting to them and helps others to do the same. Resolves issues using discretionary judgment in the absence of any explicit protocol.

Multi-tasking & Problem Solving: Assesses multiple, complex tasks or projects and service demands and develops processes to address them. Equitably and effectively assigns responsibilities to others to accomplish projects and meet service demands. Anticipates and identifies potential problem situations and develops strategies or policy for resolution.

Organization: Sets strategic priorities and monitors attainment of goals. Leads or directs major, organization-wide, multi-faceted projects. Oversees distribution of responsibility for program and work processes. Leads, directs development of new processes, or process improvement. Makes final decisions concerning conflicting priorities and resource needs among units Evaluates and manages the performance of others and develops corrective action plan when appropriate.

## **JOB FAMILY COMPETENCIES:**

Applies knowledge of day-to-day operational processes, workflow, and related performance measurements: Supervises the day-to-day operational groups or units. Directs strategic project teams. Implements programs for continuous learning among staff. Independently prepares operations /productivity reports and communicates

information to senior managers in a clear and concise manner. Works with senior management in a variety of functional areas to establish and implement control points and process measures.

Operational, workflow and resources deployment: Leads task forces and committees for investigating and resolving issues, complaints and special problems. Supervises others engaged in group, unit or departmental level operational problem-solving and decision-making. Identifies actual and potential problem situations and develops methodologies to find solutions. Recognizes patterns of problems and recommends or implements policy and procedure change to avoid the recurrence of a problem. Presents effective recommendations to management. Possesses subject matter knowledge and expertise in functional/professional area: Supervises individuals / teams areas of expertise. Upgrades knowledge and provides continuous learning opportunities for staff. Independently prepares concept papers, feasibility studies and publications and communicates information to senior.

Coordinating and organizing operations: Serves as an advanced resource in both operational and strategic planning at a divisional level. Involved in integrating performance monitoring systems and the planning programming budgeting system. Demonstrates the ability to master all levels of a unique, city - wide operation, requiring advanced specialized knowledge and skill.

Project Management: Uses integrated project management to coordinate complex projects. Establishes worksteps, assigns resources, and estimates cost.

Uses information technology effectively: Heads directly or delegates assignments to others for new systems development, applications or enhancements.

### **PHYSICAL CONDITIONS & WORK CONTACTS:**

Depending on assignment, a valid driver's license may be required and/or exposure to conditions typical of active construction sites on a regular basis.

FLSA Status: Exempt