

2019 Budget Presentation

Nonbargaining Position Descriptions for Salary Ordinance Discussion

September 19, 2018



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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.



**City of South Bend
Position Description**

Title	Accounting Clerk-Part Time		Position Code:	
Department:	Administration & Finance			
Reports To:	Director of Treasury			
FLSA Status:	Non-exempt	Collective Bargaining Representation:	No	
Driver's License:	Yes			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Under direction of the Director of Treasury, the Part-Time Accounting Clerk will assist the staff of the Administration & Finance Department in routine accounting, financial, and clerical responsibilities as necessitated by the City's implementation and adoption of new enterprise resource planning software.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Acts as accounts payable clerk for various City Departments.
- Assists in the printing and distribution of all checks for payment on a weekly basis, as needed.
- Assists with printing and distributing all reports affiliated with the weekly check run, as needed.
- Maintains and files all check copies and invoices, as needed.
- Assists with the audit of all invoices for accuracy for City Departments.
- Reviews vendor statements and contacts vendors to update accounts, when necessary.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Answers phones, assists vendors and city staff, and performs other duties as requested.

EDUCATION / QUALIFICATIONS:

- High School Diploma or equivalent education.
- Comparable accounts payable or administrative experience.

KNOWLEDGE AND ABILITY:

- Knowledge of accounts payable procedures.
- Knowledge of Microsoft Word and Excel.
- Working knowledge of City or County governmental accounts payable a plus.

CERTIFICATES, LICENCE, REGISTRATION:

- Valid Indiana Driver’s License required if driving a City vehicle.
- Accounts Payable or Accounting Certifications a plus.

EQUIPMENT:

Desktop and laptop computer; telephone, ten-key calculator.

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 and moderately loud in the field. 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 Equipment Services		Position Code:	
Department:	Administration & Finance/Central Services Division			
Reports To:	Chief Administration Officer			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Salary Range:				
Driver's License:	<input checked="" type="checkbox"/> Operator License is required			
Other:	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Under direction of the Chief Administration Officer, the Director of Equipment Services is responsible for the proper procurement, maintenance, and management of the City fleet to preserve the assets and ensure our vehicles and equipment are safe and functional. The Director of Equipment Services projects future vehicle, equipment, and maintenance needs, working with the departments to develop a budget for those needs.

The Director of Equipment Services directs and coordinates the inspection, repair and preventative maintenance for over 1,100 City vehicles. Directs the Supervisors and Maintenance Mechanics at two facilities with three shifts in their daily operations.

ESSENTIAL FUNCTIONS:

- Directs the Equipment Services Maintenance Supervisors and Mechanics in their daily operations.
- Assists with annual budget for Equipment Services.
- Assists user departments with fleet side Capital Improvements.
- Provides vehicle/equipment utilization data and makes recommendations for efficient use of fleet.
- Responsible for the preparation of bid specifications and other necessary documents related to the purchase of vehicles and equipment as well as up fitter equipment and installation.
- Works with Purchasing Manager to purchase new vehicles and Equipment through the bid process.
- Responsible for checking for bid compliancy on vehicles and equipment before they are accepted and paid for by the City.
- Disposal of obsolete vehicles and equipment by either trade or auction.
- Establishes and administers service contracts for outside services.
- Responsible for quality control of all internal services as well as with outside vendors.
- Responsible for follow up on customer concerns.
- Responsible for employee scheduling.
- Assists the Chief Administration Officer of Central Services.
- Ensure financial solvency of maintenance operations, providing high value services for the lowest taxpayer cost.
- Responsible for annual trash truck inspections for all vendors who operate trucks inside the City of South Bend according to City of South Bend Ordinance Sec. 4-48.

- Prepares monthly and yearly reports
 - Fleet Availability
 - Technician Productivity
- Chairs a fleet user committee.
- Other related projects as required.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Assists with parts, tools purchases and inventory.
- Oversee vacation/holiday schedules.
- Assist Human Resources in interviews and hiring new employees.
- Represents the Division, Chief Administration Officer, and/or City when necessary.
- Performs related work as requested

QUALIFICATIONS:

- High school graduate with a two year certificate in leadership, supervision, or management.
- A minimum of five years' experience in a successful fleet management program.
- Extensive knowledge of automotive and heavy truck/equipment maintenance and repair procedures.
- ASE master car and truck is a plus.
- Experience with laptop and scanner type troubleshooting systems is a plus.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) software.
- Previous experience in public sector a plus.
- Strong organizational skills and proven ability to maintain accurate, detailed records that will be audited periodically.
- Excellent interpersonal, oral, and written communication skills.
- Ability to work under pressure in a high-volume repair facility, produce accurate work and meet established deadlines.
- Ability to actively pursue innovative solutions to a wide range of unique problems.
- Ability to work effectively with co-workers, employees, and management in a pleasant, professional manner.
- Dependable, resourceful, and able to work independently and to maintain strict confidentiality.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License required.

EQUIPMENT:

Desktop Computer; Laptop Computer; Telephone; Copy Machine; Calculator; and Fax 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 and 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. The ability to stoop, crouch, kneel, climb, and/or crawl in various building environments is essential.

WORK ENVIRONMENT:

Although a large portion of work is performed in an office setting, with moderate inside temperatures there is a need for interaction in an automotive/truck repair shop as well as working outside in adverse conditions. The noise level in the shop environment is typical of a repair facility.

Employee will be periodically required to inspect vehicles/equipment outside of the standard office environment. These units may be located outside, subjecting the employee to harsh or inclement weather. These vehicles may be located in traffic areas.

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	Administrative Assistant I/Part Time		Position Code:	
Department:	Administration & Finance / Central Services Division			
Reports To:	Chief Operation Officer or Financial Specialist Senior			
FLSA Status:	Non-Exempt	Collective Bargaining Representation:	No	
Driver's License:				
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

The Administrative Assistant will coordinate office activities and perform administrative assignments for management staff in support of the on-going operations of the office. Assignments include such duties as office coordination, scheduling meetings, preparing and maintaining office records, reports, and correspondence.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list represents the types of duties required by the position. These duties are performed as part of the administrative team. Other duties may be assigned as reasonably expected.

- Composes and drafts routine letters, memoranda, reports, technical material, numerical data, charts and forms.
- Receives and screens visitors and telephone calls, takes messages, schedules appointments, and provides information to callers requiring knowledge of agency's operations, supervisor's point of view, and the interpretation and application of policies and procedures.
- Schedules and arranges meetings and conferences.
- Proofreads and corrects prepared materials for correct grammar, format, completeness, and content.
- Establishes and maintains office files, logs, indexes, control records, or other information concerning the work under the supervisor's control.
- Enters, retrieves, updates, verifies, and deletes information from electronic files.
- Sorts, opens, and distributes incoming mail to staff; associates incoming correspondence with files or related materials needed for meetings, correspondence, and reports.
- Maintains confidentiality of documents, information received, and personnel files.

- Supports Equipment Services with work order management and customer billings.
- Assists in the preparation of budgets and financial reports; prepares and monitors timekeeping and other personnel records.
- Determines needs and orders office supplies, equipment, repair and maintenance services through agency channels.
- Checks purchase orders to make sure all vendor information is complete before assembling purchase order
- Must interact with coworkers and public with tact and diplomacy.
- Operates standard office equipment.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Other duties as assigned or requested.

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 / EXPERIENCE:

- High school diploma or equivalent education required.
- At least two years' administrative support experience gained in a high-paced office environment required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Significant computer skills and high degree of MS Office knowledge.
- Ability to deal tactfully with all persons on the telephone and in person.
- Ability to systematically collect and analyze data.
- Excellent time management skills and the ability to prioritize work.
- Strong problem solving skills, a high attention to detail, and an enthusiasm for teamwork.
- Ability to learn new software and technology.

CERTIFICATES, LICENSE, REGISTRATION:

- None.

EQUIPMENT:

Desktop and laptop computer; landline and cellular; facsimile machine; copier, and 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:

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

REQUIRED:

Pre-employment drug screen



**City of South Bend
Position Description**

Title	Radio Installation Technician	Position Code:	
Department:	Administration & Finance/Central Services Division		
Reports To:	Director-Radio Shop		
FLSA Status:	Non Exempt	Collective Bargaining Representation:	None
Salary Range:	Up to \$45,000		
Driver's License:	<input checked="" type="checkbox"/> Operator License is required		
Other:	Security Sensitive: No	Safety Sensitive: Yes	Child Related: No
Effective:		Revisions:	
HR Director Approval:		Date:	

POSITION SUMMARY:

The Installation Technician is responsible for installation, repairs, and maintenance of two-way radio equipment and related systems.

ESSENTIAL FUNCTIONS:

- Repairs, installation, and maintenance of a variety of two-way radio equipment in to commercial, heavy trucks, and public safety vehicles.
- Complete daily work orders by troubleshooting, operational diagnosis and repairing electronic equipment, primarily two-way radios and related devices.
- Perform preventative maintenance of all vehicular two-way/electronics equipment.
- Analyzes issues with equipment and takes corrective action.
- Maintain work logs
- All other tasks as may be assigned by management.
- Understand electronics as applied to vehicle voltage, sources, grounding, and mobile antenna systems.
- Cleans and maintains work area.
- Assists other technicians.
- Assumes additional responsibilities as requested.

QUALIFICATIONS:

- Knowledge of basic principles and procedures in electronic installation, repairs, and maintenance.
- Organized and flexible
- Ability to understand basic schematics
- Knowledge of testing devices
- Eager to learn and willing to listen
- High school graduate or GED, and a minimum of two years basic electronics from a certified technical school or military service equivalent

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License required.

EQUIPMENT:

Must provide own hand tools and have an adequate amount of personally owned tools to perform job functions.

WORK CONDITIONS:

Work is performed in a typical radio shop/garage environment.

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 and 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. The ability to stoop, crouch, kneel, climb, and/or crawl in various building environments is essential.

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	Superintendent IV		Position Code:	1134
Department:	Administration & Finance/Central Services Division			
Reports To:	Director of Facilities Management			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Salary Range:	Up to \$56,308			
Driver's License:	<input checked="" type="checkbox"/> Operator License is required			
Other:	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Supervises and coordinates personnel in the operation of building maintenance for all facilities covered by Central Services. Areas of responsibility include building envelope; mechanical, electrical, and plumbing systems; and grounds maintenance. Assists Director of Facilities Management with strategic projects to advance the effectiveness and efficiency of the building maintenance team.

ESSENTIAL FUNCTIONS:

Building Maintenance

- Maintains a working knowledge and skill level of present and future technology as it relates to technical building maintenance
- Inspects building and grounds for problems or conditions and takes remedial action if necessary
- Conducts a variety of building maintenance repairs, along with preventative maintenance on all types of building management systems
- Supports all facility policies and follows all established procedures along with maintaining ethical standards of conduct while performing all duties.
- Ability to respond to maintenance calls from other departments, assist other building and grounds staff in moving furniture, moving heavy objects, housekeeping, snow and ice removal, overall grounds care.
- Estimate labor, material costs, and maintain accurate records of all repairs.

Supervision

- Directs all work procedures, evaluates work progress and job performance.
- Schedules and assigns work and personnel each day for building maintenance operations.
- Guide and train less experience personnel.

Administrative

- Provides daily, weekly, monthly, and yearly reports as required
- Oversees the preparation and processing of repair orders, purchase orders, and requisitions.
- Maintains records of all expenses, materials needed, and work in progress
- Assists with contract specification, selection, and award.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Other duties as assigned

QUALIFICATIONS:

- Minimum of high school graduate or GED.
 - Minimum of 5 years' experience in building maintenance
 - Broad knowledge of mechanical, electrical, and plumbing building systems is required.
 - Ability to frame walls, hang drywall, plaster, paint, and install ceramic tile.
 - Experience in Microsoft Office Suite (Word, Excel, PowerPoint) software.
 - Effective oral and written communication skills.
 - Able to work under pressure in a fluid environment, produce accurate work, and meet established deadlines.
 - Ability to work effectively with co-workers, employees, and management in a pleasant, professional manner.
 - Dependable, resourceful, and able to work independently and to maintain strict confidentiality.
 - Ability to read, understand, and apply technical information for relevant equipment.
 - Ability to type and enter data with appropriate speed and efficiency.
 - Team player with respect to working towards a culture of continuous improvement
 - Has mechanical ability to perform repairs on a variety of equipment using job specific hand and power tools, and to conduct all duties in a courteous, professional manner.
 - Must have adequate amount of personally owned tools to perform job functions.
 - Valid driver's license required.
-
- Post high school education (e.g. trade school) a plus.
 - Experience with a Computerized Maintenance Management Software (CMMS) system is a plus.
 - Experience with NaviLine or another ERP system is a plus.
 - Previous experience in public sector a plus.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License required.
- Class A CDL preferred.

EQUIPMENT:

Desktop Computer; Laptop Computer; Telephone; Copy Machine; Calculator; and Fax 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 and fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus. The ability to stoop, crouch, kneel, climb, and/or crawl in various building environments (both interior and exterior) is essential.

Must have the ability to tolerate heights up to 30 feet when elevated on bucket trucks, scissor lifts, or ladders.

WORK ENVIRONMENT:

Building maintenance work is performed in a variety of environments, as facility equipment and systems are often located either outside or in low-traffic sections of a building. The ability to work outside, sometimes in adverse weather conditions, is required. The noise level will vary due to the environment and equipment being attended to. Hearing protection will be freely available. Interior environments may alternately be hot or cold, humid or arid, and/or poorly lit. Exposure to oils, greases, solvents, and other potentially hazardous chemicals is possible.

Administrative work is performed in an office setting, with moderate inside temperatures. The noise level in the office environment is usually quiet to moderate. The entire office interior is smoke free.

Hours of job responsibilities are 7:30 a.m. to 4:00 p.m.

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	Chief Deputy City Clerk			Position Code:	3040
Department:	City Clerk's Office				
Reports To:	City Clerk				
FLSA Status:	Exempt	Collective Bargaining Representation:	None		
Driver's License:	Yes				
Other:	Security Sensitive:	Safety Sensitive: No	Child Related: No		
Effective:		Revisions:	9/18/2018		
HR Director Approval:		Date:			

POSITION SUMMARY:

The Chief Deputy City Clerk (Chief of Staff) serves as an administrative arm of the City Clerk by ensuring the preparation and maintenance of records pertaining to the business conducted by Common Council members. Attends all Common Council meetings and acts in the capacity of Clerk as designated by City Ordinance and in the absence of the elected City Clerk. Also functions as fiscal officer overseeing finance, payroll, and purchasing for the office.

SUPERVISION EXERCISED:

Responsible for overseeing office functions and supervision of staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Calculates quarterly reports for Councilor's, approves payment of bills, processes purchase orders and payments of such.
- In absence of Clerk, adheres to City policy on hiring and termination of staff; reviews and evaluates staff work and performance; coordinates and supervises daily activities of the staff, workload, and assignment or re-assignment of projects as needed.
- Assists Committee Chairs with special projects, including event planning and coordinating, organizing and delegating tasks, recordkeeping, and correspondence distribution.
- Serves as committee clerk organizing and recording assigned committee proceedings, and in conjunction with the City Clerk Secretary, transcribing minutes as needed.
- Researches and creatively composes formal presentations recognizing various people or agencies for diverse accomplishments.
- Prepares a keepsake of wedding vows when City Clerk performs weddings.
- Maintains statistics of items handled, i.e. number of individuals sworn-in, committee meetings scheduled, etc.
- In the absence of the City Clerk, perform all necessary duties including administering sworn Oaths of Offices using City Seal.
- In conjunction with the Deputy Clerk, creates and implements administrative office procedures, systems for storage and indexing of active and archived files, the Legal Department practice management system, and Legal Department forms.
- Supervises administrative support staff: ensures adequate staffing, identifies and resolves issues, and provides opportunities for training and professional development.

- Prepares and submits all required employee payroll documents, maintains department personnel files and leave/vacation calendar, and provides orientation to new staff members.
- Audits bi-weekly employee payroll records and ensures necessary corrections are made.
- Assists with preparation of yearly budget; processes invoices; prepares accounts payable vouchers and employee reimbursement documents; and maintains files of paid expenses.
- Arranges seminar reservations and associated travel.
- Supervises the filing of legal documents with government agencies and courts.
- Coordinates or participates in special projects as assigned.
- Manages the Clerk's and Council's internship program.
- Serves as back up to City Clerk, and also to Ordinance Violations Bureau Clerk, as needed.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Answers phones, assist customers, and performs other administrative duties.

EDUCATION AND EXPERIENCE:

- BS/BA degree or equivalent education and experience required.
- At least five years of administrative and management experience with familiarity with accounting, human resources, legal, and/or governmental operations preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work flexible hours including evenings in order to attend City Council and Committee meetings, both on and off-site.
- Strong oral and written communication skills.
- Skilled at establishing and maintaining effective working relationships.
- Well-honed people management skills, poised and capable of gaining trust while influencing positive organizational outcomes.
- Knowledge of research methods, data analysis, and preparation of reports.
- Detail oriented and organized with the ability to handle multiple tasks and meet deadlines in a fast paced environment.
- Strong computer skills including MS Office, Apple products, SharePoint, and Crystal Reports preferred.

CERTIFICATES, LICENSE, REGISTRATION:

- Municipal Clerk Certification preferred.

EQUIPMENT:

Desktop and laptop computer; telephone, fax machine, copier, and 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.



**City of South Bend
Position Description**

Title	Ordinance Violations Bureau Clerk		Position Code:	
Department:	Clerk's Office			
Reports To:	City Clerk			
FLSA Status:	Full-time	Collective Bargaining Representation:	Non-bargaining	
Driver's License:				
Other:	Security Sensitive:	Safety Sensitive:	Child Related:	
Effective:		Revisions:	9/18/2018	
HR Director Approval:			Date:	

POSITION SUMMARY:

Reports and is accountable to the City Clerk for all Ordinance Violation transactions and functions governed under City Municipal and State Code. Processes and collects payment for tickets issued by all departments (Police, Fire, Parks, etc.) and all other individuals commissioned in the City. Oversees processing of downtown parking tickets. Works with City Legal and BMV on processing of collections and issuance of various City licenses and permits. Facilitates daily accounting and deposits, database management, and excellent efficient service to the public and various City and County offices.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Enters all municipal code violations in a timely manner into software system for processing,
- Compiles payments, balances accounts, audits and prepares deposits daily.
- Maintains accurate records and sends notifications.
- Manages and maintains various databases for processing payments online. Troubleshoots system software if needed.
- Oversees internal downtown parking process including ordering of equipment, daily system interface, and working with parking attendants daily.
- Runs daily, monthly, and yearly reports.
- Processes and monitors collections, using BMV system, creating affidavits and working directly with the City Legal department.
- Facilitates ticket appeals processing, including arranging payment plans and/or alternative penalties.
- Issues City Scrap Metal licenses and Special Events Parking permits.
- Responds to all OVB inquires and requests via counter, phone and email, and satisfactorily resolve issues.
- Develops and sustains positive, cooperative, team oriented working relationships.
- Interprets fiscal and accounting procedures, insuring conformity to appropriate standards.
- Provides excellent customer service to customer base.
- Maintains proficiency by attending training and meetings.
- Creates GIS mapping charts for various City events and initiatives.

- Develops and implements recommendations for work procedures and more efficient services within the Ordinance Violation Department. Provides cross-training to others in the department.
- Serves as back-up to office staff daily including attending council meetings and taking minutes if needed.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- 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:

- High school diploma or equivalent education. Associate’s degree preferred.
- At least two years’ work experience in related occupation or administrative support role.

KNOWLEDGE AND ABILITY:

- Knowledge of City of South Bend Municipal Code and ability to function as departmental expert.
- Proficient in the use of Microsoft Office, including Word and Excel.
- Knowledge of basic accounting principles.
- Ability to manage time efficiently in order to accomplish daily tasks.
- Ability to communicate effectively orally and in writing.
- Working knowledge of City or County government operations a plus.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid driver’s license required.

EQUIPMENT:

Desktop and laptop computer, telephone, fax, copy machine, calculator.

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

WORK ENVIRONMENT:

Work is performed in office setting, with moderate inside temperature. 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.



*City of South Bend
Position Description
Animal Control Assistant*

Animal Control Assistant

POSITION SUMMARY:

Responsible for the maintenance and organization of the office area and equipment therein. Assists the animal control officers with animal handling. Performs adoptions. Answers phone calls related to animal problems within the City. Assists in greeting visitors to the shelter and answering their questions, selling pet licenses, assisting in pet adoptions and looking for a lost pet. Assists in the animal kennel area, including but not limited to the cleaning of the runs and cages.

SUPERVISION EXERCISED:

No direct supervision responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answers the phone and greets visitors to the shelter assisting them with animal and health related issues.
- Responsible for the adoption process.
- Cash handling.
- Maintains clean and sanitary equipment, vehicles and shelter.
- Performs and assists in medical treatment and euthanasia as needed.
- Cleans, sanitizes and disinfects animal cages, kennels and runs.
- Assures that animals are qualified for adoption.
- Assures that animals are up to date on vaccinations.
- Tests animals in the shelter for various diseases.
- Responsible for set-up of animals brought into the shelter.
- Handles and treats all species of animals in a humane manner.
- Back up person for foster program, medical assistant and kennel personnel.
- Enforces city, state and federal laws regarding animal care and control.
- Performs various enforcement related paperwork assignments.
- Contacts supervisor as questions arise.
- Performs other duties as required and assigned.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

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

EDUCATION AND EXPERIENCE:

- Any combination equivalent to a high school diploma, plus two or more years' experience in animal handling and/or working environment.



*City of South Bend
Position Description
Animal Control Assistant*

KNOWLEDGE SKILLS AND ABILITIES:

- Must have proficient working knowledge of Microsoft Suites, good customer service skills and organizational skills.
- Knowledge of accounting practices necessary to perform job.
- Valid Indiana Driver's License required if driving City vehicle

EQUIPMENT:

Desktop computer, telephone, facsimile machine, and copier

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.



*City of South Bend
Position Description
Financial Specialist III*

FINANCIAL SPECIALIST III

POSITION SUMMARY:

Performing specialized accounting and clerical paraprofessional duties using independent judgment and under limited supervision and serve as a resource to staff.

SUPERVISION EXERCISED:

No direct supervision responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist with fiscal operations such as payroll, accounts payables, accounts receivables/cash receipts.
- Processes special assessments.
- Responsible for collections process.
- Prepares Code payroll bi-weekly and maintains employee personnel records showing pertinent information regarding vacation and sick leave.
- Assist in managing the department budget.
- Adjusts fees in Accela.
- Contributes to the annual budget and report.
- Creates Department invoices as needed.
- Responsible for training staff to ensure office procedures concerning finances are adequately performed.
- Assists with the Rental Unit Inspection Program.
- Assists office staff by responding to citizen complaints.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

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

EDUCATION AND EXPERIENCE:

- Associates and/or a bachelor's degree in business administration or Accounting, or equivalent related training or experience.

KNOWLEDGE SKILLS AND ABILITIES:

- Must have proficient working knowledge of Microsoft Suites, good customer service skills and organizational skills.
- Knowledge of accounting practices necessary to perform job.
- Valid Indiana Driver's License required (if driving City vehicle)

EQUIPMENT:

Desktop computer, telephone, facsimile machine, scanner and copier

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed above 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.



**City of South Bend
Position Description**

Title	Administrative Assistant I		Position Code:	1998
Department:	Human Rights			
Reports To:	Director			
FLSA Status:	Non-Exempt	Collective Bargaining Representation:	No	
Driver's License:				
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Provide information management support and perform a variety of complex secretarial duties. Record keeping, administrative detail and follow up functions. Assist the Director in the preparation of reports and correspondence. Coordinate employment testing program.

SUPERVISION EXERCISED:

Responsible for overseeing office functions and supervision of staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Produce information by transcribing, formatting, inputting, editing, retrieving, copying and transmitting text, data, and graphics.
- Assist the Director by reading, researching, and routing all correspondences; draft letters and document and collect and analyze information.
- Screen calls and walk-ins to determine if a valid charge exists.
- Intake and draft complaints in Housing, Employment, Public Accommodations and Education.
- Maintain the Director's schedule and calendar arranging meeting, conference, teleconferences and travel.
- Process all incoming and outgoing correspondence relating to cases being investigated by the department.
- Responsible for compiling, preparing, and distributing the Commission's monthly work product.
- Organize and oversee travel arrangements, meeting facilities, meals accommodations, etc. for Director, Commissioners and staff.
- Responsible for recording and transcribing Commission minutes.
- Responsible for coordinating Employment Discrimination Testing Program.
- Assist Staff Attorney, Public Hearing Officer, and Commission Attorney with preparation of legal notices and documentation.
- Responsible for maintaining office supplies inventory by checking stock; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.

- Assist in compiling local, state, and federal reports. EEOC and HUD monthly, quarterly and annual reports.
- Represent organization by attending meeting in the Director's absence at appropriate community functions and on committees at the local and state level.
- Maintain all files for the Director and the Human Rights Commission office.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

Answer phones, assist customers, and perform other duties as required.

EDUCATION / QUALIFICATIONS:

- Associate Degree required.
- Minimum three years' experience in clerical work.

KNOWLEDGE AND ABILITY:

- Must have knowledge of Microsoft Suite.
- Working knowledge of City or County government a plus.

CERTIFICATES, LICENCE, REGISTRATION:

- Valid Indiana Driver's License required if driving City vehicle

EQUIPMENT:

Desktop and laptop computer; telephone, facsimile 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, 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	Manager-Inclusion Projects		Position Code:	
Department:	Diversity, Inclusion, and Human Capital			
Reports To:	Diversity and Inclusion Officer			
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:	1/1/2019	Revisions:		
HR Director Approval:	Kyra Clark		Date:	1/1/2019

POSITION SUMMARY:

The Manager for Inclusion Projects manages the City's prioritized procedures, programs and tasks in compliance with best practice diversity, equity, and inclusion policy and research, Diversity Ordinance, and the city-wide Diversity and Inclusion Plan. The Manager for Inclusion Projects will report to the city Diversity and Inclusion Officer and is responsible for making sure city vendors and contractors are in compliance with city of South Bend inclusive procurement policy, state and federal law, managing and supporting partnerships, access, training, analysis, and reporting of the city's inclusive workforce plan, and will use data to improve inclusive and equitable city business operations, inclusive talent management, and pay equity. The Manager for Inclusion Projects will be responsible for supporting and executing the Inclusive Procurement Plan, and the Inclusive Workforce Plan as determined by Diversity and Inclusion Officer.

SUPERVISION EXERCISED:

Seasonal interns.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage city vendors and contractor compliance with city of South Bend inclusive procurement policy, program guidelines, state and federal law
- Manage, administer, and track race and gender neutral initiatives, and other approved specialized programs that help create more equitable and inclusive procurement outcomes for the city of South Bend
- Manage and create reports from the inclusive procurement software system; ensuring accurate data collection for future disparity studies, quarterly, and annual inclusive procurement reporting.
- Train internal city buyers, update city staff involved in the procurement process of new law or policy regarding special procurement programs,
- Host inclusive procurement local and regional events,
- Responsible for outreach and engagement of potential city vendors, labor unions, and contractors, and
- Manage procedures for all phases of the inclusive procurement model for the City
- Partner with Director of Engagement and Economic Empowerment to assist with managing accountability reporting for inclusive small business development and inclusive workforce city partnerships.

- Serve as the liaison for new and existing MWBE, DVBE, SBE, DBE, LGBTQBE, VBE businesses, and city approved certifying agencies, and shall collect information for and update an active directory of local MWBE, DVBE, SBE, DBE, LGBTQBE, and VBE lists to be accessible by internal and external partners
- Serve as a representative of the Diversity and Inclusion Officer for Diversity Utilization Board meetings when necessary
- Responsible for reporting on-site compliance visits to construction worksites
- Partner with manager for inclusive workforce planning and analysis to manage relationship and support for city corporate tax abatement recipients with local job creation, or minority hiring points included in their agreements.
- Responsible for supporting and executing the Inclusive Procurement Plan as determined by Diversity and Inclusion Officer.
- Manage partnerships and access to an inclusive database of local, and diverse talent lists
- Manage relationships with South Bend Housing Authority to connect Section 3 workforce lists and available city construction jobs; and provide support for city corporate tax abatement recipients with local job creation, or minority hiring points included in their agreements
- Partner with and support external organizations with accountability reporting on inclusive community talent database outreach and engagement pipeline programs
- Partner with and support internal city departments with managing internal inclusive procedures for departmental diversity and inclusion workforce and workplace plans, inclusive job needs forecasting, inclusive organizational redesigns, staff performance management, career path development, succession planning, leadership competency and skill development
- Serve as the partner with local and regional public K-12 school corporations, charter schools, parochial, private schools, and local and regional businesses to collect and analyze local and regional workforce personnel data to forecast local emerging career opportunities, and connect skill and competency needs to curriculum models; tracking outcomes and managing data for longitudinal studies
- Manage internal Inclusive Talent Management Model implementation for forecasting, recruitment, hiring, staff development and evaluation, and retention.
- Partner with HR on internal workforce discrimination and harassment claims, and may serve as a city ombudsperson.
- Conduct analysis on work volume and projected departmental staffing needs, determine efficient and effective organizational and departmental redesigns, and assist in developing inclusive talent pools for projected or open leadership positions across the city.
- Manage an inclusive city-wide operational workforce plan that proposes an annual staffing plan, structure and staffing budget
- Prepare reports analyzing current state of the workforce including demographics, job movements, progress against talent development programs, headcount trends, separations, and overall impact to costs by special populations, and years of service.
- Stay current on industry practices & issues related to inclusive workforce planning, assessing and communicating their potential impact on the business
- Perform gap analysis between what gaps exist within current and projected workforce needs.
- Assist with other duties as needed.

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 municipal procurement, purchasing, EEO compliance, Affirmative Action Plans, MWBE program management or similar field is required.

- Formal educational coursework or equivalent work experience in Human Resource functions is a plus.
- Contract Compliance certification and or ISM certification a plus.
- SHRM certification a plus.
- Minimum of 4 years of proven, successful procurement, MWBE program administration experience or a combination of training and experience, such as through internships, which demonstrates the potential ability to perform the duties of the position.

KNOWLEDGE AND ABILITY:

- Strong written and verbal communication skills.
- Strong, demonstrated racial, and cultural competencies
- Knowledge of municipal, county, state or federal government workplace environments.
- Knowledge of procurement, or purchasing principles and practices.
- Knowledge of Human Resources principles, practices and corresponding local, state and federal law.
- Knowledge of Kronos HRIS reporting system or similar HRIS reporting system
- Knowledge of B2Gnow procurement software systems reporting or similar procurement tracking system and reporting
- Ability to work independently, with diverse community stakeholders, and work with Purchasing, Human Resource, and Economic Empowerment and Engagement teams, think creatively, manage own time, and take initiative to drive projects that produce desired results.
- Expertise in MS Office Suite.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver’s License.

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
Position Description**

Title	Deputy Building Commissioner		Position Code:	
Department:	Building			
Reports To:	Building Commissioner			
FLSA Status:	FT	Collective Bargaining Representation:	None	
Driver's License:	Yes			
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Acts as backup to the Building Commissioner for all commercial plan reviews, employee supervision and daily operation of the Building Department. Acts as the Building Commissioner during his/her absence.

SUPERVISION EXERCISED:

Responsible for oversight of all inspectors. Responsible for oversight of all staff in absence of Building Commissioner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Runs weekly Plan Review for all submitted commercial projects and maintains archival records of same
- Answers technical building code questions for architects, engineers, developers and the general public
- Conducts complex field inspections of commercial projects
- Coordinates final inspections of commercial projects with associated inspectors, contractors, architects and/or owner/developers
- Composes and issues Certificates of Occupancy upon satisfactory completion of projects
- Determines building code compliance through referenced study of building codes
- Process commercial project applications including data entry, associated document linkage and determination of permit fees
- Assists architects, engineers, owners and developers in processes involved in the timely execution of the project
- Interprets questionable code compliance issues. Contacts Building Commissioner for issues of significant scope or impact.
- Assist field inspectors with computer field connectivity and function.
- Trouble shoots software/hardware issues both in office and in field.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Additional responsibilities as requested or assigned.

EDUCATION / QUALIFICATIONS:

- Bachelor degree in Architecture, Engineering, Construction Management or equivalent verifiable experience
- Ability to obtain Plan Revue certification from ICC or equivalent certifications and experience within 2 years of hire
- At least 5 years experience in the construction industry

KNOWLEDGE AND ABILITY:

- Ability to read and interpret blue prints.
- Ability to respond to complaints, document investigation activities and initiate enforcement actions.
- Ability to effectively communicate both verbally and in writing. Ability to potentially speak in public forums and respond to questions.
- Skill and judgment to resolve both technical and interpersonal problems related to compliance.
- Ability to effectively communicate both verbally and in writing, speak in public forums, and respond to questions.
- Ability to solve practical problems with tact, diplomacy, and persuasiveness in dealing with a variety of situations.
- Ability computer for word processing functions and enter data into database management systems.
- Must have and retain a valid Indiana Driver's license and be able to operate a City vehicle.

CERTIFICATES, LICENCE, REGISTRATION:

- Bachelors degree or equivalent background and experience

EQUIPMENT:

Desktop Computer, Laptop Computer; Telephone, Automobile, Copy Machine, and Associated 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 25 pounds.

WORK ENVIRONMENT:

Work is performed in both office and field settings, with moderate inside temperatures and outside in all types of weather. The noise level in the work environment is usually quiet to moderate in the office and loud in the field. 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

Vacancy Announcement

Post Date:

Closing Date:

ENGAGEMENT SPECIALIST

Category: Full Time
Department: Community Investment
Reports To: Director of Engagement & Economic Empowerment
Schedule: Monday-Friday, 8 AM-5 PM. Evening and weekend hours may be necessary and is schedule subject to vary based on departmental need.
Pay Rate: \$45,000-\$55,000/yr. (Exempt)

Position: **SUMMARY**

Supports the Engagement and Economic Empowerment team and its activities to develop strategies that empower all residents with access to economic opportunity and meaningful civic participation. Innovation, creativity, and problem solving are critical skills for success.

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.

- Empowers the community by engaging residents and working with them to improve the quality of life in their neighborhoods and by facilitating civic participation, community partnerships, and awareness and accessibility to city services.
- Assists the Director of Engagement & Economic Empowerment with the department's outreach and communication efforts and prepares messaging and communication related to major projects and services.
- Leads the Neighbor to Neighbor engagement strategy in neighborhoods lacking community organizing capacity.
- Direct outreach on city services like South Bend Home Repair among others.
- Assists with the facilitation of public dialogues and consensus building to identify and address issues involving the City of South Bend and various community stakeholders.
- Serves as a representative for the department to the public; prepares and presents oral public reports; provide program information, answer questions and assist the public as necessary.
- Promotes the City's vision for South Bend neighborhoods that embodies economic opportunity for all residents.
- Monitors project progress, paying special attention to project goals, expenditures, and applicable rules and regulations.
- Keeps statistical data on division and departmental funded activities.

- Assists with and/or conducts on-site visits to verify project data.
- Prepares reports on program activities and progress.
- Prepares plans, letters, resolutions, ordinances, grant applications and other documents as necessary for the approval of the Common Council and other government agencies as required.
- Develops and maintains effective relationships with key area partners, including the NRC and neighborhood association, community leaders, City Officials, the media, and the public.
- Researches national, state and local funding sources in furtherance of City empowerment and equity goals.
- Assists with the planning, development, and implementation of strategies to facilitate community involvement with DCI/Redevelopment programs and initiatives to advance equity, transparency, and innovation.
- Researches and helps develop and implement innovative business and community development policies, procedures, and protocol designed to improve equity and community engagement.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- A college degree in communications, urban planning, public administration, or a related field. One to three years of increasingly responsible, practical experience in neighborhood development, planning, data analytics, program management or similar experience is preferred.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Demonstrated ability to build and maintain relationships with a diverse group of individuals, including industrialists, architects, contractors, developers, owners, decision makers, and the general public.
- Ability to work effectively with diverse ethnic and cultural groups and community residents.
- Demonstrated ability to work with efficiency, flexibility, humility, and good humor.
- Commitment to excellence, innovation, and data-driven evaluation.
- Ability to analyze projects and performance against goals/measures.
- Ability to manage and adapt to ambiguity and conflicting priorities in a public office environment.
- Knowledge of principles and practices of urban planning, redevelopment, business assistance and economic development, neighborhood revitalization and housing programs;
- Ability to relate well with community leaders, elected and appointed officials and diverse community and civic groups.
- Strong communication and inter-personal skills including the ability to clearly explain long term, complex plans and alternatives in both private and public meetings and presentations.
- Strong project management and data management skills, including a sharp attention to detail and the ability to manage multiple projects simultaneously.

CERTIFICATES, LICENCE, REGISTRATION

- Valid Indiana Driver's License, or ability to obtain one.

EQUIPMENT

Personal computer; motor vehicle; calculator; phone; copy and fax 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 mostly in office settings, with moderate inside temperatures. Some outdoor work is required in the inspection of various business operations and construction sites. The noise level in the work environment is usually quiet to moderate. 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.

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov/jobs or at the application kiosk located at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Pre-employment drug screen required



**City of South Bend
Position Description**

Title	Manager-Housing Counselor		Position Code:	
Department:	Community Investment			
Reports To:	Director of Neighborhood Development			
FLSA Status:	Full-time	Collective Bargaining Representation:	Non-bargaining	
Driver's License:				
Other:	Security Sensitive:	Safety Sensitive:	Child Related:	
Effective:	1/1/18	Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Performs client eligibility assessments and housing counseling for the purpose of one to one and group housing counseling activities. Strong customer service and interpersonal skills required as well as technical knowledge and certifications in mortgage delinquency, default resolution, pre-purchase and post purchase home ownership counseling.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Coordinates process to conduct housing counseling to include mortgage delinquency and default resolution; and non-delinquency pre-purchase and post-purchase credit and budget counseling.
- Assesses and evaluate client eligibility in terms of written materials, oral presentation and visual clues with regard to various program guidelines.
- Interprets personal histories, analyze client situation and develop appropriate remediation plan for client.
- Coordinates and conduct classroom training materials and programs related to housing, credit, personal financial, employment and self- sufficiency matters.
- Coordinates and market counseling services to outside agencies and targeted clients.
- Develops new program proposals to meet changing environmental conditions, including changing client conditions and changes in the regulatory and funding environment.
- Assists with preparation of application materials and submissions for grant opportunities.
- Interprets legislation and regulations.
- Prepares and presents written and oral reports.
- Provides program information, answers questions and assists the public.
- Efficient use of computer hardware and software to maintain detailed, neat, and accurate records.

NON-ESSENTIAL/ MARGINAL FUNCTIONS:

- Operates a vehicle to run errands, attend meetings and conduct business.
- Assist other Division staff as necessary.
- Assumes additional responsibilities as requested by Director.

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/QUALIFICATIONS:

- College degree or equivalent work experience, and minimum of five (5) years of work experience in credit, personal financial, and/or delinquency counseling, or related field.

KNOWLEDGE AND ABILITY:

- Ability to read and write, understand and interpret regulations and legislation.
- Good written and verbal communication skills required for public presentations.
- Working knowledge of computers and programs.
- Ability to effectively address the public; handle stressful situations; work cooperatively with others; handle multiple tasks; work under deadline pressure
- Ability to attend evening and weekend meetings when necessary.

CERTIFICATES, LICENSE, REGISTRATION:

- Housing counseling certifications in one or more type of counseling offered.
- Valid Indiana Driver's License

EQUIPMENT:

Phone, personal computer including word processing, spreadsheet and publishing software; copy machine; fax machine; calculator; binding machine and car.

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 by 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. Entire Office is smoke free.

EQUAL OPPORTUNITY EMPLOYER:

All qualified applicants will receive consideration for employment without regard 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:

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.



**City of South Bend
Position Description**

Title	License and Registration Administrator		Position Code:	
Department:	Department of Community Investment			
Reports To:	License and Registration Administrator			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	None			
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

This position serves as the City liaison for contractors, business and agencies requiring licensing and guidance as to the next steps in the operation of businesses and projects. This position assists as the gatekeeper for the department through direction of visitors, answering telephones, issuing contractor and business licenses and conducting guided outreach.

SUPERVISION EXERCISED:

Oversees the front staff of the building team, including the part-time licensing auditor who assists with regulatory compliance

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receives and issues receipts for payments for licenses, permits, and insurance in accordance with departmental rules and regulations.
- Ensures businesses and contractors requiring licenses are in compliance with ordinance
- Sends license renewal notices and conducts physical survey of open businesses for compliance.
- Makes presentations to the Common Council and assist with drafting of ordinances pertaining to licensing when requested to do so.
- Responds to telephone inquiries from the public and other city departments when information requested is specifically provided and known, such as from specific deliveries and procedures, and calendar of events.
- Assists business owners in navigating the steps required to obtain legal corporate status in both the City and State of Indiana
- Works in tandem with other members of the team to spearhead new initiatives that aim to bolster the vitality of the business climate within the city.
- Serves as back-up to Administrative Assistant position when needed.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Additional responsibilities as requested or assigned.

EDUCATION / QUALIFICATIONS:

- Associate Degree in Business.
- Minimum one year of general office practices, procedures, and working with general public.

- Working knowledge of City or County government a plus.

KNOWLEDGE AND ABILITY:

- Knowledge of steps and processes in regards to opening a small business and attaining all required certifications and licenses.
- Basic knowledge of SharePoint, Microsoft Excel and Spreadsheet development
- Understanding of the basic fundamentals of customer service
- Ability to use technology to drive innovation within processes and procedures to improve efficiency and customer service

CERTIFICATES, LICENCE, REGISTRATION:

EQUIPMENT:

Desktop Computer, Laptop Computer; Telephone, Automobile, Copy Machine, Digital Camera, and Associated 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 25 pounds.

WORK ENVIRONMENT:

Work is performed in both office and field settings, with moderate inside temperatures and outside in all types of weather. The noise level in the work environment is usually quiet to moderate in the office and loud in the field. 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	Licensing Auditor		Position Code:	
Department:	Department of Community Investment			
Reports To:	License and Registration Administrator			
FLSA Status:	PT	Collective Bargaining Representation:	None	
Driver's License:	None			
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

The Licensing Auditor is responsible for conducting field inspections and initiating administrative enforcement actions to ensure compliance with the City of South Bend contractor and business licensing and other related regulations.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conducts inspections of work sites and businesses to determine compliance with appropriate codes, ordinances, and regulations.
- Identify violations and issue notices of violations/citations to individuals responsible for violations, in coordination with the License and Registration Administrator.
- Must possess ability to conduct compliance investigations and follow-up activities as needed. Must be able to compile proper documentation to complete case documentation and reports to explain facts and circumstances surrounding investigations and violations.
- Must maintain efficient and effective daily reports including all written and verbal communication pertaining to all activities and all other required documentation by other local and state jurisdictions.
- Enter detailed field results on a field computer into a database management system.
- Prepare case files and testifies as a professional and expert witness as needed.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Additional responsibilities as requested or assigned.

EDUCATION / QUALIFICATIONS:

- High School diploma or equivalent education and experience.
- Two or more years of related preferred.

KNOWLEDGE AND ABILITY:

- Ability to read and interpret the City of South Bend's regulations for contractor and business licensing.
- Ability to respond to complaints, document investigation activities and initiate enforcement actions.
- Ability to effectively communicate both verbally and in writing. Ability to potentially speak in public

forums and respond to questions.

- Skill and judgment to resolve both technical and interpersonal problems related to compliance.
- Ability to effectively communicate both verbally and in writing, speak in public forums, and respond to questions.
- Ability to solve practical problems with tact, diplomacy, and persuasiveness in dealing with a variety of situations.
- Ability computer for word processing functions and enter data into database management systems.
- Must have and retain a valid Indiana Driver's license and be able to operate a City vehicle.

CERTIFICATES, LICENCE, REGISTRATION:

- Incumbent must certify in the appropriate, approved disciplines as prescribed by the Executive Director of Community Investment or his/her designee

EQUIPMENT:

Desktop Computer, Laptop Computer; Telephone, Automobile, Copy Machine, Digital Camera, and Associated 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 25 pounds.

WORK ENVIRONMENT:

Work is performed in both office and field settings, with moderate inside temperatures and outside in all types of weather. The noise level in the work environment is usually quiet to moderate in the office and loud in the field. 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	Manager- Neighborhood Grants		Position Code:	
Department:	Community Investment			
Reports To:	Director of Neighborhood Development			
FLSA Status:	Full-time	Collective Bargaining Representation:	Non-bargaining	
Driver's License:				
Other:	Security Sensitive:	Safety Sensitive:	Child Related:	
Effective:	1/1/18	Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Performs and assists with administration of federal, state, and local grant programs to support the revitalization of neighborhoods; and, complementary marketing and neighborhood engagement/communication activities. This position works with the application of federal policy at the local level addressing a variety of aspects of neighborhood revitalization, including but not limited to matters of homelessness, homeownership, and community building.

SUPERVISION EXERCISED:

Non applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Coordinates, prepares, and submits plans and applications for federal, state or local funding as appropriate.
- Reviews proposals for funding and makes determinations of eligibility.
- Coordinates the development and execution of contracts for department-funded projects.
- Monitors project progress, paying special attention to project goals, expenditures, and applicable rules and regulations.
- Serves as a liaison between the department and sub-grantees.
- Keeps statistical data on departmental funded activities.
- Conducts monitoring review of sub-grantees' internal procedures.
- Conducts, monitors, and advises on the environmental assessment review process, Labor Standards, and historical consideration of federally funded projects for Community Development Block Grant, Supportive Rental Housing, Emergency Solutions Grant, HOME, Neighborhood Stabilization, and public housing authority and Continuum of Care funded projects.
- Assists with and/or conducts on-site visits to verify project data.
- Prepares administrative reports on program activities and progress.
- Coordinates the development and implementation of Annual Action Plan for federal funding.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Prepare letters, resolutions, ordinances, spreadsheets, reports, grant applications and other documents necessary to carry out above responsibilities.
- Accurately interpret applicable legislation and regulations.

- Serves as a representative for the department to the public; prepares and presents oral public reports; provide program information, answer questions and assist the public as necessary.
- Efficiently use computer hardware and software to maintain detailed, neat and accurate and up-to-date records.
- Operate a vehicle to monitor project progress and attend meetings.
- Assist other Division staff as necessary.

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:

- College degree or equivalent work experience in program management and budgeting.
- One to three years practical experience in grants management, neighborhood development, community development, or similar experience will receive added consideration
- High level of proficiency with Excel and Microsoft Word.

KNOWLEDGE AND ABILITY:

- Experience that demonstrates initiative, problem diagnosis, critical thinking, and proactive problem solving skills.
- Experience maintaining a strong degree of confidentiality, integrity, and judgment.
- Interpersonal communication skills; skills to effectively communicate instructions, procedures and processes to team members and to management a team and delegate responsibilities, tasks and assignments as appropriate.
- Strong Project management skills
- Ability to work with all levels of staff and partners.
- Facilitation skills.
- Team player with the ability to work in a fast-paced and ever-changing environment.
- Experience in managing multiple projects simultaneously
- Focus on customer service
- Ability to relate well with community leaders, elected and appointed officials and diverse community and civic groups;
- Ability to read and write, understand and interpret regulations and legislation.
- Good written and verbal communication skills required for public presentations
- Ability to attend evening and weekend meetings when necessary.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Indiana Driver's License or ability to obtain one.

EQUIPMENT:

Phone, personal computer including word processing, spreadsheet and publishing software; copy machine; fax machine; calculator; binding machine and car.

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. 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.



**City of South Bend
Position Description**

Title	Zoning Administrator		Position Code:	
Department:	Department of Community Investment			
Reports To:	Director of Planning & Community Resources			
FLSA Status:	Exempt	Collective Bargaining Representation:	None	
Driver's License:	None			
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

The Zoning Administrator is tasked with the day to day administration of the South Bend Zoning Ordinance (SBZO). Responsible for making recommendations to the South Bend Advisory Plan Commission and the South Bend Board of Zoning Appeals regarding a variety of issues relating to land use interpretations; rezoning and variances; development process; zoning violations, etc.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Issue land use interpretations based on the South Bend Zoning Ordinance (SBZO).
- Review rezoning and variance requests guided by the South Bend Comprehensive Plan and all other relevant adopted planning documents and the SBZO.
- Coordinate the development process with other agencies including: Building Department, Business Development, Public Works, Fire Department, Police Department and any other relevant agency.
- Provide Plan Review sign off as it is related to the SBZO.
- Manage filing and reporting of zoning violations.
- Field questions relating to the SBZO, providing a high level of customer service.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Additional responsibilities as requested or assigned.

EDUCATION / QUALIFICATIONS:

- Bachelor's Degree in Public Administration, Business Administration, Accounting & Finance, Planning, Urban Studies or equivalent education and experience.
- Three or more years of experience in a local government environment preferred.

KNOWLEDGE AND ABILITY:

- Ability to interact with a highly charged public environment.
- Must have or be able to obtain an excellent understanding of both City and County Zoning Ordinances.
- Ability to interact with Attorneys, Architects, Engineers and the public.

- Must be able to lead and achieve goals set by department concerning budgeting, tracking and management.
- Must have excellent leadership skills.
- Must be able to create, track and analyze KPIs.
- Must have upper level experience with Excel, Word and Outlook. Experience with FileMaker a plus.

CERTIFICATES, LICENCE, REGISTRATION:

- None.

EQUIPMENT:

Desktop Computer, Laptop Computer; Telephone, Automobile, Copy Machine, Digital Camera, and Associated 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 25 pounds.

WORK ENVIRONMENT:

Work is performed in both office and field settings, with moderate inside temperatures and outside in all types of weather. The noise level in the work environment is usually quiet to moderate in the office and loud in the field. 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	Zoning Specialist			Position Code:	
Department:	Department of Community Investment				
Reports To:	Director of Planning & Community Resources				
FLSA Status:	Exempt	Collective Bargaining Representation:	None		
Driver's License:	None				
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No		
Effective:		Revisions:			
HR Director Approval:				Date:	

POSITION SUMMARY:

The Zoning Specialist will work closely with the Zoning Administrator to manage the day to day tasks of zoning administration including a full range of land use planning, subdivision reviews, zoning analysis and zoning enforcement activities.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage the rezoning process.
- Ensure compliance with relevant ordinances.
- Review South Bend Board of Zoning Appeals petitions.
- Conduct research and perform critical analysis on a wide range of land use and economic development issues.
- Assist in the preparation of amendments to development codes.
- Coordinate SB Advisory Plan Commission activities and respond to requests from local, state and federal reviewing agencies in addition to applicants, professional consultants and citizens. Assist public and government agencies on a wide range of land use-related issues.
- Prepare staff reports and makes presentations to the SB Advisory Plan Commission, and the SB Board of Zoning Appeals.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Additional responsibilities as requested or assigned.

EDUCATION / QUALIFICATIONS:

- Bachelor's Degree in Public Administration, Business Administration, Accounting & Finance, Planning, Urban Studies or equivalent education and experience.
- Three or more years of experience in a local government environment preferred.
- Accounting background highly desirable.

KNOWLEDGE AND ABILITY:

- Ability to interact with a highly charged public environment.
- Must have or be able to obtain an excellent understanding of both City and County Zoning Ordinances.

- Ability to interact with Attorneys, Architects, Engineers and the public.
- Must be able to lead and achieve goals set by department concerning budgeting, tracking and management.
- Must have excellent leadership skills.
- Must be able to create, track and analyze KPIs.
- Must have upper level experience with Excel, Word and Outlook. Experience with FileMaker a plus.

CERTIFICATES, LICENCE, REGISTRATION:

- None.

EQUIPMENT:

Desktop Computer, Laptop Computer; Telephone, Automobile, Copy Machine, Digital Camera, and Associated 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 25 pounds.

WORK ENVIRONMENT:

Work is performed in both office and field settings, with moderate inside temperatures and outside in all types of weather. The noise level in the work environment is usually quiet to moderate in the office and loud in the field. 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

**South Bend Fire Department
Position Description**

Title	Administrative Assistant II		Position Code:	
Department:	Fire			
Reports To:	Assistant Chief of Services			
Supervision Exercised:	None			
FLSA Status	NE - NB	Collective Bargaining Representation: NB		
Driver's License:	None			
Other	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Approval:			Date:	

POSITION SUMMARY:

The Administrative Assistant will coordinate office activities and perform administrative assignments for management staff in support of the on-going operations of the office. Assignments include such duties as office coordination, scheduling meetings, preparing and maintaining office records, reports, and correspondence.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties 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. Nothing in this job description restricts management's right to assign or reassign duties to address business needs and changing business practices.

- Composes and drafts routine letters, memoranda, reports, technical material, numerical data, charts and forms.
- Receives and screens visitors and telephone calls, takes messages, schedules appointments, and provides information to callers requiring knowledge of agency's operations, supervisor's point of view, and the interpretation and application of policies and procedures.
- Schedules and arranges meetings and conferences.
- Schedules and arranges travel for Administrative staff and firefighters.
- Proofreads and corrects prepared materials for correct grammar, format, completeness, and content.
- Establishes and maintains office files, logs, indexes, control records, or other information concerning the work under the supervisor's control.
- Enters, retrieves, updates, verifies, and deletes information from electronic files.
- Sorts, opens, and distributes incoming mail to staff; associates incoming correspondence with files or related materials needed for meetings, correspondence, and reports.
- Maintains confidentiality of documents, information received, and personnel files.
- Supports Equipment Services with work order management and customer billings.
- Assists in the preparation of budgets and financial reports.
- Determines needs and orders office supplies, equipment, repair and maintenance services through agency channels.

**South Bend Fire Department
Position Description**

- Acts as a Liaison to the Purchasing Department and completes documentation necessary for comprehensive payment packets for accounts payable. Including, but not limited to - initial quotes, bids, shipping receipts, invoices, and purchase orders.
- Assists to identify vendors and acquire information to set up new vendors when necessary.
- Receives and updates vendor inquiries regarding shipments or bill processing.
- Must interact with coworkers and public with tact and diplomacy.
- Operates standard office equipment.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Other duties as assigned or requested.

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 / EXPERIENCE:

- High school diploma or equivalent education required.
- At least two years' administrative support experience gained in a high-paced office environment required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Significant computer skills and high degree of MS Office knowledge.
- Ability to deal tactfully with all persons on the telephone and in person.
- Ability to systematically collect and analyze data.
- Excellent time management skills and the ability to prioritize work.
- Strong problem-solving skills, a high attention to detail, and an enthusiasm for teamwork.
- Ability to learn new software and technology.

CERTIFICATES, LICENSE, REGISTRATION:

- None.

EQUIPMENT:

Desktop and laptop computer; landline and cellular; facsimile machine; copier, and 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

South Bend Fire Department
Position Description

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:

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

REQUIRED:

Pre-employment drug screen

EOE/ADA STATEMENT:

The City of South Bend seeks to attract, develop, and retain the highest quality public safety officers, staff and administration. Equal Employment Opportunity Employer



**South Bend Fire Department
Position Description**

Title	Community Paramedic	Position Code:	
Department:	South Bend Fire Department		
Reports To:	EMS Chief		
Supervision Exercised:	None		
FLSA Status	FT	Collective Bargaining Representation:	Local 362
Driver's License:	Required		
Other	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: Yes
Effective:		Revisions:	
HR Approval:		Date:	

POSITION SUMMARY:

Provides patient care and/or advanced life support, including medical evaluation, treatment and stabilization of the critically ill and injured with the goal of reducing morbidity. Supports existing health services; provides integrated health services in partnership with other health professionals; extends access to health services delivery in underserved and general populations, including patient care, public health, disease management, prevention and wellness, and mental health; and performs other duties as required. The position is located in South Bend Fire Department EMS division.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties 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. Nothing in this job description restricts management's right to assign or reassign duties to address business needs and changing business practices.

- Performs all Primary Job Responsibilities listed for Paramedic;
- Conducts in home and out of home post-hospital release follow-up care including, but not limited to, monitoring medication, dressing changes, and checking vital signs;
- Identify individuals who repeatedly utilize the EMS system. Craft solutions to better support those individuals to allow EMS services to be better utilized;
- Observes, records, and reports to the physician, patient's conditions and reactions to drugs, treatments, and significant incidents;
- Conducts patient education, including diabetes prevention/treatment, hypertension, Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), falls assessment, injury evaluation, geriatric frailty visits, and nutrition;
- Administers patient care consistent with department protocols and physician orders;
- Coordinates appointments and follow-up with physicians and hospitals;
- Develops and completes appropriate reports and templates for the Community Paramedic Program;
- Attends meetings as requested and available;
- Participates in Quality Assurance sessions;
- Cleans and maintains (minor maintenance) vehicles;
- Maintains records of vehicles, supplies, training and daily work;
- Assumes additional responsibilities as requested.

EDUCATION / QUALIFICATIONS:

- Served in the capacity of a lead paramedic for three years;
- Ability to attend and complete college-level Community Paramedicine program.

KNOWLEDGE AND ABILITY:

- Able to speak quickly and effectively during all types of situations including those in high-stress environments;
- Able to speak clearly and effectively in and out of group settings and facilities. This includes being able to effectively educate and foster positive relationships with patients, family members, and staff;
- Ability to read and interpret a variety of medical information, documents, instructions, and make effective judgments with that information;
- Ability to read, analyze and interpret common scientific and technical journals;
- Demonstrated ability to develop with other departments, staff, companies, and community members;
- Able to read and interpret documents such as protocols, physician's orders, safety rules, operating and maintenance instructions;
- Demonstrated ability to maintain equipment as needed;
- Ability to maintain inventory, lists, and distribution of various equipment and services;
- Ability to use Microsoft Office Suite.

CERTIFICATES, LICENSE, REGISTRATION:

- Active EMT-P Certification in good standing;
- CPR and Current ACLS, ITLS, and PALS/PEPP certifications;
- Valid Driver's License.

PHYSICAL DEMANDS:

Employees should always be able to perform the duties of a firefighter. While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is required to run, use hands and fingers to handle or feel objects, tools or controls, and reach with hands and arms including during periods of low to no visibility. The employee must occasionally lift and/or move up to 100 pounds or more. The employee must be able to work for extended periods of time, requiring sustained physical activity and intense concentration, make rapid transitions from rest to near maximal exertion without a warm-up period. Specific vision abilities required for this job include the ability to adjust focus of varying distances. The employee must be able to tolerate exposure to grotesque sights and smells including those associated with major trauma and burn victims. Must be able to rely on sight, hearing, smell, and touch to determine critical decisions in a confused, chaotic, and potentially life-threatening environment.

WORK ENVIRONMENT:

While performing the duties of this job, the employee works both in and out of office settings. The employee is subject to potential danger, at varying levels of rest, indoors and outdoors, including extreme weather and rapidly changing conditions. In outside weather conditions, the employee occasionally works near moving mechanical parts, with vehicles, fumes or airborne particles, toxic or caustic chemicals, infectious diseases, carcinogenic dust/particles, extreme cold and extreme heat. The noise level in the work environment is usually quiet in the office and moderately noisy to very loud in the field. The employee may be at extreme heights or below ground, all of which the employee may use SCBA. Additional information can be found in the SBF Duty Manual.

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, equipment, 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.

EOE/ADA STATEMENT:

The City of South Bend seeks to attract, develop, and retain the highest quality public safety officers, staff and administration. 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 candidates and others that will enhance our community in compliance with EO No. 1-2016 Section 1.
Equal Employment Opportunity Employer

**South Bend Fire Department
Position Description**

Title	Financial Specialist II		Position Code:	
Department:	Fire			
Reports To:	Assistant Chief of Services			
Supervision Exercised:				
FLSA Status	NE	Collective Bargaining Representation:		
Driver's License:				
Other	Security Sensitive:	Safety Sensitive:	Child Related:	
Effective:		Revisions:		
HR Approval:			Date:	

POSITION SUMMARY:

Responsible for accurately billing and coding Emergency Medical calls. Interacts with staff and EMS personnel to ensure ambulance runs are billed in a timely and accurate manor. Acts as Team Leader for EMS billing staff directing assignments and coordinating workflow.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties 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. Nothing in this job description restricts management's right to assign or reassign duties to address business needs and changing business practices.

- Posts payments into the computer.
- Files paperless claims for Medicare, Medicaid and Blue Cross.
- Files for private insurance manually.
- Handles all lifetime signature forms.
- Submits refunds when needed to insurance or private pay.
- Answers phone inquiries.
- Disburses information to the public, social service, insurance agencies, attorneys, etc.
- Handles neo-natal accounts.
- Runs monthly and yearly reports and other reports as needed.
- Prepares reports for third party contracts, such as Neo Natal, and the County Ambulance program.
- Prepares and types correspondence.
- Interprets and administers policies and procedures for EMS program.
- Does related work as assigned.

EDUCATION / QUALIFICATIONS:

- High school diploma or GED equivalent and one (1) year of clerical. Ability to type at least 45 words a minute. Experience with computers, office and clerical procedures. Experience with insurance or medical experience helpful.

**South Bend Fire Department
Position Description**

KNOWLEDGE AND ABILITY:

- Knowledge of medical services billing, Medicare, Medicaid, Blue Cross Insurance, policies and procedures for medical billing services.
- Accuracy to detail and numbers is a must.
- Ability to deal effectively and tactfully with the public in person and over the telephone, having patience with elderly.
- Familiarity with billing a plus.
- Certified Ambulance Coder strongly preferred
- Certified Compliance Officer strongly preferred

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License

EQUIPMENT:

Desktop computer, telephone, copier, scanner, 10 key adding machine, and facsimile 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. 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, equipment, 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

EOE/ADA STATEMENT:

The City of South Bend seeks to attract, develop, and retain the highest quality public safety officers, staff and administration. Equal Employment Opportunity Employer

**South Bend Fire Department
Position Description**

Title	Financial Specialist - Payroll III		Position Code:	
Department:	Fire			
Reports To:	Assistant Chief of Services			
Supervision Exercised:	None			
FLSA Status	NB-NE	Collective Bargaining Representation: NB		
Driver's License:	None			
Other	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Approval:			Date:	

POSITION SUMMARY:

Performs a variety of routine and complex clerical secretarial, bookkeeping, and administrative work for the SBFD billing office and administrative office.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties 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. Nothing in this job description restricts management's right to assign or reassign duties to address business needs and changing business practices.

- Posts accounts placed in collections and liaises with City Legal department.
- Answers phone inquiries.
- Disburses information to the public, social service, insurance agencies, attorneys, etc.
- Coordinates Station Tours and assists Community Risk Reduction efforts.
- Compiles and process Fire Department Access to Public Records Requests.
- Runs monthly and yearly reports and other reports as needed.
- Prepares and types correspondence.
- Interprets and administers policies and procedures for EMS program.
- Does related work as assigned.
- Maintains all information regarding payroll and personnel records. Inputs biweekly payroll for all Fire Department employees.
- Composes, types and edits a variety of correspondence, reports, memoranda and other materials requiring judgment as to content, accuracy and completeness.
- Completes standard office and department forms; compiles data for various reports.
- Maintains departmental documents and records.
- Establishes and maintains filing systems, records and indexes using moderate independent judgment.
- Performs customer service duties including answering and directing phone calls, assisting at counter.

**South Bend Fire Department
Position Description**

EDUCATION / QUALIFICATIONS:

- High school diploma or GED equivalent and one (1) year of clerical. Ability to type at least 45 words a minute. Experience with computers, office and clerical procedures. Experience with insurance or medical experience helpful.
- Two years' experience of increasingly responsible related experience.

KNOWLEDGE AND ABILITY:

- Knowledge of medical services billing, Medicare, Medicaid, Blue Cross Insurance, policies and procedures for medical billing services.
- Accuracy to detail and numbers is a must.
- Ability to deal effectively and tactfully with the public in person and over the telephone, having patience with elderly.
- Familiarity with billing a plus.
- Certified Ambulance Coder helpful.
- Working knowledge of City or County government a plus.
- Ability to communicate with supervisors, peers, or subordinates, providing information by telephone, in written form, e-mail, or in person.
- Ability to organize, plan, and prioritize work, developing specific goals and plans to accomplish work.
- Ability to coordinate the work and activities of others — Getting members of a group to work together to accomplish tasks.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License

EQUIPMENT:

Desktop computer, telephone, copier, scanner, 10 key adding machine, and facsimile 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. Entire office is smoke free.

South Bend Fire Department
Position Description

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, equipment, 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

EOE/ADA STATEMENT:

The City of South Bend seeks to attract, develop, and retain the highest quality public safety officers, staff and administration. Equal Employment Opportunity Employer



**City of South Bend
Position Description**

Title	Business Analyst		Position Code:	1138
Department:	Department of Innovation and Technology			
Reports To:	Director of Business Analytics			
FLSA Status:	Full-time	Collective Bargaining Representation:	Non-bargaining	
Driver's License:	Yes			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

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:

- 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.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

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

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree or advanced education in Statistics, Mathematics, Information Management, Social or Political Science, and/or Design preferred.

- Experience in data analysis.
- Experience communicating complex information to diverse audiences.

KNOWLEDGE AND ABILITY:

- 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, LICENSE, REGISTRATION:

- Valid Driver’s License required.

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

DISCLAIMER:

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REQUIRED: Pre-Employment Drug Screen.



**City of South Bend
Position Description**

Title	Deputy Chief Technology Officer		Position Code:	
Department:	Innovation & Technology			
Reports To:	Chief Technology Officer			
FLSA Status:	Exempt	Collective Bargaining Representation:	No	
Driver's License:	Yes			
Other:	Security Sensitive: Yes	Safety Sensitive: No	Child Related: No	
Effective:	09/01/2018	Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

The Deputy Chief Technology Officer will assist the Chief Technology Officer and Chief Innovation Officers in providing a compelling vision and strong leadership in the orchestration of information technology initiatives. The Deputy CTO assists in the planning and implementation of enterprise IT systems in support of City operations focused on strategic applications, service quality, cost effectiveness, and business development.

SUPERVISION EXERCISED:

Responsible for overseeing departmental projects and initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop the systems architecture for enterprise systems including CMMS, CRM, ERP, and others.
- Support the design of infrastructure to provide resiliency and appropriate performance for the enterprise systems that support City operations.
- Creates enterprise data management practices that enable collection, processing, analysis, and decision making, around areas such as asset management, capital improvement planning, and other city business
- Supports the development of GIS data and the strategies and plans to improve the quality of the data, standard operating procedures, schema development, workflow development
- Develops and leads data governance programs at the City.
- Supports all of the divisions of the Department of Innovation and Technology, improving the quality of the service delivery especially around: mobility (mobile device programs), enterprise data management, and Geographic Information System Mapping Technology.

Strategy & Planning

- Identify opportunities for the appropriate and cost-effective investment of resources including sourcing, and financing IT systems.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives. Assess and communicate risks associated with IT investments.
- Support the development of the enterprise architecture in the short and long term

Governance, Acquisition & Deployment

- Develop in close partnership with all City departments governance programs to establish ownership of data practices across the entire life cycle of data.
- As part of portfolio management, guide the processes to approve, prioritize, and control projects.

- Review hardware and software acquisition and maintenance contracts to capitalize on strategic partnerships and economies of scale.

Operational Management

- Keep current with trends and issues in the IT industry, including current technologies and prices. Advise, counsel, and educate the City's leadership team and management on their competitive or financial impact.
- Promote and oversee strategic relationships between internal IT resources and external entities, including suppliers/partners, other governmental entities, the education sector, and nonprofits in the community.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Other duties as assigned.

EDUCATION / QUALIFICATIONS:

- BA/BS degree in business administration with a focus on technology management from an accredited college, a masters is preferred.
- A minimum of 5 years' experience in IT operation.

KNOWLEDGE AND ABILITY:

- Considerable knowledge of business processes.
- Substantial exposure to computing platforms and enterprise software applications.
- Knowledge of Geographic Information System Mapping Technology
- Experience with systems design and development from requirements analysis through implementation and support.
- Excellent understanding of project management principles.
- Demonstrated ability to apply IT in solving business problems.
- Strong understanding of human resource management principles, practices, and procedures.
- Ability to set and manage priorities judiciously.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Exceptional service orientation.
- Ability to motivate in a collaborative environment.
- Ability to present ideas in business-friendly and user-friendly language.
- Exceptionally self-motivated and directed.
- Superior analytical, evaluative, and problem-solving abilities.
- On-call availability for emergencies and high-level issues.
- Ability to travel periodically.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's license.

EQUIPMENT:

Desktop and Laptop Computers, Telephone, Copy Machine, Fax 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 an office setting, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate. 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



**City of South Bend
Position Description**

Title	GIS SPECIALIST - SENIOR	Position Code:	
Department:	Innovation and Technology		
Reports To:	GIS Manager		
FLSA Status:	Non-Exempt	Collective Bargaining Representation:	Non-Bargaining
Driver's License:			
Other:	Security Sensitive:	Safety Sensitive:	Child Related:
Effective:		Revisions:	
HR Director Approval:		Date:	09/01/2018

POSITION SUMMARY:

Assist GIS Manager to establish and implement standards and procedures for databases, schemas, data, and assist with associated software and hardware. Participate in projects and technical training and support for various city departments and other utility organizations.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Support and maintain data governance including policies and best practices including coordinating and following data standards.
- Monitor and assess database and application systems.
- Understand data schemas and how they are set up for various departments.
- Participate in technological training and support for city wide departments pertaining to data standards.
- Understand implications of new applications and processes on legacy data and/or applications performance.
- Help with data maintenance of various systems in conjunction with other departmental subject matter experts including backups.
- Help with application set up for various departments

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Assumes additional responsibilities as requested.

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 / QUALIFICATIONS:

- Bachelor's degree required. Experience will also be considered in lieu of education.
- Minimum 2-4 years of data management experience.

KNOWLEDGE AND ABILITY:

- Knowledge of databases (MS SQL, MySQL, PostgreSQL) and database transactions.
- Knowledge of Geographic Information Systems (GIS) (ArcGIS for Desktop and Server) and AutoCAD.
- Availability to work off-hours for maintenance and upgrading of IT systems.
- Strong project management 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.
- Ability to establish and maintain effective working relationships with co-workers, supervisors, and the public.
- SQL scripting experience preferred.
- Willingness to learn new data gathering and data management technologies like, but not limited to, GPS field equipment.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License and acceptable driving record.

EQUIPMENT:

Desktop computer and all office equipment, G.P.S. Surveying Equipment including software, and other tools relevant to the fulfillment of data needs at the City.

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

WORK ENVIRONMENT:

Work is performed in a normal office environment and in the field occasionally. The noise level in the work environment is usually quiet to moderate. 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



City of South Bend
Project Manager – Office of the Mayor

Category: Full Time/Exempt

Department: Mayor's Office

Reports To: Deputy Chief of Staff to the Mayor

Schedule: Monday-Friday, 8:00 am-5:00 pm.; evening and weekend work may be necessary.

Position: **SUMMARY**

The Project Manager is a project implementation aide to the Deputy Chief of Staff and Chief of Staff. Responsibilities include planning, coordination and execution of short and medium-term projects in the areas of policy research and development, intergovernmental affairs, and interdepartmental coordination. Project Manager also engages internal and external stakeholders to advance Mayoral initiatives. Duties will evolve to meet changing needs of the office and community.

SUPERVISION EXERCISED

Will depend on portfolio developed with successful candidate.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- At direction of Mayor's Office leadership and Department heads, scope, plan and coordinate short and median-term projects to ensure Mayoral policies and objectives are successfully implemented. Work collaboratively with staff to set timelines and deliverables.
- Build and maintain strong relationships with City staff and relevant community partners.
- Share in knowledge dissemination, reporting, and communications with internal and external stakeholders.
- Represent the Mayor and the City of South Bend at meetings and events as necessary.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

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

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 Degree in Public Administration, Business Management, Communications, History, Government, Political Science, or other related field.

- Management, political, communications, policy, or other related experience. Public sector experience a plus. Project management experience desirable.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Demonstrated ability to build and maintain relationships with a diverse group of individuals.
- Demonstrated ability to lead teams in the pursuit of shared goals.
- Demonstrated ability to work with efficiency, flexibility, humility, and good humor.
- Analytic decision maker who is action oriented, diplomatic, and persuasive.
- Commitment to excellence, innovation, and data-driven evaluation.
- Ability to manage and adapt to ambiguity and conflicting priorities in a public office environment.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Indiana Driver's License if required to drive City vehicle.

EQUIPMENT

Desktop and laptop computer; landline and cellular; facsimile machine; copier, and 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 setting, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office and may be quiet to loud in the field. Exposure to adverse weather conditions such as cold or heat may prevail in situations involving outside meeting engagements. 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.

TO APPLY

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.

Ability to Speak Spanish a Plus
Drug Screen Required



City of South Bend

Title	Assistant Director of Civilian Services		Position Code:	
Department:	South Bend Police Department			
Reports To:	Director of Civilian Services			
FLSA Status:	FT/NE	Collective Bargaining Representation:	N/A	
Driver's License:				
Other:	Security Sensitive: YES	Safety Sensitive: YES	Child Related: NO	
Effective:	6/22/2016	Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

This position oversees and manages the daily operations of the Records Department with general direction from the Director of Civilian Services. This position has a complex task of managing daily duties, processing statistical information for outside government agencies, data entry, while monitoring performance and efficiency. Interaction with staff, Officers, Administration, Legal, Government and other Law Agency's on a daily basis. Accuracy is crucial in performing this job efficiently. IDACS certification is must.

SUPERVISION EXERCISED:

Records Staff
 Civilian Staff when the Director of Civilian Services is unavailable

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervises staff on all 3 shifts in Records
- Oversees Court Liaison, Alarm Coordinator, Data and Records, Property and Evidence
- Oversees the Civilian Service Staff if the Director is away from the office.
- Works closely with the Director of Civilian Services on projects, process improvements and day to day functions.
- Implements and monitors uniformity in the data entry process
- Audits cases from records and data on daily basis
- Maintains records of critical issues that pertain to accuracy of staff
- Takes on special projects as assigned by the Director of Civilian Services
- Reviews government regulations that pertain to Data and Records on a regular basis.
- Compiles and maintains Uniform Crime Reports using data from crimes, offences and arrest for FBI use on a monthly and annual basis
- Compiles and maintains reports for SBPD Chief and city officials on a monthly and annual basis
- Maintains updates in the policy and procedures for Data

- Interacts with officers on a daily basis regarding UCR questions and process
- Must know all the policy and procedures for the Records Department
- Maintains property and evidence records and release information in ADSI for multiple divisions
- Process all crash/accident reports from Aries system through LaserFiche
- Research past records for closure or missing information status.
- Enters all IDACS and NCIC information that is used by Federal/State/Law Enforcement Agencies. This is a time sensitive responsibility.
- IDACS Coordinator; maintaining all certifications for all Sworn Officers and Records
- Enters, updates and verifies data from Investigative Division and follow-up reports into ADSI system
- Modifies Crash Reports and Notifies BMV of changes
- Maintains logs and coding of all police reports
- Authorized to make all changes/updates (other than Narratives) to officer reports
- Scanning all paperwork from Services into LaserFiche for Archiving purpose
- Contact and conversations with internal and external personnel. City Legal, Officers, civilians, business owners, etc.
- High volumes of cases are processed daily and are time sensitive.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

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

EDUCATION / QUALIFICATIONS:

- High School diploma or equivalent education.
- Previous Supervisory Positions
- Associate degree or Certificate a plus.
- 1-2 Years Data Entry

KNOWLEDGE AND ABILITY:

- Must be able to pass a polygraph test that is required for employment
- No Criminal Record
- 5+ Years Data Entry
- Must have good communication skills
- Must have computer experience including proficiency in Word, Excel and Outlook
- High level of judgment and decision-making abilities are expected.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License

EQUIPMENT:

Computer (Multiple Software Applications), Scanning Equipment, Fax Machine, Copier, Phones

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 or walk, and talk or hear. The employee is occasionally required to walk; use hands, fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. The employee must be able to stoop or crouch accessing records in file cabinets. Specific abilities required in this job include good vision and the ability to adjust focus.

WORK ENVIRONMENT:

The employee will primarily indoors. A company car is provided for the travel. Conditions indoors will be in a temperature controlled environment and office setting.

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
Pre-Employment Polygraph



City of South Bend

Title	Data Entry Specialist I		Position Code:	
Department:	South Bend Police Department			
Reports To:	Director of Records Bureau			
FLSA Status:	FT/NE	Collective Bargaining Representation:	N/A	
Driver's License:				
Other:	Security Sensitive: YES	Safety Sensitive: YES	Child Related: NO	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Responsible for performing journey-level data entry work using a personal computer with multiple applications software, entering, updating, researching, verifying and/or retrieving data from/to other systems with complete accuracy and confidentiality of information records. Interactions with Officers, Administration, Legal, Government and other Law Agency's on a daily basis. Requires certification in IDACS (Indiana Data and Communications Systems Certification) within the first year of service. Strong ability to problem solve.

SUPERVISION EXERCISED:

Not applicable

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains property and evidence records and release information in ADSI for multiple divisions
- Process all crash/accident reports from Aries system through LaserFiche
 - Research and archives past records for closure or missing information status.
 - Enters all IDACS and NCIC information that is used by Federal/State/Law Enforcement Agencies. This is a time sensitive responsibility.
 - Enters, updates and verifies data from Investigative Division and follow-up reports into ADSI system
 - Modifies Crash Reports and Notifies BMV of changes
 - Maintains logs and coding of all police reports
 - Authorized to make all changes/updates (other than Narratives) to officer reports
 - Scanning all paperwork from Services into LaserFiche for Archiving purpose
 - Contact and conversations with internal and external personnel. City Legal, Officers, civilians, business owners, etc.
 - High volumes of cases are processed daily and are time sensitive
 - Covers and assist Records when needed

NON-ESSENTIAL/MARGINAL FUNCTIONS:

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

EDUCATION / QUALIFICATIONS:

High School diploma or equivalent education; associate degree a plus.

- Minimum of two years data entry experience

KNOWLEDGE AND ABILITY:

- Proficient in Data Entry skills
- Must have good communication skills
- Must have computer experience with levels of Word, Excel and Outlook
- High level of judgment and decision-making abilities are expected.
- Criminal history background check personal background check, and pre-employment drug screen prior to start of employment or as requested. Must maintain a felony-free record.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid United States Driver's License required
- Completion of the IDACS Certification within 1 year of service

EQUIPMENT:

Computer (Multiple Software Applications), Scanning Equipment, Fax Machine, Copier, Phones

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 20 pounds. The employee must be able to stoop or crouch accessing records in file cabinets. Specific abilities required in this job include good vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed mostly 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

Pre-Employment Background Check



**South Bend Police Department
Position Description**

Title	Director of Purchasing & Logistics		Position Code:	
Department:	Police Department (Support Division)			
Reports To:	Support Division Chief			
FLSA Status:	Non-Exempt	Collective Bargaining Representation:	None	
Driver's License:	Basic Operator License			
Other:	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

The Director of Purchasing and Logistics is responsible for overseeing the administrative, technical, and supervisory work related to the operation of the Office of Logistics in accordance with Department rules and regulations along with state and local statutes and regulations. Additionally, the Director of Purchasing and Logistics is responsible for developing, leading, and executing purchasing strategies at the South Bend Police Department.

SUPERVISION EXERCISED:

Manage civilian personnel in the Office of Logistics which includes Records Bureau and financial staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop, lead, and execute purchasing strategies using the City of South Bend purchasing matrix.
- Track and report key functional metrics to reduce expenses and improve effectiveness.
- Perform cost and scenario analysis, and benchmarking.
- Seek and partner with reliable vendors and suppliers.
- Determine quantity and timing of deliveries.
- Monitor and forecast upcoming levels of demand.
- Work with sworn officers to determine equipment needs including testing and evaluation of various products and equipment.
- Oversee management of South Bend Police Department vehicle fleet.
- Assist in evaluation and management of police department budget.
- Manage storage facility within the South Bend Police Department.
- Maintain and conduct regular inventory of police department assets.
- Conduct research into latest technologies available to law enforcement agencies.
- Develop and write grant proposals focusing on federal and state grants as well as grants from corporate and private foundations.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

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

EDUCATION / QUALIFICATIONS:

- High school diploma or equivalent education required. Certificate or degree in supply chain management, logistics or business administration will be given strong consideration.

- Proven professional experience as purchasing manager, agent or officer.

KNOWLEDGE AND ABILITY:

- Familiarity with sourcing and vendor management.
- Interest in market dynamics along with business sense.
- Ability to negotiate and network.
- Working experience of vendor management software & Excel.
- Ability to gather and analyze data and to work with figures.
- Solid judgement along with decision making skills.
- Strong leadership capabilities.
- Strong interpersonal and communication skills, and the ability to work with vendors, public, sworn and non-sworn personnel.
- Ability to exercise tact, diplomacy, and objectivity in representing the Department.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License required.

EQUIPMENT:

Desktop Computer; Laptop Computer; Telephone; Copy Machine; Calculator; and Fax Machine. The individual may have some interaction with firearms, ammunition, and other equipment used by officers.

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 60 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



City of South Bend
POLICE CRIME INTELLIGENCE ANALYST

Category: Full Time
Department: Police
Reports To: Operations Division Sergeant.
Schedule: Monday-Friday, 8:00 am-4:30 pm. Schedule may vary based on departmental needs.
Pay Rate: \$39,000-\$43,000/yr. (Non-Exempt)

Position: **SUMMARY**

The role of the Criminal Intelligence Analyst is to help predict and prevent crimes, evaluate police strategies, and monitor ongoing criminal activity. The Crime Intelligence Analyst will gather information from police records, surveillance, databases, informants, financial records, telephone and other communication records, and public information sources. A Crime Intelligence Analyst evaluates various information, verifies the accuracy, and transforms the data into viable intelligence to assist law enforcement officers in the prevention of crime, making arrests, planning, implementing, and evaluating policing strategies.

SUPERVISION EXERCISED

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Conduct technical analyses and evaluations of intelligence data or criminal activity; Evaluate information, select essential elements, and correlate new and existing information.
- Maintain cross reference files of criminal and case information to supplement and enhance officer incident reports; proactively collect quantitative and qualitative data from other sources, including multi-agency databases.
- Interact with representatives of other law enforcement agencies to exchange information regarding criminals and crimes.
- Perform analysis of information to support criminal and social disorder investigations. Analysis may include: spatial, statistical and trend/pattern analysis, in addition to other methods. Goals of analysis may include but are not limited to: determine criminal associations and patterns of criminal activity, identify zones for increased law enforcement attention, support implementation of focused deterrence initiatives, and evaluate impacts of police strategies.
- Compile, analyze, and interpret data; write comprehensive reports and produce specialized analytical products such as association charts, crime maps, linkage analysis and suspect profiles, tailored to particular audiences and needs.

- Communicate intelligence and information to department staff in creative and useful formats; summarize and present completed analyses at regular or periodic meetings with administrative or other staff as requested.
- Develop and maintain liaisons within the law enforcement community at Federal, State, County, and Municipal levels to share information on criminal activities or suspected criminals under investigation.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain records of supplies, training, and daily work.
- Additional duties as assigned or requested.

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

- High school education or equivalent required.
- Bachelor's degree with an emphasis on Criminal Justice, Public Administration, Sociology, Statistics, or Research Methodology preferred.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Ability to perform research and conduct spatial, strategic and tactical analysis.
- Basic familiarity with database structures and logic; knowledge of SQL or ability to learn SQL as demonstrated by knowledge of another programming language such as VBA, C++, Python, etc.
- Ability to prepare technical reports to an academic standard. Skill in preparing and making recommendations on tactical, strategic, or operational level based on data analytics.
- Demonstrate competency in the use of computer programs such as Microsoft Word, Excel, Access, and PowerPoint. Additionally, the ability to learn law enforcement specific programs such as IBM, I2, Pen Link, or Crime Stat.
- Demonstrate ability to work in a stressful environment of deadlines, distressing crime scenes/descriptions, and occasional non-traditional business hours.
- Demonstrate effective interpersonal skills and ability to maintain positive and effective working relationships with city employees, supervisors, professional peers, officers, and the public.
- Technical and programming skills necessary to troubleshoot data issues, create scripts that clean data, automate/enhance analytic processes, or improve information sharing.
- Familiarity with GIS mapping software such as ArcGIS.
- Familiarity with statistical software packages such as R.
- Familiarity with law enforcement related computer systems to include NCIC, NLETS, III, UCCH, RIGID.
- Knowledge of law enforcement investigative tools and techniques; general understanding of legislation pertinent to assigned area and of court procedures and requirements regarding evidence and expert witness testimony.
- Experience working in the law enforcement or security fields.
- Ability to summarize and present complex information in a coherent and understandable manner, both written and verbally.
- Ability to read and interpret a variety of documents and instructions such as: court reports, procedure manuals furnished in written, oral, diagram, or schedule form.

- Ability to write routine reports and correspondence.
- Ability to read, analyze, and interpret common scientific and technical journals.
- Ability to respond to inquiries or complaints from regulatory agencies, or members of the business community.

CERTIFICATES, LICENSES, REGISTRATIONS

- Certification with a valid crime/intelligence agency such as IACA is preferred.

EQUIPMENT

Familiarity with computers and computing accessories.

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 frequently required to sit and walk, and talk and hear. The employee occasionally required to use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee is occasionally required to lift and/or move up to 10 pounds. Specific vision abilities required in this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a typical office environment, as the employee is required to sit for prolonged periods using a computer keyboard, mouse and monitor. A minimal amount of field work may be involved; examples of this may include making observations of areas around significant crime scenes of field observations of high crime areas such as hotspots. Occasional work outside of standard office hours may be required. There is a potential for exposure to graphic and/or disturbing information and imagery.

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.

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov/jobs or at the application kiosk located at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Pre-employment drug screen, investigative background check, polygraph, fingerprinting, and CJIS training is required.



**South Bend Police Department
Position Description**

Title	Police Crime Intelligence Analyst (Social Media)		Position Code:	
Department:	South Bend Police Department			
Reports To:	Operations Division Sergeant			
FLSA Status:	FT – Non-Exempt	Collective Bargaining Representation:	No	
Driver’s License:				
Other:	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY: The role of the criminal intelligence analyst is to help predict and prevent crimes, and monitor ongoing criminal activity. This crime intelligence analyst position will continuously monitor social media for special events, possible criminal activity, and risk factors associated with violence. The crime intelligence analyst will analyze the social networks of the city’s violent groups or gangs operating in South Bend. The crime intelligence analyst gathers information from social media, police records, surveillance, databases, financial records, telephone and other communication records, and other public information sources. The analyst will evaluate the various information, verify its accuracy, and transform it into viable intelligence to assist law enforcement officers in preventing crime, making arrests, and planning, implementing, and evaluating policing strategies.

The crime intelligence analyst must be capable of using strong logic skills and selecting from a variety of tools and methods to find relationships among vast amounts of information from diverse sources. Crime intelligence analysts must have logical, technical, investigative and criminology skills. Intelligence analysts assist with a variety of cases, although they may focus on specific types of cases according to local crime patterns or department priorities. Work involves extensive reading, report writing, data analyses and development of hypothetical links between criminals, crime groups, and locations. The analyst communicates information to administrative and operational staff across the department in a variety of formats and methods, including verbal or written communication, intranets, records systems, briefings, formal reports, and presentations.

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.

- Perform continuous monitoring of social media for special events, possible criminal activity, and risk factors associated with violence.
- Develop social network intelligence on individuals involved in criminal activity by utilizing computer software applications along with other forms of police intel and data.

- Conduct technical analyses and evaluations of intelligence data or criminal activity. Evaluate information, select essential elements, and correlate new and existing information.
- Maintain cross reference files of criminal and case information to supplement and enhance officer incident reports. Proactively collect quantitative and qualitative data from other sources, including multi-agency databases. Interact with representatives of other law enforcement agencies to exchange information regarding criminals and crimes.
- Perform analysis of information to support criminal and social disorder investigations. Analyses may include spatial, statistical and trend/pattern analysis, among other methods. Goals of analyses may include, but are not limited to: determine criminal associations and patterns of criminal activity, identify zones for increased law enforcement attention, support implementation of focused deterrence initiatives, and evaluate impacts of policing strategies.
- Communicate intelligence and information to department staff in creative and useful formats. Summarize and present completed analyses at regular or periodic meetings with administrative or other staff, as requested.
- Compile, analyze, and interpret information. Write comprehensive reports and produce specialized analytical products such as association charts, linkage analysis and suspect profiles, tailored to particular audiences and needs.
- Develop and maintain liaisons within the law enforcement community at Federal, State, County, and Municipal levels to share information on criminal activities or suspected criminals under investigation.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Maintains records of supplies, training, and daily work
- Additional duties as assigned or requested

EDUCATION / QUALIFICATIONS:

- High School education or equivalent required.
- Bachelor's degree with an emphasis on criminal justice, public administration, sociology, statistics, or research methodology preferred.

KNOWLEDGE AND ABILITY:

- Ability to perform research and conduct spatial, strategic analysis.
- Familiarity with social media applications such as Facebook, Snapchat, Twitter, and Instagram.
- Ability to learn and operate social networking programs such as Pajek and NAVCAP.
- Basic familiarity with database structures and logic.
- Demonstrate competency in the use of computer programs such as Microsoft Word, Excel, Access, and PowerPoint. Additionally, the ability to learn law enforcement specific programs such as IBM, I2, Pen Link, or Crime Stat.
- Ability to learn GIS mapping software such as ArcGIS.
- Familiarity with law enforcement related computer systems to include NCIC, NLETS,

III, UCCH, RIGID Ability to learn GIS mapping software such as ArcGIS.

- Ability to summarize and present complex information in a coherent and understandable manner, both written and verbally.
- Ability to read and interpret a variety of documents and instructions such as: court reports, procedure manuals furnished in written, oral, diagram, or schedule form.
- Demonstrate effective interpersonal skills and ability to maintain positive and effective working relationships with city employees, supervisors, professional peers, officers, and the public.
- Ability to write routine reports and correspondence.
- Ability to read, analyze, and interpret common scientific and technical journals.
- Ability to respond to inquiries or complaints from regulatory agencies, or members of the business community.

CERTIFICATES, LICENSE, REGISTRATION:

- Certification with a valid crime/intelligence agency such as IACA. (Preferred)

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.

EQUIPMENT:

Desktop and laptop computer; telephone, fax machine, copier, and scanner.

WORK ENVIRONMENT:

The work is performed in a typical office environment, as the employee is required to sit for prolonged periods using a computer keyboard, mouse and monitor. A minimal amount of field work may be involved; examples of this include making observations of areas around significant crime scenes or field observations of high crime areas (i.e. hotspots.) As crime occurs on a 24/7 basis, occasional work outside standard office hours may be required. Psychologically there is potential exposure to graphic and/or disturbing information and imagery.

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
Investigative background check, fingerprinting



City of South Bend **RECORDS SPECIALIST**

Category: Full Time
Department: Police
Reports To: Director of Civilian Services
Schedule: 3:00 pm-11:00 pm; 6/3 rotation, holidays, weekends. Schedule may vary based on departmental need.
Pay Rate: \$30,000-\$33,000/yr. (Non-Exempt)

Position: **SUMMARY**

Responsible for all record and case related processing functions. Interacts with Officers, Administration, Legal, Government and other Law Agencies on a daily basis. Provides assistance to the public with questions and report purchases. Requires a person who can make sound decisions and multitask with a strong ability to problem solve. Currently works every 3rd weekend with rotation of the holiday schedule.

SUPERVISION EXERCISED

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Maintain a high volume of case files for Patrol, Investigative Bureau, Outside Entities
- Process all crash/accident reports from Aries system.
- Enter all traffic tickets
- Research records for closure or missing information status.
- Process and send reports via PDF to the prosecutor's office.
- Interact with the public over the phone and face to face.
- Create the Public Bulletin every 8 hours; updating information as cases are created.
- Oversee and Maintain logs of all police reports.
- Research and Process Public Access Requests.
- Perform background checks, moped registrations, gun permits and registrations
- Process all impounds.
- Scan case paperwork from Services into LaserFiche for Archiving purpose
- Contact and interact with internal and external personnel, City Legal, Officers, civilians, business owners, etc.
- Distribute reports and cases to requesting agencies
- Handling of Property and Evidence
- Write reports
- Customer service/answering phones

NON-ESSENTIAL/MARGINAL FUNCTIONS

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

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

- High School diploma or equivalent education.
- Associate degree or Certificate a plus.
- 1-2 Years Data Entry
- Must complete IDACS certification within 1 year of employment

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- No Criminal Record
- Proven data entry skills
- Must have good communication skills
- Must have computer experience including proficiency in of Word, Excel and Outlook
- High level of judgment and decision-making abilities are expected.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid driver's license required.

EQUIPMENT

Computer (Multiple Software Applications), Scanning Equipment, Fax Machine, Copier, Phones

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 and fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT

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

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov or at the application kiosk located at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Pre-Employment Drug Screen Required



**City of South Bend
Position Description**

Title	Concrete Finisher		Position Code:	
Department:	Public Works/Streets & Sewers			
Reports To:	Sewer Manager/Superintendent V			
FLSA Status:	Non-exempt	Collective Bargaining Representation:	Teamster	
Driver's License:	Yes, Class A CDL within 60 working days			
Other:	Security Sensitive: No	Safety Sensitive: Yes	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Operates equipment, performs concrete installation and repair, and maintenance of facility building and grounds. Must be available for emergency basis stand-by, subject to 24 hour call-in.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform curb and concrete flat finish work.
- Operate track excavator, backhoe, skid loader, front-end loader, and compressor with air hammer, walk-behind and hand-held concrete saws.
- Operate trucks of varying weight designations.
- Must be able to lift or assist in lifting a minimum of 100 pounds.
- Perform snow removal operations during winter.
- Communicate with supervisor on daily job functions.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Maintain equipment and work area on a daily basis.
- Assume additional responsibilities as directed or as delegated.

EDUCATION / QUALIFICATIONS:

- High School Diploma or equivalent education.
- Three years of experience in concrete work, finishing and flat work preferred.

KNOWLEDGE AND ABILITY:

- Knowledge of equipment operations and functions.
- Knowledge of safety hazards and precautionary measures.
- Ability to use hand tools, shovels, etc. for a full shift.
- Ability to use laser level to set elevations.

- Ability to lay out and establish various grades.
- Knowledge of basic safety and traffic rules and regulations
- Basic knowledge of Street and Sewer Department operations.
- Ability to read and write.

CERTIFICATES, LICENCE, REGISTRATION:

- Valid Driver's License required.
- Class A Commercial Driver's License, or the ability to obtain one within 60 working days.

EQUIPMENT:

Back-hoe, skid loader, front-end loader, trucks ranging from pickup trucks to semi-tractor/trailer. Specialized processing equipment, air hammer, hand tools and all safety equipment. All Street/Sewer maintenance and construction 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 must have the ability to climb into truck beds, lift or assist in lifting up to 100 pounds, ability to push or pull equipment into position, and to perform very strenuous physical work. Most, if not all, work to be performed occurs outdoors, must be able to work in extremely adverse weather conditions and/or environment. Exposure to mud, dust, bio-solids, compost and snow. Exposure to oil, grease, solvents that may be hazardous.

WORK ENVIRONMENT:

The employee will be required to work in the streets with traffic present and walking on uneven ground. This is a safety-sensitive position, subject to random testing for drugs and alcohol in accordance with City policy.

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 Customer Service and Billing Office	Position Code:	1165
Department:	Public Works/Water Works		
Reports To:	Assistant Director of Utilities		
FLSA Status:	Full-Time / Exempt	Collective Bargaining Representation:	No
Driver's License:	<u>X</u> Operator License is required		
Other:	Security Sensitive: Yes	Safety Sensitive: Yes	Child Related: No
Effective:		Revisions:	2/6/18
HR Director Approval:		Date:	

POSITION SUMMARY:

Plan, organize and direct the activities of the Utility billing and customer service operations in accordance with municipal utility rules and regulations.

SUPERVISION EXERCISED:

Supervise customer service, billing and collections staff including approximately 10 Teamster employees and 10 non-bargaining full and part-time employees located in two separate facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee customer service function and billing aspects of the 40,000 customer utility enterprise.
- Oversee all aspects of billing, payment collection, cash balancing and customer relations.
- Resolve customer complaints and ensure excellent customer service.
- Research and recommend improvements in billing practices and customer service.
- Supervise and evaluate the performance of assigned staff; meet with staff to identify and resolve problems; assign work activities and projects.
- Provide leadership regarding the use of billing and customer service software products.
- Participate in the development of goals and objectives as well as policies and procedures; direct the implementation of policies and procedures.
- Use performance data to manage and improve the operation of the utility customer service and billing functions.

Customer Service

- Assist customers either in person, on the phone, or through the internet.
- Communicate account information to affected customers in writing and verbally in a clear and positive manner; assist staff in doing the same.
- Read, interpret, apply, and explain codes, rules, regulations, policies and procedures.

Billing

- Audit billing and customer account information to ensure Utility policies are consistently implemented.
- Oversee all functions related to monthly billing including data entry and evaluation of billing practices for accuracy.

- Investigate billing discrepancies, process past due invoices, manage extensions and payment arrangement options for customers.
- Coordinate meter reading and meter service activities.
- Review, monitor, and recommend changes and controls for the Utility billing policies and systems in conformance with the City of South Bend Municipal Code, the Utility Rules and Regulations, approved rate structures, and departmental guidelines.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

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

EDUCATION / QUALIFICATIONS:

- Bachelor’s Degree in Business Administration, Accounting, Customer Service, or related field required.
- At least 5 years of experience in managing a utility customer service and billing office, or similar experience. Experience with Utility Rules and Regulations, billing software, and meter reading preferred.

KNOWLEDGE AND ABILITY:

- Knowledge of billing and customer service activities.
- Knowledge of practices to ensure confidentiality of sensitive information.
- Ability to communicate professionally and compassionately with customers, and to provide excellent customer service while also adhering to utility policies.
- Ability to analyze complex account and billing information.
- Ability to organize and supervise several highly complex activities and competing priorities.
- Ability to use sound administrative judgment, particularly in matters of finance and efficiency.
- Ability to use billing and account management software.
- Ability to communicate with tact and diplomacy and effectively with other administrators, subordinates, and the general public

CERTIFICATES, LICENCE, REGISTRATION:

- Valid Indiana Driver’s License required.

EQUIPMENT:

- Telephone
- Computer, including customer and account management 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 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 is occasionally required to climb, balance, stoop, kneel, crouch, and crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus

WORK ENVIRONMENT:

Work is performed primarily in the office. 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



**City of South Bend
Position Description**

Title	DIRECTOR OF MARKETING – Public Works		Position Code:	
Department:	Public Works			
Reports To:	Deputy Director, Public Works			
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:

Position is responsible for disseminating information on Public Works services to general public and media, as well as coordinating community needs with departmental programs and activities. Develops marketing and communication materials and works closely with the City’s Director of Communication.

SUPERVISION EXERCISED:

Supervision of seasonal interns.

ESSENTIAL FUNCTIONS:

- Oversees media relations and public information for the Department of Public Works.
- Prepares press releases and coordinates interaction between the media and the department.
- Works with Mayor's Office and other city/county departments on joint projects and issues.
- Assists in the creation and design of marketing materials including flyers, posters, banners, and web based marketing.
- Writes, edits, and produces brochures, catalogs, newsletters, and specialized publications, as needed.
- Oversees department website; edits content and provides clear information on department programs online.
- Compiles and monitors metrics for marketing purposes and creates regular reports to be distributed to other members of Department.
- Meets with citizens, business groups, and civic clubs in efforts to promote the City of South Bend.
- Collaborates with City’s Diversity Compliance Officer and other departments to foster inclusion.
- Represents the City purchasing function with other non-profit organizations as assigned or requested.
- Other related projects as required.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

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

QUALIFICATIONS:

- Bachelor's degree in Public Relations, Communications, Marketing, Journalism, Government or related field and three (3) years of related work experience.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Working knowledge of Adobe Creative Cloud: Photoshop, Illustrator, and InDesign.
- Working knowledge of web site administrative functions and content management systems.
- Knowledge of marketing and communication strategies.
- Ability to work with print and TV media.
- Ability to organize, plan, and prioritize work, developing specific goals and plans to accomplish work.
- Demonstrate excellent communication and interpersonal skill

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License required.

EQUIPMENT:

Desktop and laptop computer, landline and cellular telephone, facsimile machine, copier, and 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 and 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 a standard office setting with some travel from site to site. The employee may be exposed to noise, dust, grease, smoke, fumes, noxious odors, gases, and all types of weather and temperature conditions. The employee may 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



City of South Bend

Vacancy Announcement

Post Date: Wednesday, June 6, 2018

Closing Date: Until filled

DIRECTOR OF SOLID WASTE

Category: Full Time
Department: Public Works / Solid Waste
Reports To: Deputy Director of Public Works
Schedule: Monday-Friday, 6:00 AM-3:00 PM. Schedule may vary based on operational needs.
Pay Rate: \$64,000-\$69,000/yr. (Exempt)

Position: SUMMARY

Manages and directs the staff and operations of the Division of Solid Waste including the yard waste program and customer service operations.

SUPERVISION EXERCISED

Supervises office staff, operations supervisors, and Teamsters employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Directs and manages the daily operation and administration of the Solid Waste Division which includes customer service, trash and yard waste removal services.
- Supervises and directs staff; addresses employee concerns and problems; counsels, disciplines and completes performance reviews; conducts interviews and hires staff.
- Assists with preparing long range plans for the Division; conducts research; prepares surveys; interprets results for use in planning, evaluation and decision making; continually monitors and evaluates the efficiency and effectiveness of services.
- Monitors office fleet and utilizes the City's Waste Management software, ELEMOS for Division operations.
- Manages budget for the Division; assists with developing annual operating and capital improvement budgets; monitors revenues for services; reviews and proposes fee structures for services.
- Researches, responds to, and resolves procedural, operational issues or concerns from elected officials, City departments, outside agencies and trash and yard waste customers.
- Oversees contract administrative duties for the Division, including negotiating and recommending contract terms; evaluating performance; and ensuring compliance to contract agreements.
- Ensures and oversees compliance with all federal, state, and local ordinances pertaining to the collection and disposal of all City solid waste and yard waste.
- Establishes and administers performance measurement and reporting systems; analyzes reporting data and evaluates performance; develops and implements procedures and/or process changes to improve performance.
- Attends City Council and other meetings to represent the Division.
- Oversees the allocation, use, inventory and maintenance of solid waste facilities, equipment, materials and supplies; inspects facilities and sites and identifies work conditions which need attention, repair and/or maintenance.
- Researches and keeps up with the latest Solid Waste industry trends and maintains membership of professional organizations.
- Performs all work duties and activities in accordance with City policies and procedures.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs other tasks 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 in business management, operations or related discipline is preferred.
- Five years of supervisory experience, preferably in the area of solid waste operations.
- High school diploma or equivalent is required.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Basic knowledge of principles and practices of solid waste management as well as state and federal laws pertaining to solid waste management.
- Knowledge of principles and practices of management and supervision; budget preparation; and principles and practices of effective customer service.
- Knowledge of current techniques and methods for solid waste collection, such as asset management solutions for tracking, maintaining, and reporting cart service and location information using RFID, GPS and cloud computing, considered a plus.
- Ability to plan, organize, prioritize, and delegate work; foster cooperation among staff; work cooperatively as part of a management team; 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, regulatory agencies, vendors, service contractors, and members of the public; exercise tact, diplomacy and objectivity in representing the Division; manage the performance of a large, diverse staff.

CERTIFICATES, LICENSES, REGISTRATIONS

- Commercial Driver's License is required.

EQUIPMENT

Smart Phones; Tablets; Desktop and Laptop Computers; Eremos System and 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 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 50 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT

The primary duties are performed in a general office environment, but may involve exposure to adverse weather conditions while performing field inspections. 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.

TO APPLY

All applications for currently posted positions can be submitted online at www.southbendin.gov/jobs or at the application kiosks: 12th floor of the County-City Building (227 W. Jefferson Blvd.); Martin Luther King Jr. Recreation Center (1522 W. Linden); or O'Brien Fitness Center (321 E. Walter St.).

Drug Screen Required



**City of South Bend
Position Description**

Title	Job Leader-Curb & Sidewalk	Position Code:	
Department:	Public Works/Streets & Sewers		
Reports To:	Sewer Manager/Superintendent V		
FLSA Status:	Non-exempt	Collective Bargaining Representation:	Teamster
Driver's License:	Yes, Class A CDL within 60 working days		
Other:	Security Sensitive: No	Safety Sensitive: Yes	Child Related: No
Effective:		Revisions:	
HR Director Approval:		Date:	

POSITION SUMMARY:

Directs Curb & Sidewalk crew under the supervision of Superintendent V. Operates equipment and trucks, performs concrete installation and repair, maintenance of facility building and grounds. Does related work as assigned under direct and indirect supervision. Must be available for emergency basis stand-by, subject to 24 hour call in.

SUPERVISION EXERCISED:

Crew members as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Directs assigned crews.
- Performs curb and concrete flat finish work.
- Operates backhoe, skid loader, front-end loader, compressor with air hammer, walk-behind and hand-help concrete saws.
- Operates trucks of varying weight designations, up to and including semi-truck.
- Maintains daily ordering process for concrete.
- Maintains accurate written records.
- Must be able to lift or assists in lifting a minimum of 100 pounds.
- Performs snow removal operations during the winter.
- Communicates with supervisor on daily job functions.
- Able to perform essential functions on the job, with or without reasonable accommodations.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Maintain work area and equipment clean on a daily basis.
- Other work as assigned; may include assisting other department.

EDUCATION / QUALIFICATIONS:

- High school diploma or equivalent education.
- Five years' experience in concrete work, finishing and flat work.
- Demonstrate 5 years of crew supervisor/leadership experience.

KNOWLEDGE AND ABILITY:

- Ability to read and write.
- Knowledge of equipment operations and functions.
- Knowledge of safety hazards and precautionary measures.
- Ability to use hand tools, shovels, etc., for a full shift.
- Must be able to use laser level to set elevations; use of theodolite.
- Must be able to layout and establish various grades.
- Must have knowledge of basic safety and traffic rules and regulations.
- Basic knowledge of Street and Sewer Department operations.
- Knowledge and layout of ADA specs.

CERTIFICATES, LICENCE, REGISTRATION:

- Class A Commercial Driver's License, or the ability to obtain one within 60 working days.

EQUIPMENT:

Backhoe, skid loader, front-end loader, trucks ranging from pick-ups to semi-tractor/trailer. Specialized processing equipment, air hammer, hand tools, and all safety equipment. All Street/Sewer maintenance and construction 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. Ability to climb into truck beds, ability to lift up to 100 pounds, ability to push or pull equipment into position, ability to perform very strenuous physical work. 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:

Most, if not all, work to be performed occurs outdoors, must be able to work in adverse weather conditions and/or environment. Exposure to mud, dust, bio-solids, compost and snow. Exposure to oil, grease, solvents and other chemicals that may be hazardous. Walking on uneven ground. This is a safety-sensitive position, subject to random testing for drugs and alcohol in accordance with City policy.

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

POSITION DESCRIPTION

Title: **Manager – Billing and Customer Accounts**

Department: Public Works

Supervisor: Director – Customer Service & Billing

Status: Full-time, Exempt, Non-Bargaining

Hours: 7:30 a.m. - 4:00 p.m., or 8 hours between 7am and 5pm

Definition: Assist the Director of Customer Service and Billing with all areas relating to billing and customer accounts. Manage the Data Processing, Billing and Accounts Specialist Team (3 Teamsters, 3 non-bargaining).

Essential Job Functions:

Enforce the Rules and Regulations pertaining to billing, customer accounts and the delinquency process.

Assists the Director of Customer Service & Billing with implementation of rate, account setup, and software changes. Also, assists with budget preparation and outsourced bill printing.

Assists with customer account resolution, response to customer inquiries, auditing of billing and customer accounts.

Supervises and coaches employees, handling personnel issues relating to staff conflicts, absenteeism, performance issues, etc, as necessary according to City and Department policy. Prepares and delivers performance reviews.

Makes recommendations and assists with development and implementation of new procedures and workflow enhancements. Ensures the necessary resources are available to staff to comply with the policies and procedures to deliver customer bills correctly the first time and on time.

Responsible for assignment of data processing workflow with expectations of accuracy for timely billing.

Works with Meter Department Supervisor ensuring all work orders, meter download/upload and all meter readings are performed/completed in a timely manner to ensure accuracy in billing.

Reviews and approves all exceptional account concerns for additional billing or customer account changes.

Prepare all calendars used in the billing and delinquency process.

Non-Essential/

Marginal Functions: Assumes additional responsibilities as requested or assigned.

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/Experience: High school diploma or equivalent. Five years Utility Billing experience required. Two years supervisory experience, preferred. Advanced education in Business, Accounting, or related field preferred.

Environmental/

Work Conditions:

Work is performed in a normal office environment, primarily sitting in a confined position. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the works environment is usually moderately quiet.



**City of South Bend
Position Description**

POSITION DESCRIPTION

Title: Manager – Customer Service

Category: Full Time

Department: Department of Public Works, Water Works

Reports to: Customer Service & Billing Director

Schedule: Monday-Friday, 8:00 am-5:00 pm

Pay Rate:

Position: **SUMMARY**

Responsible for managing and supervising all Customer Service Office employees and functions, including payment processing, service orders, customer inquiries and dispute resolution. Teaches and enforces the South Bend Municipal Utilities Rules & Regulations and any related Policies & Procedures.

SUPERVISION EXERCISED

Responsible for supervision of Customer Service Office staff, including Auditors, Customer Service Representatives, Assistant Manager, security ad part time and temporary help.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Enforce the Rules and Regulations pertaining to Customer Service.
- Develop, maintain and communicate to staff a collection of Customer Service Policies and Procedures that adhere to the Rules and Regulations. Ensure the necessary resources are available to staff to comply with the Policies and Procedures and deliver quality customer service.
- Review and handle complex and escalated customer complaints and disputes. Communicate effectively to customers via letter, email, phone and in person the basis for the dispute decision.
- Direct the daily operations of the Customer Service Office, including employee schedules, meetings, payment processing and building-related

service and maintenance appointments. Review Customer Service Office contracts as necessary.

- Supervise, coach and train Customer Service employees, disciplining as necessary according to City and Department policy. Conduct performance evaluations and coordinate and monitor time off.
- Liaise between Customer Service Office and other City Departments, including the Water Works Service Department and 311.
- Evaluate existing processes and identify potential areas of improvement; make recommendations to the Customer Service & Billing Director.
- Define, communicate and oversee Customer Service performance standards, evaluating and analyzing the data to identify areas of improvement.
- Evaluate and improve the use of the systems and reporting tools associated with customer service and customer accounts, including the Customer Information System, Cisco phone system, IVR system, online customer portal, as well as others.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

Assumes additional responsibilities and special projects 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

- High school diploma or equivalent, advanced education in Business or related field desired.
- Five years of experience in a large capacity utility Customer Service Office

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Proficiency in word processing and spreadsheets
- Excellent oral and written communication skills
- Ability to communicate with supervisors, peers, or subordinates, providing information by telephone, in written form, e-mail, or in person.
- Ability to organize, plan and prioritize work

EQUIPMENT

Desktop or laptop computer, calculator, remote deposit machine, telephone, copy and fax 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.

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. The 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.

Pre-employment drug screen and background check required.



City of South Bend
Position Description

POSITION DESCRIPTION

<u>Title:</u>	Manager of Meter Service
<u>Department:</u>	Water Works Olive Street Field Operations
<u>Supervisor:</u>	Distribution Operations Manager
<u>Status:</u>	Full Time, Non-Bargaining, Exempt
<u>Hours:</u>	5 days a week – 8 hours a day; 24 hour on-call for emergencies
<u>Definition:</u>	Direct and supervise daily operations of the Meter Service Department
<u>Essential Job Functions:</u>	Coordinate all meter reading. Maintain meter reads to ensure billing schedule is followed. Constantly evaluate meter and meter reading technology Print and check work orders on computer. Check logs and service orders and assigns service work daily. Analyze meter data to improve efficiency. Schedule and supervise meter installations. Investigate and resolve customer complaints, and document such. Prepare monthly and annual reports as directed. Update and correct payroll as necessary. Supervise and participate in the repair of water mains, service lines, taps, valves, hydrants, and flushing of water mains and fire hydrants. Schedule vehicle maintenance. Meet with sales representative to discuss and evaluate new materials and equipment. Investigate leaks and coordinate repair. Locate water lines for crews using locating equipment. Administer the collective bargaining agreement and resolve grievances at first step. Prepare department budget annually and monitor expenditures. Assess purchasing requirements and direct the initiation of requisition.

Supervise Cross Connection Control Program, and ensure related requirements and regulations are sufficiently addressed.

**Non-Essential/
Marginal Functions:**

Assume additional responsibilities as assigned including coverage for other utility managers.

Qualifications:

Driver's license is mandatory. High school diploma or equivalent and three years water utility experience. Advanced education preferred. Extensive knowledge of water meters of various sizes; knowledge of South Bend Water Works billing processes; work zone safety; confined space entry and any other safe work practices; ability to work independently and to complete daily activities according to work schedule. Ability to understand, follow and transmit written and oral instructions. Ability to maintain accurate records; ability to deal effectively with the public; perform strenuous work; ability to lift 75 pounds. PC knowledge required, DSL certification required within appropriate time.

**Environmental
Working Conditions:**

Environment includes indoor office setting as well as adverse weather conditions outdoors. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. While performing the duties of this job, the employee regularly works near moving mechanical parts. The employee frequently works in wet and or humid conditions, and is exposed to airborne particles, toxic materials and vibrations. The employee must frequently lift and or move up to 75 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. The noise level in the work environment is usually quiet to moderately loud.

Equipment:

Meter reading equipment
Tablet and PC
Phone
Motor vehicle
Meter testing equipment
Electronic locator
Leak detection equipment

Revision Date:

6/27/2018



**CITY OF SOUTH BEND
POSITION DESCRIPTION**

Title: Manager of Service Line Repair Program

Department: Water Works
Olive Street Field Operations

Supervisor: Distribution Operations Manager

Status: Full Time, Non-Bargaining, Exempt

Hours: 5 days a week - 8 hours a day; 24 hour on-call for emergencies

Definition: Administer daily repair operations of utility customer service lines

**Essential Job
Functions:**

Responsible for service line repair fund inspection and administration.
Investigate leaks and assign plumbers to leak repair.
Update shared drive files daily with leak information.
Document all paperwork from plumbing contractors.
Check invoices for accuracy.
Track all inventory parts.
Inspect every repair prior to payment.
Twenty four hour emergency response includes after-hours and weekends.
Investigate and resolve customer complaints.
Prepare monthly and annual reports as directed.
Supervise and participate in the repair, maintenance and installation of water mains, service lines, taps, valves, hydrants, and flushing of water mains and hydrants.
Coordinate the maintenance of vehicles.
Supervise machine shop as necessary.
Assist in maintaining distribution system records.
Locate water lines for crews using locating equipment.

Prepare department budget annually and monitor expenditures.

**Non-Essential/
Marginal Functions:**

Assume additional responsibilities as assigned including coverage for other utility managers.

Qualifications:

Driver's license is mandatory. High school diploma or equivalent and 3 years water utility experience. Advanced education preferred. Extensive knowledge of water meters of various sizes; knowledge of South Bend Water Works billing processes; work zone safety; confined space entry and any other safe work practices; ability to work independently and to complete daily activities according to work schedule. Ability to understand, follow and transmit written and oral instructions. Ability to maintain accurate records; ability to deal effectively with the public; perform strenuous work; ability to lift 75 pounds. PC knowledge required, DSL certification required within appropriate time.

**Environmental
Working Conditions:**

Environment includes indoor office setting as well as adverse weather conditions outdoors. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. While performing the duties of this job, the employee regularly works near moving mechanical parts. The employee frequently works in wet and or humid conditions, and is exposed to airborne particles, toxic materials and vibrations. The employee must frequently lift and or move up to 75 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. The noise level in the work environment is usually quiet to moderately loud.

Equipment:

Meter reading equipment
Tablet and PC
Phone
Motor vehicle
Meter testing equipment
Electronic locator
Leak detection equipment

Revision Date:

6/27/2018

Drug test required



**City of South Bend
Position Description**

Title	Project Inspector	Position Code:	1178
Department:	Public Works / Engineering		
Reports To:	Manager - Public Construction		
FLSA Status:	Non-Exempt	Collective Bargaining Representation:	No
Driver's License:			
Other:	Security Sensitive: No	Safety Sensitive: Yes	Child Related: No
Effective:	5/31/16	Revisions:	
HR Director Approval:		Date:	

POSITION SUMMARY:

Perform inspection for a variety of heavy construction, highway, building, and public works construction projects.

SUPERVISION EXERCISED:

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Serves as resident inspector for building, sewer, water and roadway construction projects. Monitors construction projects insuring quality construction methods in accordance to plans and specifications.
- Maintains construction records. Processes a variety of records to track daily performance, material testing and quantities.
- Performs all field testing and documentation of materials used. Testing of material such as concrete, asphalt and soils for adherence to specifications.
- Ability to read and understand plans and specifications for public works construction projects.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Assumes additional responsibilities as requested.

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 / QUALIFICATIONS:

- Any combination equivalent to a college degree in civil engineering and/or six years of experience in public works construction and/or civil engineering.

KNOWLEDGE AND ABILITY:

- A working knowledge of civil engineering practice, construction practices and construction materials.
- Ability to inspect construction work for adherence to codes and specifications.
- Ability to deal effectively with contractors and the public.
- Knowledge of personal computer and related software in a networked environment, including Excel, Word and Access.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License required.

EQUIPMENT:

Personal computer, automobile, nuclear gauge, concrete/asphalt testing 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 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 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; 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.

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.



**City of South Bend
Position Description**

Title	Center Supervisor- MLK and CBC		Position Code:	
Department:	Parks and Recreation			
Reports To:	Director of Recreation			
FLSA Status:	FT/Exempt/NB	Collective Bargaining Representation:		
Driver's License:				
Other:	Security Sensitive:	Safety Sensitive:	Child Related:	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Directly responsible for the management and supervision of either the Martin Luther King Jr, or the Charles Black Sr. Recreation Center. Plans, organizes, and implements programs at the center and community wide. Manages staff and serves as liaison to the community.

SUPERVISION EXERCISED:

Responsible for overseeing the supervision of staff including Program Coordinators, Custodians, PT Custodians, PT Recreation Aides, Afterschool Leaders, Front Desk Receptionist

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plans, organizes, implements and directs extensive programming at the center.
- Supervise, train, and evaluate staff at center.
- Represents the department to outside groups and organizations and participates committees.
- Research, prepare and submit administrative reports, studies and grant applications working with the Marketing Division.
- Handles the fiscal management of the recreation center, which includes, preparation of an annual budget, maintaining account projects, submitting purchase orders and direct pays.
- Analyzes community needs and prepares long-range plans to meet those needs.
- Participates in the development, construction, maintenance and up-keep of the centers facilities.
- Purchases necessary equipment as needed for programs and centers
- Promotes programs, activities and events through public relations and media working with the Marketing Division.
- Coordinates the scheduling of the center and its facilities.
- Works with other city departments on matter relating to the center.
- Helps the department maintain national accreditation standards.
- Responsible for updating and maintaining webpages on the department's website.
- Responsible for setting up program/events/leagues/camps in specialized software for program registration.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

Assumes additional responsibilities as requested.

EDUCATION / QUALIFICATIONS:

- Bachelor's Degree in Parks & Recreation, Social Services, Business or related field.
- Five years broad experience in Parks and Recreation management.
- Two years' experience in recreation programming.
- Working knowledge of City or County government a plus.

KNOWLEDGE AND ABILITY:

- Knowledge of principles and processes for providing customer and personal services.
- Working knowledge of programming activities related to diverse groups.
- Knowledge of relevant equipment, policies, procedures, and strategies that directly affect the operation of a community center.
- The ability to communicate orally and express in writing information and ideas.
- The ability to supervise and coordinate the work activities of personnel, such as training staff members and assigning work duties.
- Ability to think creatively by developing, designing, or creating appropriate programming.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Indiana Driver's license if required to drive City vehicle
- CPR/AED/First Aid Certifications.

EQUIPMENT:

Desktop computer, Laptop computer, Calculator, Telephone, Copy machine, Fax Machine, Automobile, Sports and Recreational 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 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 50 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 and moderately loud in the field. 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
Criminal Background Check



Position Description
Director of Box Office and Event Services - Venues
MPAC Box Office Services

Department:	Morris Performing Arts Center	Written by:	Michelle DeBeck
Reports to:	Executive Director		
FLSA Status:	FT/Exempt/NB/Salaried	Approval(s)	
Base Hours:	Minimal 80 Hours bi-weekly	Department Head:	
Work Hours:	8:00 A.M. – 5:00 PM M-F	Human Resources:	
Original Date:	8/1/2001	Other:	
Revised Date:	6/2018		

POSITION SUMMARY:

Incumbent oversees the daily operations of the Morris Performing Arts Center and Century Center box offices, and supervises ticket selling and cash management functions in coordination with the promoter and building personnel. Responsible for rapid and accurate completion of transactions necessary to receive money from the public in payment for tickets. Oversees the director of Booking & Events.

SUPERVISION EXERCISED:

Supervises box office services and phone room personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides necessary training and information to ensure that box office staff is well informed and properly trained in regard to policies and procedures.
- Receives through Info@Morris.org, researches, and resolves patron ticketing complaints and concerns.
- Responsible for developing monthly box office work schedules for full time and part time box office employees
- Directs staff members necessary to operate the facility and approves personnel time sheets/vacation request through Kronos
- Meets regularly with various promoters to discuss ticket sales and required reports.
- Oversees and maintains the box office policies and procedures manual.
- Oversees inventory of ticket stock, ticket envelopes, and mailing envelopes.
- Programs seating configurations for each event on the computer ticket system in coordination with the promoter..
- Provides the MPAC’s Director of Financial Services with daily box office reports and statistical data regarding each event.
- Inputs financial daily box office reports into QuickBooks and balances all shows, gift certificates and memberships with QB and the Ticketing System
- Maintains a positive rapport with promoters providing assistance and information promptly and accurately upon request.

- Provides the MPAC's Director of Financial Services the box office reports and assists necessary to complete the event settlement.
- Balances cash on hand against receipts using prescribed cash management procedures.
- Receives money from public in payment for tickets created
- Maintains good customer relations and service.Exchanges, refunds tickets in the ticketing system and PayPal
- Understands the functions and maintains operation of ticket printers.
- Works with ticketing company on system upgrades
Manage contractual complimentary, house and presenters' seat inventory and orders
- Accepts ticket orders by phone, including applicable resident company subscriptions and group orders.
- Ensure ADA compliant ticketing procedures and practices, re:ticket sales, ticket prices;identification of available accessible seating
- Responsible for daily reconciliation and preparation of deposits.
- Operates the computer terminal for daily close out, maintains price codes, and runs end of day reports.
- Monitors on a daily basis all facility operations and ongoing projects
- Approves rentals and executes contracts with resident companies, frequent users, and other promoters/presenters
- Stamps checks on behalf of Executive Director

NON-ESSENTIAL/MARGINAL FUNCTIONS:

Answers phones, assist customers, and performs other administrative duties.

EDUCATION AND EXPERIENCE:

- Bachelor degree in arts administration, marketing, or a related field, desired.
- Minimum three to five years in increasingly responsible management positions, preferably in a public assembly arts facility, and computerized ticketing experience is required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must have knowledge of Microsoft Suites; Knowledge of AS400 a plus; transcription skills;
- Knowledge of Accounts payable and payroll; good customer service skills,
- Working knowledge of City or County government a plus; and organizational skills.

EQUIPMENT:

Desktop Computer, Laptop Computer; 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 is occasionally required to climb or balance, stoop, or kneel. The employee



Position Description
Director of Box Office and Event Services - Venues
MPAC Box Office Services

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; noise levels may increase depending on activities or events in the facility. Entire office is smoke free.

DISCLAIMER:

The above statements describe the general nature and level of work performed by individuals assigned to this position. They are not 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

Vacancy Announcement

Post Date: Tuesday, August 7, 2018

Closing Date: Monday, August 13, 2018

DIRECTOR EXPERIENCE DIVISION

INTERNAL APPLICANTS ONLY

Apply to: CityofSouthBend.appone.com/internal

Category: Full Time
Department: Venues, Parks & Arts
Reports To: Executive Director of Venues, Parks & Arts
Schedule: Monday-Friday, 8:00 am-5:00 pm. Schedule may vary including nights and weekends depending on operational needs.
Pay Rate: \$50,000-\$55,000/yr. (Exempt)

Position: **SUMMARY**

The City of South Bend has created a new department, Venues, Parks and Arts including an Experience Division, the creative group of VPA driving events, development, promotion, and community outreach. We are seeking inspired individuals who thrive in an open, creative office space that fosters collaboration, promotes innovation, and allows efficient exchanges of information.

The Director Experience Division (Assistant Director) is responsible for overseeing the development, events, and marketing units within the Department Venues Parks and Arts.

SUPERVISION EXERCISED

Responsible for overseeing office functions and supervision of staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Directs the development, special events and marketing units of the Experience Divisions in promoting a sense of place and exceptional experiences in the City of South Bend.
- Develops annual plans with the Experience Division for event production, development and fundraising, design and beautification, marketing strategy, volunteer engagement and budgeting.
- Develops standards and performance measurements; provides direction, advice and professional expertise to the Experience Division team.
- Coordinates the Experience Division activities; works with the Project Manager to organize and prioritize workload of the Experience Division team.
- Creates, implements, and manages the annual and long-term budgets for the Experience Division.
- Compiles and evaluates metrics for the department to use for marketing and development purposes.
- Coordinates public/ community relations and marketing strategies with the Executive Director that appropriately promotes and markets the Department.
- Oversees the Department Internship program.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assumes other related responsibilities as assigned.

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 in administration, marketing, communication or a related field
- Minimum five years of experience in increasingly responsible management positions, preferably in a public assembly, arts facility, or non-profit organization.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Must have knowledge of Microsoft Suites
- Working knowledge of local government and/or non-profits
- Bi-lingual abilities a plus

CERTIFICATES, LICENSES, REGISTRATIONS

- Must have valid driver's license.

EQUIPMENT

Desktop and laptop computer; telephone, facsimile machine, copier; 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 an open, creative office space that fosters collaboration, promotes innovation and allows efficient exchanges of information. Work space will consist of open offices and meeting spaces that encourage interaction and group work. 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.

TO APPLY

All applications for currently posted positions can be submitted online at www.southbendin.gov/jobs or at the application kiosks: 12th floor of the County-City Building (227 W. Jefferson Blvd.); Martin Luther King Jr. Recreation Center (1522 W. Linden); or O'Brien Fitness Center (321 E. Walter St.).

Pre-employment drug screen required



**City of South Bend
Position Description**

Title	Director of Facilities & Grounds		Position Code:	
Department:	Venues Parks & Arts			
Reports To:	Executive Director, Venues Parks & Arts			
FLSA Status:	FT/Exempt/NB/Salaried	Collective Bargaining Representation:		
Driver's License:				
Other:	Security Sensitive:	Safety Sensitive:	Child Related:	
Effective:		Revisions:		
HR Director Approval:			Date:	

POSITION SUMMARY:

Senior level position on the Venues Parks & Arts (VPA) Leadership team. Oversees all physical assets within the VPA portfolio, including 58 parks, 20 miles of trails, 5 community centers, and dozens of specialty properties and equipment. Performs a variety of administrative and supervisory tasks in the maintenance and operation of parks, open spaces and recreation facilities.

SUPERVISION EXERCISED:

- Manages and supervises all preventative maintenance and repair operations.
- Plans and organizes workloads and staff assignments for the entire Facilities & Grounds Division.
- Supervises, trains, motivates, and evaluates staff.
- Maintains department personnel records; reviews progress and directs changes as needed.
- Provides leadership and direction in the development of short and long range plans; provides direction to Facilities & Grounds supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Makes presentations to supervisors, boards, commissions, civic groups and the general public.
- Communicates official plans, policies and procedures to staff and the general public in assigned area of responsibility.
- Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities and time.
- Schedules and assigns tasks to appropriate individuals, crews or combination of crews, and coordinates the completion of the same.
- Develops and maintains park and open space maintenance management systems and park maintenance and operating procedures and methods.

- Determines, calculates and secures the appropriate materials and supplies for projects.
- Enforces policies, regulations and safety and health standards.
- Inspects parks, facilities, and open space services provided by contractors or vendors for compliance with performance standards.
- Assists in projecting needs for equipment, materials and supplies.
- Assists in the preparation of specifications, estimates and bids for machinery, equipment and contractor services.
- Prepares and maintains daily, monthly and annual reports and records as assigned.
- Responds to public inquiries and provides information within scope of knowledge and position.
- Opens and closes City facilities as needed.
- Coordinates City operation for tree storm damage clean-up.
- Works with the Emergency Management Team, responding to storm related incidents.
- Directs the East Race Waterway operations.
- Coordinates and completes maintenance schedule at Coveleski Stadium.
- Orders playground equipment, playground surfacing and other Park structures.
- Works with contractors and licensing agencies on East Race operations and functions.
- Assists with park uses and sets up necessary maintenance schedule.
- Approve all requisitions and work orders.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Assumes additional responsibilities as requested.
- Serves as a member of various City employee committees.

EDUCATION / QUALIFICATIONS:

- Bachelor's degree in Landscape Architecture, Environmental Science, or related field preferred. High levels of experience could waive some educational requirements
- At least five (5) years repair and maintenance experience within a parks or major multi-location /campus system.
- Knowledge of the equipment, materials and supplies used in building and grounds maintenance.
- Knowledge of equipment and supplies used to do minor repairs.
- Ability to work independently and to complete daily activities according to work schedule.
- Ability to establish and maintain effective working relationships with employees, supervisors, vendors, contractors, participants and the general public.
- Ability to communicate effectively orally and in writing.
- Ability to use equipment and tools properly and safely.

KNOWLEDGE AND ABILITY:

CERTIFICATES, LICENCE, REGISTRATION:

- Valid Indiana Driver's License
- Class A CDL

EQUIPMENT:

Vehicle, Multi-Functional Office Center, Computer, Portable and Base Radio, telephone, cell phone, calculator and various other tools and 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.

WORK ENVIRONMENT:

While performing the duties of this job, the employee is frequently required to walk and stand for long periods of time, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision and the ability to adjust focus.

The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. While performing the duties of this job, the employee regularly works near moving mechanical parts and in outside weather conditions. The employee is frequently exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and vibrations. The noise level in the work environment is usually moderate to noisy.

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
Criminal Background Check



**City of South Bend
Position Description**

Title	Head Custodian	Position Code:	
Department:	Venues Parks & Arts/Facilities & Grounds		
Reports To:	Manager-Facilities & Superintendent III		
FLSA Status:	Non-Exempt	Collective Bargaining Representation:	Teamster
Driver's License:	Yes		
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No
Hours:	Maintains a flexible work schedule from Thursday through Monday. Hours typically 7AM-3:30PM, however scheduled hours may fluctuate with rentals and special events. Must work weekends year round.		
Effective:	2018	Revisions:	
HR Director Approval:		Date:	

POSITION SUMMARY:

Performs a variety of skilled and unskilled tasks in the custodial care and maintenance of the facility. Employee expected to report to and travel between facilities as schedule dictates.

SUPERVISION EXERCISED:

Will supervise temporary, seasonal, volunteer and community service workers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Positive interactions with guests and other employees.
- Sweeps, vacuums, mops, dusts, strips, waxes, polishes and buffs floors. Cleans carpets, furniture, etc.
- Washes windows, walls metal and woodwork.
- Cleans and sanitizes restrooms and replenishes supplies; cleans spills, cleans drinking fountains, mirrors tables fixtures, blinds, light fixtures, etc.
- Picks up litter from grounds and around the building. Mows and trims grass, waters plants and grass, pulls weeds, rakes leaves, trims bushes, cleans gutters, removes snow and ice from steps and sidewalks, sweeps sidewalks and parking lot, attends to landscaping and replant if necessary.
- Changes light bulbs and fluorescent tubes and makes minor electrical repairs.
- Dumps garbage relines garbage cans with liners.
- Resurfaces gym floor as necessary.
- Works directly with the Center Supervisor and front office staff on scheduling of the facility. Sets up equipment, tables, chairs, and recreational equipment for meetings, classes, events and rentals. Oversees groups using the facility for gym rentals, meetings, etc. Also, opens and secures the building for them as necessary.
- Delivers and picks up, loads and unloads equipment and supplies to/from various sites. Inspects department vehicle and maintains operational logs.
- Unloads shipments of equipment and supplies. Stocks, inventories, organizes, and distributes recreational, office, janitorial, first-aid, and arts & crafts supplies and equipment.
- Inventories, restocks and orders all custodial supplies.

- Inspects and maintains assigned custodial equipment and tools for proper operating condition.
- Assists Superintendent III in monthly inspection of the facility and follows through with requests for repairs as needed.
- Opens and closes, locks and unlocks facility as needed.
- Keeps records of completed daily work.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Other related duties as assigned.

EDUCATION / QUALIFICATIONS:

- Any combination of experience and training which demonstrates the knowledge and experience to perform the duties of the position.
- High school diploma or equivalent education.

KNOWLEDGE AND ABILITIES:

- Working knowledge of equipment, materials and supplies used in building and grounds maintenance. Ability to use equipment and tools properly and safely.
- Skilled in the operation of listed tools and equipment.
- Ability to work independently and to complete daily activities according to work schedule.
- Ability to lift heavy objects, walk and stand for long periods of time, and to perform strenuous physical labor under adverse field conditions. May be required to work at heights of 25 ft. or more on ladders, scaffolds or roof.
- Ability to communicate orally and in writing.
- Ability to understand, follow and transmit written and oral instructions.
- Ability to establish effective working relationships with employees, supervisors, and public.

CERTIFICATES, LICENSE, REGISTRATION:

Valid Driver's License required.

EQUIPMENT:

Floor buffers, vacuum cleaners, broom, mop, dusting equipment, lawn mower, riding mower, weed eaters, cell phone, mobile tablet, blowers and various hand tools such as screwdrivers, pliers, hammers, vice grips, etc.

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 frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds; specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

While performing the duties of this job, the employee regularly works near moving mechanical parts and in outside weather conditions. The employee frequently works in high precarious places and in frequently exposed to wet and/or humid condition, fumes or airborne particles, and vibration. The noise level in the work environment is usually quiet, except when operating power equipment.

DISCLAIMER:

The above statements 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	Manager - Marketing		Position Code:	2536
Department:	Venues, Parks & Arts			
Reports To:	Experience Director			
FLSA Status:	Exempt	Collective Bargaining Representation:	No	
Driver's License:				
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	11/1/16

POSITION SUMMARY:

Oversees and directs marketing research and resource development for the Department. Prepares, coordinates and supervises all public relations, promotional activities, publications, and assists with special projects.

SUPERVISION EXERCISED:

Responsible for overseeing the Graphic Designer, E-Media Manager, Communications Coordinator and Marketing Interns.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serves as the marketing resource for all departmental divisions within Venues, Parks and Arts. Administers a public relations program.
- Provides leadership for all facets of the Venues, Parks and Arts brand experience – strategy, messaging, naming, communications; ensures brand consistency throughout the Venues, Parks and Arts Department.
- Develops, implements and maintains an overall marketing plan for the Venues, Parks and Arts Department.
- Works with marketing unit to develop and execute innovative marketing campaigns to effectively build brand awareness and increase reach; develops actionable initiatives to surprise and delight customers.
- Develops and maintains operating budgets for marketing unit.
- Continually assesses market trends, competitive references and consumer preferences to provide comprehensive knowledge base for strategic planning.
- Develops user profiles and target markets for programming and services.
- Compiles and monitors metrics for marketing purposes and creates regular reports to be distributed to other members of the Experience Division.
- Responsible for content creation and distribution of all traditional print and electronic marketing materials for VPA
- Serves as marketing resource to City of South Bend and liaison to VPA partners.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

Assume additional responsibilities as requested.

EDUCATION / QUALIFICATIONS:

- Bachelor Degree in Marketing, Business, or Public Administration.
- Five years' experience in marketing process.

KNOWLEDGE AND ABILITIES:

- Working knowledge of local government a plus.
- Working knowledge of Adobe Creative Suite: Illustrator; InDesign; Photoshop
- Working knowledge of web site administrative functions and content management systems
- Ability to review and negotiate contracts
- Ability to communicate with supervisors, peers, or subordinates, providing information by telephone, in written form, e-mail, or in person.
- Ability to organize, plan, and prioritize work, developing specific goals and plans to accomplish work.
- Ability to coordinate the work and activities of others — Getting members of a group to work together to accomplish tasks.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's License
- CPR/AED Certified

EQUIPMENT:

Computer, smart phone, telephone, copier, facsimile machine and calculator.

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

WORK ENVIRONMENT:

Work is performed in an open, creative office space that fosters collaboration, promotes innovation and allows efficient exchanges of information. Work space will consist of open offices and meeting spaces that encourage interaction and group work.

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	Manager - Special Events		Position Code:	
Department:	Venues Parks and Arts			
Reports To:	Deputy Director			
FLSA Status:	Exempt	Collective Bargaining Representation:	No	
Driver's License:				
Other:	Security Sensitive: No	Safety Sensitive: No	Child Related: No	
Effective:		Revisions:		
HR Director Approval:			Date:	11/1/16

POSITION SUMMARY:

Plans, markets, organizes, conducts, supervises, and oversees various departmental and city wide special events.

SUPERVISION EXERCISED:

Responsible for supervision of Events Coordinator and event volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates and facilitates special events for the city including themes, concepts, and objectives in relation to organizational goals.
- Manages and prepares special events budgets.
- Plans, organizes and implements various special events.
- Coordinates the work activities of employees and volunteers at events.
- Participates in the negotiation of event contracts and service agreements.
- Serves on various committees inside and outside the parks.
- Serves as a liaison between city departments, business owners and vendors in the coordination of special events.
- Purchases necessary equipment as needed for programs.
- Presents reports and outcomes of events to Director of Experience Division and others as required.
- Helps department maintain national accreditation standards.
- Researches and recommends opportunities for special events and community partnerships with outside organizations.
- Researches best practices, cutting edge programs and events; find ways to incorporate surprise and delight into events.
- Coordinates with public safety, legal, risk management, insurance and external stakeholders.
- Works with marketing unit to promote events.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

Assumes additional responsibilities as required.

EDUCATION / QUALIFICATIONS:

- Bachelor's Degree in Parks & Recreation, Event Management or closely related field.
- Five years' experience in special event management preferred.

KNOWLEDGE AND ABILITIES:

- Good oral and written communications skills working with the public.
- Working knowledge of City or County government a plus.
- Ability to communicate with supervisors, peers, or subordinates, providing information by telephone, in written form, e-mail, or in person.
- Ability to organize, plan, and prioritize work, developing specific goals and plans to accomplish work.
- Ability to coordinate the work and activities of others – Getting members of a group to work together to accomplish tasks.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Indiana Driver's License
- Possess or the ability to obtain First Aid/CPR certification within one year from the date of employment.

EQUIPMENT:

Desktop Computer, Laptop Computer, Calculator, Telephone, Copy machine, Fax Machine, Automobile, Sports and Recreational 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 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 50 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in an open, creative office space that fosters collaboration, promotes innovation and allows efficient exchanges of information. Work space will consist of open offices and meeting spaces that encourage interaction and group work.

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