



# City of La Quinta

**CITY / SA/ HA/ FA MEETING DATE:** March 18, 2014

**AGENDA CATEGORY:**

**ITEM TITLE:** APPROVE NEW JOB DESCRIPTION AND PAY SCHEDULE FOR PERMIT OPERATIONS SUPERVISOR, ADDITION OF OFFICE ASSISTANT AND RECLASSIFICATION FROM SECRETARY TO EXECUTIVE ASSISTANT IN THE COMMUNITY DEVELOPMENT DEPARTMENT

**BUSINESS SESSION:**

**CONSENT CALENDAR:** 9

**STUDY SESSION:**

**PUBLIC HEARING:**

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## **RECOMMENDED ACTION:**

Approve a new job description of Permit Operations Supervisor, add a job position for Office Assistant, and reclassify the existing Secretary position to Executive Assistant.

## **EXECUTIVE SUMMARY:**

- In order to improve the customer service experience and expedite permit processing, an effort is underway to implement a permit processing software system.
- The Permit Operations Supervisor will provide a key resource necessary for administration of the development permit process and the new permit tracking software system scheduled to be operational this summer.
- Organizational restructuring implemented in early 2013 resulted in the elimination of two administrative support positions in the former Planning and Building & Safety Departments. Department activity over the past 14 months has identified a consistent need for additional administrative support, resulting in the need to add an Office Assistant.
- The former Planning Department Secretary is now responsible for all administrative support for the Community Development Department. The volume and complexity of work has significantly changed since the organizational restructuring, resulting in the need to reclassify this position to Executive Assistant.

- Funding for these positions were included in the approved Mid-Year Budget.

### **FISCAL IMPACT:**

Appropriations necessary for the requested personnel adjustments were granted with the recent 2013/14 mid-year budget adjustments. If approved, funds for these positions would be included in subsequent years operating budgets.

### **BACKGROUND/ANALYSIS:**

Adjustments to the current Community Development staffing structure is requested in order to improve the overall customer service experience, ensure sufficient staff exists for proper administration of the forthcoming permit tracking software, and respond to the pending retirement of key Department staff. Three adjustments are identified:

- Addition of the Permit Operations Supervisor. This represents a new position within the City's organizational structure, requiring establishment of a job description and pay schedule. This position will report to the Department Director and be directly responsible for administering the development permit operations and supervising the permit technicians, as well as managing the new permit tracking software system. The salary range for this position will be \$65,581-\$79,714 plus associated benefits (approximately 30% of salary).
- Establishing the Office Assistant position. This position previously existed in the former Building and Safety Department but was eliminated during the organizational restructuring in early 2013. Temporary office assistance has been utilized for the last 9 months. The consistent administrative support workload has resulted in the proposal to reestablish this position. A salary range has already been established for this position, which is \$36,518-\$44,388 plus associated benefits (approximately 30% of salary).
- Reclassification of Secretary to Executive Assistant. As a result of the organizational restructuring, the Secretary position has seen a significant change in workload and responsibility. The position is now responsible for all administrative support for the Department, supervises temporary office assistance, provides secretarial support to four boards and commissions, and assists the Department Director and division managers with special projects. Reclassification to Executive Assistant will recognize the increase in workload and responsibility currently performed. A salary range has already

been established for this position, which is \$58,067-\$70,581 plus associated benefits (approximately 30% of salary).

The proposed personnel actions directly support a Community Development Department and City core objective to enhance service delivery. These proposed actions are not a result of the recent increase in development activity but rather ensure that a strong base of key personnel is established to consistently and sufficiently address Department and organizational needs.

**ALTERNATIVES:**

Multiple alternatives can be explored and proposed, including the option of taking no action; however, staff believes that the proposed personnel actions provide the most efficient and effective approach to addressing existing and future needs as well as improving the overall customer service experience.

Report prepared by: Les Johnson, Community Development Director  
Report approved for submission by: Frank J. Spevacek, City Manager

- Attachments:
1. New Job Description – Permit Operations Supervisor
  2. Job Description – Office Assistant
  3. Job Description – Executive Assistant



**PERMIT OPERATIONS SUPERVISOR**

**GENERAL STATEMENT OF JOB**

Under general supervision, performs a variety of professional administrative and systems management work related to support functions of the Community Development Department; to organize, supervise and participate with City staff engaged in the processing and coordinating of applications and drawings for construction permits; maintain and develop the permit system software; to plan, supervise and coordinate assigned general administrative activities including permitting systems implementation and administration, records management, contract administration, and personnel administration; to manage the operation of assigned departmental programs and projects; and to supervise assigned staff.

**REPORTS TO:** Community Development Director or his/her designee.

**ESSENTIAL FUNCTIONS**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

- Plan, organize, perform and supervise the assigned functions and activities of the Community Development Department, including permit systems management, budget preparation, implementation and administration, contract administration, purchasing, and personnel administration;
- Supervise the Community Development Department's permitting systems; coordinating with Information Technology (IT) to develop and implement technology-based applications for monitoring and evaluating the department's workload, efficiency, and budget utilization;
- Evaluate and implement new electronic and web-based systems and procedures to improve efficiency and enhance customer service;
- Assist in the establishment and management of performance indicators for accountability, including monthly and annual reports; create and maintain department information systems databases;
- Assist with management of departmental operating budget, including allocation of resources and administration of approved budget and forecasting of additional funds needed for staffing, equipment, materials and supplies;
- Identify, track and forecast development trends;
- Design and conduct a variety of complex and responsible administrative studies, statistical analyses and projects;
- Research, analyze and interpret social, economic, population and land use data and trends and establish and maintain comprehensive databases, preparing reports of findings;

- Prepare complex and sensitive reports, including those necessary for County, State and Federal regulatory agencies;
- Develop and review staff reports and correspondence related to departmental issues;
- Present reports to City Council, Commissions, and Boards;
- Monitor and perform departmental personnel functions including recruitment process coordination, employment application review and screening, and personnel transaction processing; recommend staff selection, training and safety programs;
- Plan, prioritize, assign, and supervise the work of support staff; provide or coordinate staff training; coach employees to improve job performance and to correct deficiencies; prepare performance evaluations;
- Coordinate services with other City departments and divisions and with outside agencies and organizations;
- Develop requests for proposals, scope of work statements, and technical specifications, analyze proposals and recommend selection;
- Manage technology-related contracts and professional services agreements and work performed by consultants and contractors for the department;
- Answer questions and provide information to the public; receive and investigate complaints and recommend corrective action, as necessary, to resolve complaints;
- Maintain time, material and equipment use records; and
- Performs various related essential duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

High school graduation or equivalent; at least five years of experience involving software systems management, previous experience in a public works/building/planning department, or business administration, including at least one year at a supervisory level, or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

### **Required Licenses and Certification**

Requires a valid Class C California Driver's License.

### **KNOWLEDGE AND ABILITIES**

### **REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

#### **Knowledge of:**

- Customer service principles and practices;
- Communicating effectively both orally and in writing;
- Analyzing administrative problems, evaluating alternatives, and making creative recommendations;
- Participating in development, implementation and administration of goals, objectives, and procedures for providing effective and efficient services;

- Personal computer operation, software applications including in-depth knowledge of current permit application software; and
- Basic principles of training and supervision; and
- Establishing, maintaining, and fostering positive, harmonious, and effective working relations with employees and the public.

**Physical Requirements:**

- Ability to operate a variety of automated office machines including a calculator, copier, personal computer, typewriter and fax machine;
- Ability to coordinate eyes, hands and fingers in performing semi-skilled tasks including word processing;
- Ability to exert negligible physical effort in sedentary to light work involving sitting most of the time, but may involve walking or moving from one area of the office to another, and standing for brief periods of time;
- Ability to exert a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects.

**Mathematical Ability:**

- Ability to add, subtract, multiply and divide;
- Ability to compute and use fractions and decimals.

**Supervisory Responsibilities:**

- Ability to assign, review, plan and coordinate the work of other employees;
- Ability to provide instruction and guidance to staff; and promote staff development and motivation; and analyze problems that arise in the areas under supervision and recommend solutions;
- Ability to recommend the discipline or discharge of staff, recommend transfers or promotion of employees;
- Ability to assess the work of employees and write performance appraisals.

**Judgment and Situational Reasoning Ability:**

- Ability to use independent judgment under public scrutiny or on short notice such as when making public presentations or responding to media or public inquiries;
- Ability to use sound independent judgment in fairly non-routine situations, such as recognizing scope of authority and resolving complex customer requests;
- Ability to use sound independent judgment within general policy and regulatory guidelines.

**Language Ability and Interpersonal Communication:**

- Ability to comprehend and correctly use a variety of informational documents including permits, commercial plans, City and department rules, laws and policies, messages, reports, and meeting minutes;
- Ability to prepare letters of correspondence, memos, transmittals, forms, permits, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction and style;
- Ability to comprehend a variety of reference books and manuals including city municipal code, uniform swimming pool code, Title 24 manual, assessor parcel map, business and professionals code and contractors licensing code;
- Ability to communicate effectively, both in writing and orally;
- Ability to maintain effective working relationships with officials, coworkers, supervisor, members of the public, and other City personnel verbally and in writing.

**Environmental Adaptability:**

- Ability to work independently;
- Ability to work in an office environment.

The City of La Quinta is an Equal Opportunity Employer. In compliance with the Americans With Disabilities Act, La Quinta will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

March 2014



# ATTACHMENT 2

## THE CITY OF LA QUINTA

### OFFICE ASSISTANT

#### **GENERAL STATEMENT OF JOB**

Under direct to general supervision, performs clerical tasks; acts as primary receptionist at the counter and on the phone; provides general information to the public.

#### **DISTINGUISHING CHARACTERISTICS**

This job class is the entry level of the Clerical/Secretarial series. Employees in this classification follow well-defined policies and procedures which can be learned readily by on-the-job training. After employees become familiar with particular procedures they may work with some independence. This job class requires accuracy and attention to details and the ability to deal tactfully and courteously with the public.

**REPORTS TO:** Executive Secretary or other appropriate City staff.

#### **ESSENTIAL FUNCTIONS**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

- Answers all incoming calls in a professional manner; locates individuals, takes messages if necessary;
- Greets and gives directions or information to the general public;
- Performs filing, duplicating and general clerical duties; types correspondence, reports, minutes, handouts and/or other assignments using a word processing program; makes copies of reports and forms;
- Checks forms, records, and other materials for accuracy, completeness and conformance with established procedures;
- Receives, sorts and distributes incoming mail; signs for packages and contacts appropriate person;
- Assists in establishing and/or maintaining a filing and retrieval system for interrelated files and records;
- Assists in taking inventories of office supplies and may order supplies; tracks back ordered supplies; and reviews invoices for accuracy, resolving discrepancies as necessary;
- Assists in a variety of functions such as mailing and publication of newsletter, and maintaining mailing lists of appropriate agencies and public officials;
- May operate a central PABX telephone system;
- Performs various related essential duties as required.

#### **MINIMUM TRAINING AND EXPERIENCE**

High school graduation or equivalent; some clerical, reception and typing experience desirable; proficiency in a word processing program desirable; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

Certification or Licensing Requirements

May require a valid Class C California Drivers License.

**KNOWLEDGE AND ABILITIES  
REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

*Knowledge of:*

- receptionist techniques and communication skills;
- typing, telephone procedures, use of standard office equipment; basic uses and capabilities of personal computers desirable;
- proper English usage, grammar, punctuation;
- practices, procedures, and activities of office including filing;
- general office operations, functions, and procedures.

*Physical Requirements:*

- Ability to operate a variety of automated office machines including an adding machine, copier, postage machine, personal computer and peripheral equipment, typewriter and fax machine;
- Ability to coordinate eyes, hands and fingers in performing semi-skilled tasks including typing at 45 net wpm from clear copy (45 net wpm preferred; 32 net wpm minimum) and collating papers;
- Ability to exert light physical effort in sedentary to light work involving sitting most of the time, but may involve walking or moving from one area of the office to another, and standing for brief periods of time;
- Ability to exert a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects.

*Mathematical Ability:*

- Ability to add, subtract, multiply and divide.

*Judgment and Situational Reasoning Ability:*

- Ability to apply common sense understanding to perform semi-repetitive tasks such as typing, re-loading and fixing minor problems with the copier, fax, printer and computer;
- Ability to use independent judgment in fairly routine situations, such as assisting customers with general information.

*Language Ability and Interpersonal Communication:*

- Ability to comprehend and correctly use a variety of informational documents including messages, invoices, reports, checks, and meeting minutes;
- Ability to prepare letters of correspondence, memos, transmittals, forms, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction and style;

- Ability to comprehend a variety of reference books and manuals including dictionary, operations manuals for office equipment and phone directory;
- Ability to communicate effectively with coworkers, members of the public, and other City personnel verbally and in writing.

*Environmental Adaptability:*

- Ability to work in an office environment.

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**January 2008**



# ATTACHMENT 3

## ***THE CITY OF LA QUINTA***

### **EXECUTIVE ASSISTANT**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs a wide variety of complex and highly responsible secretarial and administrative functions, which may be confidential and sensitive in nature for the Mayor and City Council, the City Manager, Assistant City Manager, Personnel/Risk Manager or other City department head. Completes, coordinates and assists with special projects and performs related duties as assigned.

#### **DISTINGUISHING CHARACTERISTICS**

This job class is within the Clerical/Secretarial series. Employees in this classification follow a broad framework of policies and procedures. This job class is set apart from other classifications within the Clerical/Secretarial series by the nature and scope of responsibilities originating from the Mayor, City Council, City Manager and staff within the City Manager's Office or other City department head that require discretion and independent judgment, as actions can have significant effect upon City operations. Also, this job class may involve supervision of the Executive Office Assistant's clerical/secretarial functions and responsibilities. Duties are more extensive and complex due to the broader variety and scope of operations associated with a diverse department.

**REPORTS TO:** City Manager, Assistant City Manager, Personnel/Risk Manager and/or Department Director.

#### **ESSENTIAL FUNCTIONS**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

- Provides responsible, complex and confidential secretarial and administrative support to the Mayor, City Council, City Manager, Assistant City Manager, Personnel/Risk Manager and other assigned management staff;
- May perform supervisory duties for Executive Office Assistant including assigning, reviewing and planning work and writing performance evaluations;
- Prepares and proofreads a wide variety of complex and confidential reports, letters, memorandums, and other confidential documents including, but not limited to, confidential documents related to the meet and confer process with represented employees;

- Assists in the preparation and maintenance of confidential Personnel records and files;
- Maintains record-keeping system for personnel performance evaluations, prepares related correspondence, assists in the preparation and placement of employment job announcements and advertisements;
- Assists in the preparation of materials and documents related to Personnel/Risk Management activities; interacts with employees, members of the public and outside agencies on Personnel/Risk Management and other City issues;
- Prepares complex reports and documents including agendas and agenda materials, bulletins, memoranda, press releases, independent correspondence, manuals, resolutions, and meeting minutes;
- Performs a variety of complex and advanced secretarial duties in support of the Mayor, City Council, City Manager, Personnel/Risk Manager or other Department Directors, including handling confidential materials, scheduling appointments and arranging for meetings;
- Researches, compiles and summarizes data; formats and distributes reports and documents;
- Establishes and maintains a complex system of interrelated files and records;
- Coordinates schedules of appointments, meetings, conferences, accommodations, travel, and special events;
- Assists in the coordination of appointments and activities with other governmental agencies for the Mayor, City Council, City Manager and other management staff;
- Arranges a variety of meetings and conferences including the preparation of applicable materials;
- Screens inquiries from the public, provides related information, forwards complaints and requests for information to the appropriate City official;
- Maintains mailing lists of appropriate agencies and public officials;
- Performs various related essential duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

High school graduation or equivalent; five years of increasingly responsible secretarial experience, which involved secretarial/administrative responsibilities for upper management staff and contact with the public; or any equivalent combination of training and experience, which provides the required skills, knowledge and abilities. Secretarial experience for a public agency is highly desirable.

### **Required Licenses and Certification**

Requires a valid Class C California Drivers License.

### **Additional Requirements**

Must be available to attend evening meetings.

## **KNOWLEDGE AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

### *Knowledge of:*

- extensive technical and administrative office methods, procedures and techniques; word processing methods and techniques, basic uses and capabilities of personal computers;
- typing, telephone procedures, use of standard office equipment;
- City policies, rules and regulations; operations, procedures, and precedents of the assigned department and local government operations;
- Personnel/Risk management practices and procedures;
- proper English usage, grammar and punctuation;
- basic report writing, record keeping systems and business correspondence.

### *Physical Requirements:*

- Ability to operate a variety of automated office machines including an adding machine, copier, postage machine, personal computer, typewriter and fax machine;
- Ability to coordinate eyes, hands and fingers in performing semi-skilled tasks including typing at 55 net words per minute from clear copy (55 net wpm preferred; 39 net wpm minimum), word processing and collating papers;
- Ability to exert light physical effort in sedentary to light work involving sitting most of the time, but may involve walking or moving from one area of the office to another, and standing for brief periods of time;
- Ability to exert a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects.

### *Supervisory Responsibilities:*

- Ability to assign, review, plan, and coordinate the work of other employees;
- Ability to act on employee problems, and allocate and select personnel.

### *Mathematical Ability:*

- Ability to add, subtract, multiply and divide;
- Ability to compute and use fractions and decimals.

### *Judgment and Situational Reasoning Ability:*

- Ability to use or utilize concepts of rational thinking in initiating correspondence and assisting in bookkeeping;
- Ability to apply principles of influence systems such as supervising;
- Ability to use independent judgment in fairly non-routine situations, such as recognizing scope of authority and maintaining confidentiality, when necessary.

*Language Ability and Interpersonal Communication:*

- Ability to comprehend and correctly use a variety of informational documents including City and department rules, laws and policies, messages, invoices, reports, checks, and meeting minutes;
- Ability to prepare letters of correspondence, memos, transmittals, forms, legal notices, draft ordinances, resolutions and reports and to compile bid packages using prescribed format and conforming to all rules of punctuation, grammar, diction and style;
- Ability to comprehend a variety of reference books and manuals including dictionary, operations manuals for office equipment, computer software manuals and phone directory;
- Ability to communicate and maintain effective working relationships with officials, coworkers, supervisors, members of the public, and other City personnel verbally and in writing.

*Environmental Adaptability:*

- Ability to work in an office environment.

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June 2009