



**City of South Bend
Position Description**

Title	Code Inspector		Position Code:	
Department:	Code Enforcement			
Reports To:	Director			
FLSA Status:	Exempt	Collective Bargaining Representation:	No	
Driver's License:	Operators			
Other:	Security Sensitive:	Safety Sensitive:	Child Related:	
Effective:		Revisions:	02/02/2017	
HR Director Approval:		Date:		

POSITION SUMMARY:

Inspect city neighborhoods for violations and clearly document property conditions and complete inspection reports. Analyze chronic issues within specific neighborhoods using departmental data and historical information. If designated for Rental Safety Verification Program, be able to thoroughly inspect structures. Contribute substantially to the City's vacant and abandoned housing effort and communicate weekly progress toward goal. Propose solutions and conduct initial inspections of substandard properties, trash, and debris, tall grass/weeds, zoning problems, license applications and abandoned vehicles. Work with other City Departments to resolve unsafe living conditions for City residents. Proactively document trouble spots, anticipate questions from the public based on complaint history, and respond to requests for information professionally.

SUPERVISION EXERCISED:

- Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Analyze issues and propose solutions to chronic problems. Communicate concerns and critical issues to supervisors. Track and report problem properties.
- Educate City residents and local business owners about Code issues and violations. Represent the Department professionally, and interact with constituents courteously and knowledgeably.
- Anticipate and respond to resident concerns based on property history or condition.
- Perform property inspections according to local, state and national standards.
- Enforce City and State laws regarding property maintenance and vehicles.
- Complete required reports and keeps accurate records and files.
- Maintain clean and sanitary equipment, vehicle and work area.
- Perform various enforcement-related paperwork assignments.
- Testify at Code Enforcement hearings and court when needed.
- Check Outlook email at least once in the morning and once in the afternoon. Must be reachable by handheld radio throughout the work day.
- Support community activities, which may occur at night or on weekends.
- Occasionally lift trash or debris weighing up to 75 lbs.
- Generate or edit reports and public hearing presentations using MS Word, Excel, PowerPoint.
- Keep Outlook calendar up to date with absences, meetings, and other engagements.

- Utilize mobile applications to generate new violations and track citation history.
- Use safety equipment and wear uniform per departmental policy.
- Other duties as assigned.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Answer phones, assist customers, look up property information and support administrative staff as needed.

EDUCATION / QUALIFICATIONS:

- High School diploma or equivalent. College degree in a major related to construction, building inspection, engineering, or environmental health and safety preferred.
- Three or more years of work experience required, preferably in the building construction field and/or inspection work.
- Must have experience with office software including MS Word, Outlook, PowerPoint and Excel.

KNOWLEDGE AND ABILITIES:

- Ability to investigate unsafe buildings and debris-strewn areas.
- Proactive and passionate about improving the City of South Bend.
- Excellent, systematic, accurate data collection and strong computer abilities (MS Word, Excel, Outlook, PowerPoint).
- Clear written and verbal communication skills. Must be able to communicate results using Word, Excel, Outlook and PowerPoint.
- Excellent interpersonal skills and ability to work with diverse populations. Must have superior customer service skills.
- Persuasive; able to diffuse contentious situations.
- Willingness to learn, provide feedback on, new software/hardware tools, departmental processes, and systems.
- Knowledge of local codes or willingness to learn.
- Must communicate critical issues to supervisors.
- Use mobile inspection application(s), mobile devices (iPad, smartphone, radio).
- Working knowledge of City or County government a plus.

CERTIFICATES, LICENSE, REGISTRATION:

- A valid Driver’s License is required and the ability to drive daily for this position.
- International Property Maintenance Code certification. Incumbent may also receive certification within three months of hire.
- Asbestos inspection certification is required. New employees will have within one year of hire to obtain certification and existing employees must have existing certification. All employees must re-certify on a yearly basis and keep track of their state license numbers.

EQUIPMENT:

Desktop, mobile devices (i.e. iPad, tablet, smartphone) and laptop computer; telephone; safety equipment.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee will frequently be required to sit, walk, talk, and hear.

- The employee is occasionally be required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms.
- The employee must be able to lift and/or move up to 75 pounds as needed.
- Ability the work in adverse weather conditions requiring and moderate degree of physical stamina.
- Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

- Work is often performed in challenging environments including vacant buildings and debris-strewn areas.
- Workers are required to wear safety gear as needed.
- Work is performed outside as well as in office settings, with moderate inside temperatures.
- The noise level in the work environment is usually moderate in the office.
- Entire office and all City vehicles are smoke-free.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The City of South Bend is an at will employer.

REQUIRED:

Pre-Employment Drug Screen

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
(Employee Name – PRINT Name)

Employee Signature: _____ Date: _____

Supervisor Name (Please print): _____

Supervisor Signature: _____ Date: _____



**City of South Bend
Position Description**

Title	Contract Compliance Administrator		Position Code:	
Department:	Office of Diversity and Inclusion			
Reports To:	Manager-Inclusion Projects			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	<input checked="" type="checkbox"/> Operator License is required			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:	1/1/2020	Revisions:		
HR Director Approval:	Kyra Clark		Date:	1/1/2020

POSITION SUMMARY:

This position performs professional and analytical duties necessary to ensure contractor pre bid support and post award compliance with the City of South Bend Inclusive Procurement and Contracting Program. The position participates in the operations of post award contract compliance activities regarding small business (SBE/SDV) and minority and woman owned business (MBE/WBE) utilization process.

SUPERVISION EXERCISED:

Americorps staff
Seasonal interns

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides pre-award technical assistance, reviews good faith efforts, and support to suppliers regarding MBE/WBE and SBE/SDV utilization on Public Works projects over \$50,000.
- Manages daily tasks and activities using B2G Now System.
- Plans and executes M/WBE and SBE/SDV outreach and engagement events, trainings, and workshops.
- Plans and executes internal city buyer M/WBE and SBE/SDV events, trainings and workshops.
- Reviews and evaluates MBE/WBE and SBE/SDV utilization and compliance.
- Submits MBE/WBE and SBE/SDV utilization and compliance findings to ODI staff.
- Attends and participates in pre-solicitation and pre-construction meetings.
- Participates in the solicitation evaluation process to evaluate MBE/WBE and SBE/SDV participation.
- Reviews and reconciles contractor provided MBE/WBE and SBE/SDV utilization details on assigned post award projects including financial documents and reports and other documentation for correctness and appropriateness.
- Ensures adequate level of MBE/WBE and SBE/SDV utilization and provides accurate Year to Date utilization reports for assigned projects as needed.
- Uses provided information technology system(s) to manage daily procurement tasks and compliance tracking activities.
- Tracks and prepares departmental forecast reports.
- Prepares Final Analysis Reports detailing total achievement of MBE/WBE and SBE/SDV participation on assigned City contracts and Purchase Orders.

- Handles routine complaints and questions regarding contract compliance related issues.
- Partners with assigned Legal Department Assistant City Attorney to research and resolve contract compliance related problems.
- Monitors and analyzes contractor/vendor payroll documentation for compliance with local regulations.
- Monitors and tracks M/WBE and SBE/SDV vendor payment.
- Attends Diversity Utilization Board meetings as needed.
- Manages and tracks construction site visits.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Perform other duties and assume other responsibilities as apparent or as delegated.

MINIMUM EDUCATION / QUALIFICATIONS:

- Bachelor's degree (4 year degree) or equivalent alternative education and experience in contracts, procurement, purchasing, and or EEO compliance, Affirmative Action Plans, and or MWBE program management or similar field is required.
- Minimum of 3 years of proven, successful experience in human resources, and or workforce development, and or procurement, and or contracting, and or small business development, and or MWBE program administration or a combination of training and experience, such as through internships, which demonstrates the potential ability to perform the duties of the position.

PREFERRED KNOWLEDGE AND ABILITY:

- Strong written and verbal communication skills.
- Strong, demonstrated racial, and cultural competencies
- Strong problem solving skills, decision making skills and detail orientation
- Knowledge of municipal, county, state or federal government workplace environments
- Demonstrated ability to manage multiple projects and ability to analyze moderately complex processes
- Knowledge of contracts, procurement, or purchasing principles and practices.
- Knowledge of B2Gnow procurement software systems reporting or similar procurement tracking system and reporting or a similar procurement software.
- Ability to work with a team of diverse City and community stakeholders, think creatively, manage own time, and take initiative to drive projects.
- Expertise in MS Office Suite.
- Spanish language proficient a plus.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License.
- Contract Compliance Associate or Master

EQUIPMENT:

Computer, Telephone, Printer, Fax Machine, Copy Machine, Scanner.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully

perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The City of South Bend is an at will employer.

REQUIRED:

Pre-Employment Drug Screen
Comprehensive Background Check

EEO STATEMENT:

The City of South Bend seeks to attract, develop, and retain the highest quality staff and administrators. The City of South Bend is an Equal Opportunity Employer, and is committed to building a culturally diverse workplace. We strongly encourage applications from underrepresented population candidates and others that will enhance our community. Moreover, the City of South Bend prohibits discrimination against veterans or disabled qualified individuals, and requires affirmative action by covered contractors to employ and advance veterans and qualified individuals with disabilities in compliance with 41 CFR 60-741.5(a) and 41 CFR 60-300.5(a).



City of South Bend

Vacancy Announcement

Post Date: 2019/2020

Closing Date: Until Filled

ASSISTANT CITY ATTORNEY

Category: Full Time
Department: Legal
Reports To: Corporation Counsel
Shift: 8:00 AM-5:00 PM, Monday-Friday. Hours may vary based on departmental need.
Pay Rate: \$65,000-\$80,000/yr. (Exempt)

Position: **SUMMARY**

The City of South Bend seeks an experienced attorney to join its legal team. Excellent writing and analytical ability, sound academic credentials, and good character and interpersonal skills are all essential for success in this role. This highly motivated individual will interact with a team of attorneys and City Department Heads to provide daily legal counsel to Departments within the City of South Bend. He/She will ensure that documents clearly convey the intentions of the City and comply with relevant regulations and laws to ensure positive results for the City. Attorneys with transactional, litigation, and/or experience in administrative law are encouraged to apply. Some of the responsibilities of this attorney will include providing focused support to the Office of Diversity and Inclusion and the Area Plan Commission. Assignments are subject to change based on department need and attorney experience.

SUPERVISION EXERCISED None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Critical competencies include, but are not limited to, communication, critical thinking, and accountability. The following list represents the types of duties required by this position. Other duties may be assigned as reasonably expected.

- Advise City Department Heads and employees on day-to-day legal matters.
- Research, draft, negotiate, review, and revise contracts and other legal agreements.
- Assume direct responsibility for client work and work independently.
- Communicate clearly, professionally, and persuasively.
- Maintain quality work product in a timely manner, even when work volume is high.
- Coordinate or participate in special projects, as assigned.
- Establish and maintain effective working relationships.
- Broad-based transactional work, including counseling internal clients on negotiations.

NON-ESSENTIAL/MARGINAL FUNCTIONS

- Performs other duties and assumes other responsibilities as apparent or as delegated

EDUCATION / QUALIFICATIONS

- Juris Doctor Degree from accredited law school.
- Minimum of 3 years of legal experience.
- Admission to practice law in the state of Indiana.
- Previous transactional law experience preferred.
- Good character and interpersonal skills.
- Excellent writing and analytical ability.

CERTIFICATES, LICENSES, REGISTRATIONS

- Indiana Bar Admission

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Ability to draft, negotiate, and review contracts.
- Working knowledge of deal structure in the private/public sector.
- Ability to work in a collaborative team environment, but with the ability to work independently.
- Critical competencies include, but are not limited to, communication, critical thinking, accountability and ability to produce quality work product.

EQUIPMENT

- Computer, telephone, fax machine and copier.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, review documents, type and talk or hear. The employee is required to use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

DISCLAIMER

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TO APPLY

PLEASE SUBMIT A WRITING SAMPLE AND RESUME IN PDF FORMAT IN ORDER TO BE CONSIDERED FOR THIS ASSISTANT CITY ATTORNEY OPENING. All applications for currently posted positions will be submitted online at www.southbendin.gov or at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

REQUIRED:

Pre-Employment Drug Screen



City of South Bend
Position Description

Title	Director of Public Safety Initiatives		Position Code:	
Department:	Mayor's Office			
Reports To:	Chief of Staff to the Mayor			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	<input checked="" type="checkbox"/> Operator License is required			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:	1/1/2020	Revisions:	1/1/2020	
HR Director Approval:			Date:	

POSITION SUMMARY:

The Director of Public Safety Initiatives is a position within the Mayor's Office that oversees the new Division of Public Safety Initiatives. The division is intended to lead community health and safety efforts, including, but not limited to, the Group Violence Intervention (GVI) strategy. The Director conducts strategic planning for the division, furthering City goals and objectives within general policy guidelines. Assignments allow for a high degree of administration discretion in their execution.

The position requires extensive collaboration with the Office of the Mayor, City department heads, the Common Council, Police and Fire chiefs, local agency heads, and community stakeholders. The Director must work with these partners to develop strategies and oversee program implementations across South Bend.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Advises the Mayor of South Bend, along with the Chief of Police and Fire Chief, on issues related to public health and safety, crime prevention, GVI, PSAP (911 call center), fire suppression, emergency response, and disaster preparedness.
- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the division; oversees the preparation of the Public Safety Initiative division's budget and align with the budget priorities of the Police and Fire Departments.
- Oversees the grant application and awarding process for funds available through the Public Safety Initiative budget. Oversees engagement and distribution of funds to partners.

- Contributes to the overall quality of the division's service by developing, reviewing and implementing policies and procedures to meet legal requirements and City needs.
- Key point of contact from the Mayor's office for various governmental and non-governmental entities, including but not limited to: Board of Public Safety, St. Joseph County Emergency Management Agency (EMA), PSAP, GVI, Red Cross, St. Joseph County Board of Health, and other third parties.
- Collaborates with the Mayor's Office Deputy Chief of Staff/Policy Director on matters of public health including, but not limited to, partnerships with the St. Joseph County Health Department, Code Enforcement, Common Council Public Health and Safety Committee, and local healthcare institutions.
- Collaborates with the Mayor's Office Community Outreach Director, building relationships with community members working on issues of public safety and health.
- Plans, organizes, administers, reviews and evaluates the work of the GVI Project Manager and participates as part of the GVI Core Group.
- Represents the City's overall public safety interests, strategies, and policies in meetings with the Chief of Police and Fire Chief, Common Council members, members of boards and commissions, the Office of Diversity and Inclusion, various governmental agencies, transit providers, local law enforcement agencies, and a variety of public and private organizations and citizen groups.
- Performs other duties of a similar nature or level.



City of South Bend
Position Description

Title	Payroll Supervisor		Position Code:	
Department:	Administration & Finance			
Reports To:	Director of Treasury			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	<input checked="" type="checkbox"/> Operator License is required			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:	4/16/2015	Revisions:	4/16/2015	
HR Director Approval:		Date:		

POSITION SUMMARY:

Supervises the processing and payment of payroll in a timely fashion. Manages the operations of the City's centralized payroll system. Designs and implements payroll procedures for City departments. Works with the Human Resources Department on compensation and policy changes. Manages and serves as the administrator of the Kronos payroll system. Maintains Federal and State payroll tax and reporting compliance. Researches and implements various payroll tax law changes. Provides guidance to and resolves issues for payroll clerks.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervises payroll process and provides guidance to payroll clerks; plans and organizes workloads and staff assignments; trains and evaluates assigned staff; reviews progress and directs changes as needed.
- Audits payroll register for accuracy across all City departments, or provides guidance or input to payroll clerks for the purpose of auditing the payroll register for specific departments.
- Ensures compliance with all State and Federal reporting requirements – reconciles, reports, and remits taxes withheld to Federal and State taxing authorities according to strict deadlines.
- Reconcile, report and remit pension contributions to PERF and deferred compensation contributions to Nationwide as needed.
- Ensures direct deposit file is uploaded to bank correctly.
- Assists the City Controller in developing and maintaining payroll policies and procedures.
- Prepares Year End W-2s
- Works closely with Kronos Global Support to evaluate, test and implement business processes and new system functionality as they relate to the payroll module in Kronos.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

Answers phones, assist vendors and city staff, and performs other duties as requested. Composes types and edits a variety of correspondence, reports, memoranda and other material requiring judgment as to content, accuracy and completeness.

EDUCATION AND EXPERIENCE:

- Bachelors Degree in accounting or business management, or equivalent experience.
- Three to four years of computerized accounting experience, with at least two years in a supervisory or managerial capacity.

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of City or County governmental accounts payable a plus.
- Knowledge of computerized accounting systems.
- Knowledge of Microsoft Word and Excel.
- Good organizational and analytical skills as well as an ability to motivate and communicate effectively with internal and external contacts.
- Ability to make decisions and resolve problems.
- Ability to coordinate work and activities of assigned staff person.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Indiana Drivers License required if driving City Vehicle.
- Accounts Payable or Accounting Certifications a plus.

EQUIPMENT:

Desktop and laptop computer, telephone, facsimile machine, copier, and ten-key adding machine.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

REQUIRED:

Pre-Employment Drug Screen



**City of South Bend
Position Description**

Title	Director of Code Enforcement		Position Code:	3380
Department:	Code Enforcement			
Reports To:	Mayor			
FLSA Status:	Exempt	Collective Bargaining Representation:	No	
Driver's License:	Yes			
Other:	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: No	
Effective:	2018	Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Director has oversight of all operations related to the Department of Code Enforcement, including inspecting and processing violations of local, state and national regulations governing substandard buildings, property maintenance, abandoned vehicles, zoning, public nuisance, business licensing, and animal control.

SUPERVISION EXERCISED:

Responsible for oversight of all Code Enforcement staff. Direct reports include Deputy Director, Chief Inspector, NEAT Crew Supervisor, and Director of Animal Resource Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Direct activities related to inspecting and processing violations associated with substandard buildings, property maintenance, zoning, abandoned vehicle, public nuisance, business licensing, and animal control.
- Support vacant and abandoned housing efforts through oversight of inspection and demolition activities.
- Support neighborhood development and demonstrate responsiveness to resident concerns through building strong relationships with residents and neighborhood leaders and tailoring policy and project solutions to demonstrated community needs.
- Management of Rental Safety Verification Program.
- Evaluate staff performance at individual and team levels. Work with professional staff, temporary employees, and interns regularly to mentor, support, and provide constructive feedback.
- Oversee management of South Bend Animal Resource Center, including implementation of the revised Chapter 5 ordinance and associated updated business processes.
- Track Key Performance Indicators (KPIs) and report progress regularly to City staff, Council members, media (print, Web, TV). Participate in community meetings.
- Consistently improve customer service and response time. Respond to resident complaints.
- Implement internal policies and procedures to maintain organizational efficiency and effectiveness
- Manage public hearing process and demolition of structures.

- Oversee the department budget and billing / collections efforts.
- Review and propose changes to local ordinances and state laws as necessary.
- Testify at public hearings and at Circuit and Superior Court as necessary.
- Meet with bargaining unit on grievances and contract negotiations.
- Uphold City values of excellence, accountability, innovation, inclusion and empowerment in execution of job responsibilities
- Other duties as assigned.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Answer phones, assist customers, and perform other administrative duties.

EDUCATION / QUALIFICATIONS:

- Bachelor’s degree in business management, operations or related field required together with specialized training in building construction and/or code enforcement.
- Minimum of two to five years of management experience preferably gained in a responsible position related to building construction and/ or public administration.
- Previous work experience in challenging environments a plus.

KNOWLEDGE AND ABILITIES:

- Demonstrated success in leading groups through the process of change to leverage technology and increase efficiencies. Proven change management skills; passionate about process improvement and quality control.
- Ability to hold individuals and teams accountable to expectations, goals, and standards of performance.
- Ability to develop and implement short and long-range plans; analyze data and situations, make recommendations, and formulate options, strategies, and solutions; establish and maintain working relationships with colleagues, vendors, service contractors, and members of the public; exercise tact, diplomacy and objectivity in representing the Department.
- Knowledge of basic ordinances governing safety, hazards, and blight.
- Proactive about improving the quality of neighborhood life in the City of South Bend. Knowledge of South Bend’s neighborhoods is helpful.
- Strong computer abilities (MS Office).
- Clear written and verbal communication skills. Must be able to communicate results using Word, Excel and PowerPoint.
- Excellent interpersonal skills and ability to work with diverse populations.
- Persuasive; able to diffuse contentious situations.
- Superior customer service skills.
- Willingness to learn - and provide feedback on – new software/hardware tools, departmental processes, and systems.

CERTIFICATES, LICENSE, REGISTRATION:

Valid Driver’s License required if driving City vehicle.

EQUIPMENT:

Desktop and laptop computer; mobile devices (i.e. iPad, tablet, smartphone); telephone.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Field work includes visiting problem properties and meeting with neighbors and employees to discuss pertinent issues. Also includes supervising Animal Control personnel during after work hours to provide assistance with containing/capturing animals. Entire office is smoke-free.

DISCLAIMER:

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REQUIRED:

Pre-Employment Drug Screen



**City of South Bend
Position Description**

Title	Deputy Director of Code Enforcement		Position Code:	
Department:	Code Enforcement			
Reports To:	Director of Code Enforcement			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	<input checked="" type="checkbox"/> Operator License is required			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Under general direction of the Director of Code Enforcement, the Deputy Director will be responsible for administering the daily operations of the Department. He/She will represent the department internally and externally, supervise office staff, assist in the department's strategic planning, continuously seek to improve service delivery, and stay on top of new trends and initiatives.

SUPERVISION EXERCISED:

Will supervise the internal office staff as well as oversee all staff in the absence of the Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide positive and constructive leadership and management for the department.
- Manage and develop staff; implement goals, training, and policies; assign tasks and projects; monitor work; evaluate performance; and meet regularly with assigned staff to discuss and resolve workload and technical issues.
- Collaborate with peers in other divisions and departments within the City to achieve positive results.
- Advise the Director about important and/or sensitive issues and take appropriate action to address them.
- Represent the department and City before other government agencies, community groups, citizens, businesses and professional organizations.
- Represent the City in Code Enforcement hearings as needed.
- Oversee data management and archiving of departmental files.
- Manage departmental special projects such as community outreach, preparation of the annual report and budgets, debt collections, vacant and abandoned properties, and coordination with team members to create policies and procedures.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Perform other duties and assume other responsibilities as apparent or as delegated.

EDUCATION / QUALIFICATIONS:

- BA/BS or equivalent education and experience in public administration, business administration, civil engineering, or related field.
- Minimum of 3-5 years' of equivalent experience including management or supervisor experience.

KNOWLEDGE AND ABILITY:

- Knowledge of planning, organizing and coordinating inspection and code enforcement-related activities.
- Ability to establish and maintain effective relationships with members of the community, peers, supervisors and subordinates.
- Ability to identify and resolve issues of concern in a swift, professional and cost-effective manner.
- Knowledge of budgeting and budget management.
- Knowledge of performance management and tracking.
- Ability to delegate authority and responsibility to staff with managerial accountability.
- Ability to communicate effectively both orally and in writing and exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
- Ability to drive change and make quick, well informed decisions.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License required.

EQUIPMENT:

Computer, Telephone, Printer, Fax Machine, Copy Machine, Scanner.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The City of South Bend is an at will employer.

REQUIRED:

Pre-Employment Drug Screen

Equal Employment Opportunity Employer

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
(Employee Name – PRINT Name)

Employee Signature: _____ Date: _____

Supervisor Name (Please print): _____

Supervisor Signature: _____ Date: _____



**City of South Bend
Position Description**

Title	Animal Resource Center Manager	Position Code:	1118
Department:	Code Enforcement / Animal Resources Center		
Reports To:	Director of Code Enforcement		
FLSA Status:	Exempt	Collective Bargaining Representation:	No
Driver's License:	Yes		
Other:	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: No
Effective:		Revisions:	
HR Director Approval:		Date:	

POSITION SUMMARY:

The Assistant Shelter Manager will oversee and provide administrative, supervisory and practical support for the day-to-day activities at the South Bend Animal Resource Center. The Manager, along with the Assistant Manager will provide job training to new employees, maintain PetPoint system, manage and maintain KPIs, and reporting information. The Resource Center Manager will work directly with business affairs of the Animal Resource Center.

SUPERVISION EXERCISED:

Supervises Animal Resource Center staff; may at times, supervise interns and volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer complaints regarding Animal Resource Center.
- Conduct general investigations regarding Animal Resource Center related problems.
- Complete all required reports and maintain accurate records; files on duties performed by self and subordinates.
- Aid in daily care of animals.
- Assist in the treatment and euthanasia of animals.
- Improve policies and procedures at the Animal Resource Center.
- Oversee training of new employees.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Assume additional responsibilities as needed.

EDUCATION / QUALIFICATIONS:

- High school diploma or equivalent.
- Minimum of three years of experience in animal welfare and animal care environment.
- Supervisory experience.
- Bachelor's degree in Business, Animal Science, or related fields a plus.

KNOWLEDGE AND ABILITIES:

- Knowledge of effective methods of controlling and containment of domestic and wild animals.
- Ability to perform animal control duties efficiently.
- Ability to manage shelter data and analyze effectiveness of current policies and procedures.
- Strong technological and analytical skills.
- Knowledge of the purposes and methods of animal and animal welfare programs.
- Willingness to learn.
- Strong interpersonal skills.
- Strong negotiation skills with challenging situations and challenging customers Is essential.
- Ability to serve residents in a courteous and professional manner.
- Ability to operate a vehicle safely.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid driver’s license required.

EQUIPMENT:

City vehicle, computer, calculator, telephone, fax machine, copy machine, and other general animal control equipment, iPad’s, mobile devices.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures and in the field with weather conditions that vary. The noise level in the office work environment is usually quiet to moderate in the office and loud in the Animal Care and Control Shelter. Entire office is smoke free.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. The City of South Bend is an at will employer.

REQUIRED:

Pre-Employment Drug Screen

Equal Employment Opportunity Employer
EEO Employer

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
(Employee Name – PRINT Name)

Employee Signature: _____ Date: _____

Supervisor Name (Please print): _____

Supervisor Signature: _____ Date: _____



**City of South Bend
Position Description**

Title	Sr. Human Resources Generalist		Position Code:	
Department:	Administration & Finance			
Reports To:	Director of Human Resources			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	<input checked="" type="checkbox"/> Operator License is required			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

This highly motivated individual provides a full range of human resources activities for the City of South Bend, with a focus on public safety departments (Police and Fire). In this capacity, the Senior HR Generalist participates in and manages employee benefits, talent management, employee relations, onboarding, performance management, policies, programs, and provides direction to address a variety of complex problems and/or organizational issues. In addition to supporting public safety, the Senior HR Generalist leads City-wide key strategic initiatives related to diversity recruitment and benefit plans, and analyzes complex information and provides insights that promote data-driven decision making and continuous improvement, promoting a culture of innovation.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Administer various human resources plans and procedures for City employees, with a specific focus on Public Safety personnel.
- Assist in development and implementation of policies and procedures.
- Assist with employee benefits management issues related to plan renewal and open enrollment, benefits enrollment and termination, troubleshooting employee benefits issues, and the customer service aspect of benefits oversight, including the Public Employees Retirement Program (PERF) for sworn officers.
- Assist in managing the FMLA process, with emphasis on sworn officers, including functioning as the point of contact for employees and managers.
- Participate in the recruiting and hiring process including: posting job openings, reviewing resumes, conducting telephone and in-person interviews, reference and background checks, etc.
- Process new employee paperwork and assist in resolving payroll issues related to onboarding and termination.
- Recommend new approaches, policies, and procedures to effect continual improvements in efficiency of departments and services performed.
- Attend departmental meetings.
- Analyze data from multiple sources in order to advance major initiatives and improve services.
- Generate periodic reports on the performance of the department's plans and initiatives.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Perform other duties and assume other responsibilities as apparent or as delegated.

EDUCATION / QUALIFICATIONS:

- BA/BS or equivalent education and experience in Human Resources or similar field is required.
- Minimum of 3-5 years human resources experience required; experience gained in public safety organization highly desired.

KNOWLEDGE AND ABILITY:

- Knowledge of Human Resources principles and practices, and employment law.
- Strong understanding of benefits, recruitment, employee and labor relations. Exposure to negotiating and facilitating collective bargaining agreements preferred.
- Ability to work independently, work with an HR team, think creatively, manage own time, and take initiative to drive projects.
- Knowledge and understanding of unique needs and challenges of public safety organizations.
- Excellent written and verbal communication skills.
- Demonstrated interpersonal skills and understanding of group dynamics. Successful track record of establishing credibility and trust with diverse client group.
- Strong analytical, critical thinking, problem solving, judgment, negotiating, influencing, and decision making skills. Ability to maintain confidentiality, tact, and diplomacy.
- Expertise in MS Office Suite.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver’s license required.
- PHR or SPHR preferred but not required.

EQUIPMENT:

Computer, Telephone, Printer, Fax Machine, Copy Machine, Scanner.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. The City of South Bend is an at will employer.

REQUIRED:

Pre-Employment Drug Screen

Equal Employment Opportunity Employer

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
(Employee Name – PRINT Name)

Employee Signature: _____ Date: _____

Supervisor Name (Please print): _____

Supervisor Signature: _____ Date: _____



CITY OF SOUTH BEND

INNOVATION & TECHNOLOGY

POSITION:

Applications Developer

POSITION SUMMARY:

As Applications Developer, assists primarily with developing data interfaces for City software applications through custom code, configuring enterprise resource planning (ERP) software, and configuring other enterprise software applications to meet business needs for all City departments.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Creates more in-depth, automated functionality for City applications and links separate City applications through batch scripts, API scripts, and other custom code.
- Configures built-in ERP solutions to fit municipal processes and procedures.
- Configures other departmental specific software applications to fit municipal processes and procedures.
- Assists other members of IT with implementations of new systems in the enterprise or new functionality of existing systems.
- Evaluates the usage of enterprise software versus the needs of various City departments in conjunction with Business Analytics group.
- Coordinates and performs patches, updates, upgrades, and any necessary maintenance to enterprise software.
- Seeks out technological process improvement opportunities with the larger IT team to minimize repetitive work in enterprise software.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

Performs other duties and assumes other responsibilities as apparent or as delegated.

EDUCATION / QUALIFICATIONS:

- Bachelor's Degree in computer science, IT Management or a related field and/or at least 2 years programming experience preferred.

KNOWLEDGE, SKILLS AND ABILITY PREFERRED:

- Knowledge of C#, .NET, Python, JavaScript, and SQL preferred.
- Understanding of Agile Development Life Cycle preferred.
- Strong understanding of ERP solutions and ERP solution implementation preferred.
- Strong understanding of enterprise software architecture preferred.
- Strong project management skills needed.
- Knowledge of databases and servers preferred.
- Strong writing and proofreading skills.
- Ability to work in a fast-paced environment with competing priorities.
- Desire to produce quality work in a team environment.
- Strong customer service and problem-solving skills.
- Knowledge of Information Technology systems, Business Intelligence, Design-Thinking preferred.
- Ability to work evenings when required.
- Ability to establish and maintain effective working relationships with co-workers, supervisor, and the public.

CERTIFICATES, LICENSE, REGISTRATION:

None

EQUIPMENT:

Desktop computer and all office equipment. Enterprise Resource Planning, Work Order System (IBM Maximo), Collaboration Tools (SharePoint, Planner, Skype for Business), other departmental software.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to wait on customers at counter for extended periods of time, stand, sit, talk or hear. The employee is occasionally required to use hands to finger, handle, or operate objects, tools and controls, and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, or crouch. Specific vision abilities required by this job include close, distance, color and peripheral vision, depth perception and the ability to adjust focus. The employee is occasionally required to lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.



CITY OF SOUTH BEND

INNOVATION & TECHNOLOGY

POSITION:

Director of Applications

POSITION SUMMARY:

The Director of Applications is responsible for the applications (software, software-as-a-service, custom applications) throughout the City. Leads a team of developers, GIS professionals, and project managers in the prioritization, evaluation, planning, and implementation of applications. Makes recommendations for application architecture. Manages the application development team to implement new software and software functionality.

SUPERVISION EXERCISED:

Application development team and GIS team (6 FTEs)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages and supervises the application development and GIS team.
- Organizes, delegates, and executes systems integrations, application implementations, and application development in coordination with the change advisory board and the governance committee.
- Leads and enforces sustainable documentation standards for the Applications Team
- Develops and oversees the implementation and management of Enterprise Data Management.
- Writes and updates an Application Plan that includes methodology and criteria for evaluating application development and application platforms.
- Writes, debugs, tests, implements, and supervises computer code that accomplishes functionality for City applications.
- Develops and implements methodology to ensure best practices are met by the application development group.
- In coordination with the infrastructure group, coordinates the repository and maintenance of computer source code, documentation, tests, and integration of code into production

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Performs other duties and assumes other responsibilities as apparent or as delegated.

EDUCATION / QUALIFICATIONS:

- Bachelor's Degree in Computer Science or related area of study, a Masters in a related field of study is preferred. Significant professional experience will be considered in place of a degree.
- At least 3-5 years of application development.

KNOWLEDGE AND ABILITY PREFERRED:

- Strong interpersonal written and oral communication skills.
- Excellent organization skills.
- Self-motivated with keen attention to detail.
- Ability to prioritize and execute tasks in a professional manner.
- Ability to analyze problems and select proper corrective action.
- Ability to work independently and as a team member.
- Proficiency with at least two programming languages, preferably Python, C# or similar, JavaScript or Java.
- Experience with creating, altering, and scoping software integrations.
- Experience managing and professionally developing others.
- Experience in database architecture.
- Experience implementing and using code integration and code deployment (CI/CD) applications and processes.
- Ability to train and develop technical skills of the applications team and other city employees.

CERTIFICATES, LICENSE, REGISTRATION:

None

EQUIPMENT:

Desktop Computer, Laptop Computer, Telephone, Printers, Fax Machine, Copy Machine, Scanners, Routers, Switches, Voice over IP Gateways, Digital to Analog Converters, Video equipment, Projectors, Security Cameras.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to wait on customers at counter for extended periods of time, stand, sit, talk or hear. The employee is occasionally required to use hands to finger, handle, or operate objects, tools and controls, and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, or crouch. Specific vision abilities required by this job include close, distance, color and peripheral vision, depth perception and the ability to adjust focus. The employee is occasionally required to lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.



CITY OF SOUTH BEND

INNOVATION & TECHNOLOGY

POSITION

Senior Business Analyst

SUMMARY

The Senior Business Analytics works with the Director of Business Analytics to guide strategy for City data, deliver high analytics services to Departments, and forward the transparency goals of the City. The Senior Business Analyst, in addition to traditional Business Analytics responsibilities, is responsible for managing complex, cross-departmental projects, managing graduate programs and fellows, and execute value-adding research collaborations for City Departments.

Business Analytics Team Functions: Guide and support a team to improve the efficiency and effectiveness of City services by analyzing current operational systems and procedures and making recommendations that promote a culture of innovation. Analyzes complex information across the City and provides tools and insights that promote data-driven decision making and continuous improvement. Tracks progress and trains staff on tools and processes related to data, performance management, and innovation. Assists in benchmarking and researching best practices and assists in the implementation and operationalization of key performance indicators (KPIs). Helps refine and implement protocols related to data collection and processing. Facilitates effective internal and external communication. Generates high-quality reports for multiple audiences including administrators and residents.

SUPERVISION EXERCISED

- Graduate Data and Innovation Fellows
- Interns and office volunteers as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Supervises and professionally develops graduate data fellows.
- Leads complex, cross-departmental data improvement projects such as Data Governance, Data Inventory, and the Open Data Audit.
- Coordinates cross-over projects with the Department's Applications Team, identifying and executing automations for data cleaning, data analysis, and data visualizations.

- Identifies and supports external data analytics projects with research and nonprofit partners.
- Supports the SB Stat (performance management) and SB Academy (training) programs.
- Analyzes data from multiple departments in order to advance major initiatives and improve services.
- Identifies novel ways to improve the experience of city workers and residents.
- Assists with policy and procedural analysis, revision and implementation.
- Responsible for training staff on performance improvement and innovation tools and processes.
- Uses reporting and data analysis tools in order to improve the quality and use of data.
- Assists in the recommendation, development, and implementation of new processes and systems.
- Generates periodic reports on the performance of departments and initiatives.
- Informs decision-making driven by data, service strategy, and principles of human-centered design. Monitors overall efficiency of the office and provides additional support to office personnel.
- Builds relationships with division managers, and frontline employees to comprehensively understand and accurately represent operational realities and end user challenges.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers phones, assists customers, and performs other duties as required.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Master's degree or advanced education in Statistics, Mathematics, Information Management, Social or Political Science, and/or Design preferred.
- 3-5 years experience in data analysis.
- Proficiency with statistical modeling and statistical analysis tools such as R and Stata
- Experience communicating complex information to diverse audiences.
- Experience in technical project management.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Strong analytical and problem solving skills.
- Ability to review and organize data, knowledge of good data management techniques.
- Data visualization experience and familiarity with business intelligence tools such as Power BI.
- Experience training others on tools or methods

- High degree of comfort working with different stakeholders while managing change.
- Proven customer service skills, oral and written communication skills, and organizational skills.
- Can balance competing demands and work productively in independent and collaborative settings.
- Able to work with sensitive information while using appropriate measures to safeguard privacy.
- Familiarity with database systems and design preferred.
- Experience with Python, SQL, and/or R preferred.
- Experience implementing principles of human-centered design preferred.

CERTIFICATES

LICENSES, REGISTRATIONS

- Valid Driver's License.

EQUIPMENT

Desktop computer or laptop, telephone, fax, copy machine, scanner.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in an office setting with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free



CITY OF SOUTH BEND

INNOVATION & TECHNOLOGY

POSITION

Design Specialist

SUMMARY

The Design Specialist is a member of the Business Analytics Team in the Department of Innovation & Technology who specializes on making technology and software usable and useful to internal Departmental stakeholders and residents. The Design Specialist is responsible for internal training, digital content development, and the development of user-friendly products and government processes.

Business Analytics Team Functions: Works as part of a team to improve the efficiency and effectiveness of City services by analyzing current operational systems and procedures and making recommendations that promote a culture of innovation. Analyzes complex information across the City and provides tools and insights that promote data-driven decision making and continuous improvement. Tracks progress and trains staff on tools and processes related to data, performance management, and innovation. Assists in benchmarking and researching best practices and assists in the implementation and operationalization of key performance indicators (KPIs). Helps refine and implement protocols related to data collection and processing. Facilitates effective internal and external communication. Generates high-quality reports for multiple audiences including administrators and residents.

SUPERVISION EXERCISED

Interns and office volunteers as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Leads South Bend's Civic User Testing Program, collaborating with residents to make all resident facing forms, webpages, portals, and products user-friendly and accessible.
- Manages SB Academy, designing opportunities to build up technology, design, and data skills across government employees.
- Coordinates and trains content contributors for digital government platforms including the City website.

- Collaborates with the Applications Team to consider human-centered design in technical products built by or procured by the City.
- Supports the SB Stat (performance management) program.
- Analyzes data from multiple departments in order to advance major initiatives and improve services.
- Identifies novel ways to improve the experience of city workers and residents.
- Assists with policy and procedural analysis, revision and implementation.
- Responsible for training staff on performance improvement and innovation tools and processes.
- Uses reporting and data analysis tools in order to improve the quality and use of data.
- Assists in the recommendation, development, and implementation of new processes and systems.
- Generates periodic reports on the performance of departments and initiatives.
- Informs decision-making driven by data, service strategy, and principles of human-centered design. Monitors overall efficiency of the office and provides additional support to office personnel.
- Builds relationships with division managers, and frontline employees to comprehensively understand and accurately represent operational realities and end user challenges.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers phones, assists customers, and performs other duties as required.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree or advanced education in Public Policy, Public Administration, Human Computer Interaction, User Experience, and/or Design preferred.
- Experience communicating complex information to diverse audiences.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- UX design experience.
- Experience in training and/o education.
- Familiarity with survey design and qualitative research methods.
- Strong analytical and problem solving skills.
- Ability to review and organize data, knowledge of good data management techniques.
- Familiarity with analytics tools including Microsoft Excel and GIS.
- Data visualization experience and familiarity with business intelligence tools such as Power BI.
- Experience training others on tools or methods

- High degree of comfort working with different stakeholders while managing change.
- Proven customer service skills, oral and written communication skills, and organizational skills.
- Can balance competing demands and work productively in independent and collaborative settings.
- Able to work with sensitive information while using appropriate measures to safeguard privacy.
- Familiarity with database systems and design preferred.
- Experience with Python, SQL, and/or R preferred.
- Experience implementing principles of human-centered design preferred.

CERTIFICATES

None.

LICENSES, REGISTRATIONS

- Valid Driver's License.

EQUIPMENT

Desktop computer or laptop, telephone, fax, copy machine, scanner.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in an office setting with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free



**City of South Bend
Position Description**

Title	Manager-Public Construction		Position Code:	
Department:	Venues Parks & Arts			
Reports To:	Director of Facilities & Grounds (VPA)			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	Yes - Operator License			
Other:	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: No	
Effective:	1/01/20	Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Manages Venues Parks & Arts public construction projects, from design, bidding, and execution including basic project engineering, inspection, and quality control for a variety park and civic building projects.

SUPERVISION EXERCISED:

- Supervises cross-functional teams throughout the department based on projects. Oversees interns.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages public construction vendors, professional staff, scheduling, budgeting, planning, and execution.
- Works collectively with DCI, Public Works, and Finance Teams as well as outside vendors and contractors.
- Prepares and inspects bid documents, working with Board of Park Commissioners and Board of Public Works as appropriate for public bidding, evaluation, and award.
- Monitors construction projects ensuring quality construction methods in accordance to plans, specifications, and budgets.
- Works with public and community on planning and prioritizing projects.
- Records and maintains construction documents from conceptual through completion. Processes a variety of records used to track performance and budgets.
- Reviews and approves plans and specifications for public works construction.
- Performs in-house design of minor capital projects.
- Reviews all Change Orders and Project Completion Affidavits on construction contracts.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Assumes additional responsibilities as requested.

EDUCATION / QUALIFICATIONS:

- Any combination equivalent to a college degree in Civil Engineering, project management and/or six years of experience in related field.
- Specialized training in public bidding, design, or project management preferred.

KNOWLEDGE AND ABILITY:

- Working knowledge of public works construction practices and materials.

- Ability to inspect construction work for adherence to codes and specifications.
- Ability to deal effectively with contractors and the public.
- Knowledge of computers and tablets, and related software in a networked environment, including Word, Excel, Smartsheets and Google Docs.

CERTIFICATES, LICENCE, REGISTRATION:

- Valid Driver's License required.

EQUIPMENT:

Desktop and laptop computer, phone, facsimile machine, copier, scanner, survey equipment, concrete/asphalt testing equipment, magnetic locator, automobile.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 80 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed outside in sometimes adverse weather, as well as in office settings, with moderate inside temperatures. The noise level in the work environment is usually moderate in the office and can be loud in the field. Entire office and all City vehicles are smoke-free.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The City of South Bend is an at will employer.

REQUIRED:

Pre-Employment Drug Screen

Equal Employment Opportunity Employer

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
(Employee Name – PRINT Name)

Employee Signature: _____ Date: _____

Supervisor Name (Please print): _____

Supervisor Signature: _____ Date: _____



**City of South Bend
Position Description**

Title	Asst Manager Customer Service		Position Code:	
Department:	Building Department			
Reports To:	Building Commissioner			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	<input checked="" type="checkbox"/> Operator License is required			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:	1/1/2020	Revisions:	1/1/2020	
HR Director Approval:			Date:	

POSITION SUMMARY:

Responsible for overseeing the front office operations of the Building Department, including overseeing 2-3 Customer Service Representatives. Ensures customers are quickly and efficiently helped.

EDUCATION AND EXPERIENCE:

Two or more years as Administrative Assistant with the Building Department or equivalent experience. All requirements of Administrative Assistant along with additional concentrated stand-alone duties in one of the following specialized areas: including, but not limited to - Contractor Registration, Complaint Processing, Document Archiving/Organization/Retrieval or Office Management. Must have a proven track record for intense multi-tasking and customer service. Legal, Management, IT or equivalent background preferred. Registration as a Notary a plus.



**City of South Bend
Position Description**

Title	Manager of Distribution Services and Records		Position Code:	
Department:	Public Works/Utilities/Water Works			
Reports To:	Director of Distribution			
FLSA Status:	Exempt	Collective Bargaining Representation:	No	
Driver's License:	Yes-Operator			
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

The Manager will support the operation of the City of South Bend water distribution system, specifically maintaining pipe records and maps, processing water tap permits, purchasing and inventory, and other water system functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Actively support the mission statement of the City and the Utility
- Look for and make improvements
- Routinely perform physical count of all inventory items
- Receive and account for inventory that is delivered
- Prepare and complete purchasing requests for goods and services
- Evaluate and issue hydrant use permits
- Evaluate water system work plan requests from developers
- Complete field investigations related to water system records and maps
- Schedule and attend hydrant flow tests with contractors and collect and record data
- Inspect construction projects that may impact water infrastructure
- Enter data into GIS system, and maintain map records
- Record valve, hydrant and other information in work order management system and in GIS maps
- Scan and edit maps
- Interact with customers and contractors
- Process water tap permits
- Verify and maintain existing utility connection records
- Prepare route maps for various maintenance work in distribution system
- Support all office technology and tools, including printers, scanners, meters, and locating equipment
- Create routine reports related to the water distribution system
- Receive payment for tap permits, hydrant permits, and SDC charges
- Create work orders for regular and emergency work

- Ensure that all contact with customers is adequately documented in the customer service software.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Assume additional responsibilities as directed or as delegated.

EDUCATION / QUALIFICATIONS:

- High School Diploma, or equivalent.
- Five years of increasingly responsible experience in water, wastewater, environmental services or utility operations and maintenance is preferred.

KNOWLEDGE AND ABILITY:

- Strong interpersonal and problem solving skills.
- Strong communication skills, both written and oral.
- Strong computer and software skills; Microsoft Office Suite and Microsoft Project.
- Knowledge of EPA and State of Indiana water regulations.
- Strong operations background with specific technical knowledge of water systems.
- Strong analytical skills.
- Ability to be a team player.
- Ability to be self-reliant and able to lead change.
- Ability to be self-motivated and work with very little direction and oversight.
- Operational knowledge of electrical, mechanical, pumps principles, and related equipment.
- Must be physically capable of performing the position duties and working in adverse weather conditions.
- Must perform all job functions with honesty and professionalism.
- Must interact with co-workers fairly and with impartiality.
- Must have excellent communication skills in order to communicate with vendors and the City of South Bend Accounting Department; interact with co-workers and the public with tact and diplomacy
- Must be able to read, write, and interpret O & M Manuals.
- Must be able to work around open and unprotected water
- Must have knowledge of operation, repair and maintenance of water system equipment.
- Must wear steel toed boots and winter wear as well as approved safety equipment as needed.
- Must be available for emergencies 24 hours per day.

CERTIFICATES, LICENCE, REGISTRATION:

- Valid Driver’s License required.
- A State of Indiana Distribution System-Large Certification is preferred

EQUIPMENT:

Vehicle, computer, telephone, copier, small & large hand tools, electronic troubleshooting and calibration equipment, various safety equipment, valves, and various other process control and maintenance equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is frequently required to stand, climb, walk, talk and use hands to fingers, handle or feel objects, tools or controls. The employee must occasionally lift and/or move up to

40 pounds. Specific vision abilities required in this job include; vision, and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in a standard office setting and in the field. Some exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, and all types of weather and temperature conditions. The employee will work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

REQUIRED:

Pre-Employment Drug Screen

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
(Employee Name – PRINT Name)

Employee Signature: _____ Date: _____

Supervisor Name (Please print): _____

Supervisor Signature: _____ Date: _____



**City of South Bend
Position Description**

Title	Director of Distribution		Position Code:	
Department:	Public Works/Utilities/Water Works			
Reports To:	Director of Utilities / Assistant Director of Utilities			
FLSA Status:	Exempt	Collective Bargaining Representation:	No	
Driver's License:	Yes-Operator			
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

The Director of Distribution will direct and oversee the overall operations and maintenance of the City's drinking water distribution system.

SUPERVISION EXERCISED:

- Direct reports-Manager of Construction and Maintenance, Manager of Meter Service, Manager Service Line Repair, Engineering Aide, and Distribution Records Drafter
- Support the operation & maintenance activities of the Utility Department in the distribution system.
- Accountable to direct and support the 24 hour operation of the distribution system.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Actively support the mission statement of the City and the Utility.
- Respond to emergency situations related to water infrastructure.
- Assist with hiring, training, team building, and evaluation of water personnel.
- Recognize good work performed by employees; recommend employees for promotion.
- Look for and make recommendations for improvement.
- Follow the City's progressive discipline practices as necessary.
- Assume administrative duties; time cards, vacation schedules, overtime assignments, record keeping and reporting as necessary.
- Confirm appropriate manpower for each planned job to assure appropriate skills composition of each assigned crew or individual for effective work execution.
- Participate in weekly coordination meetings to ensure that each week's scheduled activities are mutually agreed upon and have the right priority.
- Ensure that good housekeeping and safe work practices are followed.
- Actively lead safety and information sharing meetings.
- Identify and provide training for staff.
- Write SOP's and provide technical assistance and expertise to management on how best to operate and maintain the treatment equipment.
- Support the maintenance and development of water distribution GIS data.
- Provide timely progress reporting to management on all performance data with regular updates on relevant issues.

- Participate in the budgeting process.
- Actively use maintenance management software for service requests, work order review, parts ordering and inventory.
- Oversee the meter service personnel and practices.
- Make recommendations for continuous improvement of the processes and systems used in operation.
- Ensure that all contact with customers is adequately documented in the customer service software.
- Interact with customers regarding water related service issues.
- Ensure that all EPA and IDEM regulatory requirements and standards are consistently met for operating the distribution system.
- Oversee the Water Service Line Repair program.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Assume additional responsibilities as directed or as delegated.

EDUCATION / QUALIFICATIONS:

- High School Diploma, or equivalent.
- Bachelor's degree in Public Administration, Environmental Sciences, or Sanitary Engineering is preferred.
- Five years of increasingly responsible experience in water, wastewater, environmental services or utility operations and maintenance is preferred.

KNOWLEDGE AND ABILITY:

- Strong interpersonal and problem solving skills.
- Strong communication skills, both written and oral.
- Strong computer and software skills; Microsoft Office Suite and Microsoft Project.
- Knowledge of EPA and State of Indiana water regulations.
- Strong operations background with specific technical knowledge of water systems.
- Strong analytical skills.
- Ability to be a team player.
- Ability to be self-reliant and able to lead change.
- Ability to be self-motivated and work with very little direction and oversight.
- Leadership skills; must be able to plan and direct the work of others.
- Operational knowledge of electrical, mechanical, pumps principles, and related equipment.
- Must be physically capable of performing the position duties and working in adverse weather conditions.
- Must perform all job functions with honesty and professionalism.
- Must interact with co-workers fairly and with impartiality.
- Must have excellent communication skills in order to communicate with vendors and the City of South Bend Accounting Department; interact with co-workers and the public with tact and diplomacy.
- Must be able to document personnel records.
- Must be able to read, write, and interpret O & M Manuals.
- Must be able to work around open and unprotected water.
- Must be able to climb elevated storage tower.
- Must have knowledge of operation, repair and maintenance of water system equipment.
- Must wear steel toed boots and winter wear as well as approved safety equipment as needed.
- Must be available for emergencies 24 hours per day.

CERTIFICATES, LICENCE, REGISTRATION:

- Valid Driver's License required.
- Must have, or receive as soon as practicable, a State of Indiana Distribution System-Large Certification.
- Certification will need to be maintained for as long as employment with the City of South Bend is

desired; other certifications may be required as the demands of the department evolve.

EQUIPMENT:

Vehicle, computer, telephone, copier, small & large hand tools, electronic troubleshooting and calibration equipment, various safety equipment, valves, motors, pumps, and various other process control and maintenance equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is frequently required to stand, climb, walk, talk and use hands to fingers, handle or feel objects, tools or controls. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required in this job include; vision, and the ability to adjust focus.

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Work is performed in a standard office setting and in the field. Some exposure to noise, duct, grease, smoke, fumes, noxious odors, gases, and all types of weather and temperature conditions. The employee will work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure.

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EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
(Employee Name – PRINT Name)

Employee Signature: _____ Date: _____

Supervisor Name (Please print): _____

Supervisor Signature: _____ Date: _____