

Mid-Carolina Regional Council



MID-CAROLINA
REGIONAL COUNCIL

Local Government Job Description Templates

Overview



Welcome to the Mid-Carolina Regional Council Local Government Job Description Templates. This is a resource available to all local governments in the Mid-Carolina region to help expedite the job hiring process. The templates will be continuously updated so they fit the needs of local governments on a rolling basis. The job description templates cover positions in local government administration, finance, fire, parks & recreation, police, planning & inspection, and public works. Each template gives a detailed description of the specific position, including day-to-day tasks and general functions. Furthermore, the templates provide essential duties and responsibilities, as well as the minimum knowledge, skills and abilities often required to hold each position. Note that salaries are not included in job descriptions as budgets differ between local governments in the Mid-Carolina region. If there are any job openings in your town government that may not be covered by the job description templates, please feel free to contact Mid-Carolina Regional Council Local Government Services about generating a job description that fits your government's needs. We hope that you find the job templates to be a helpful resource, and we look forward to working with you going forward in creating stronger local governments throughout our Mid-Carolina region.

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Administration

Administrative Assistant

The Administrative Assistant performs a variety of administrative support functions for the Office of the Town Manager and directly for the Town Manager and Assistant Town Manager as assigned. The Administrative Assistant serves as the first point of public contact for the Town Manager's Office and will be heavily involved in daily communication with the public. Additionally, the Administrative Assistant carries out administrative duties such as filing, typing, copying, binding, scanning etc.

Essential Duties and Responsibilities:

- Receives and screens all visitors and telephone calls to the Town Manager's Office, provides information and handles issues that may require sensitivity and sound independent judgment.
- Responds to requests for information and refers certain requests and complaints from officials, customers, and the public to appropriate staff for resolution.
- Reviews and distributes incoming mail.
- Performs data entry and maintains databases for Office programs and surveys.
- Reviews and compiles data for Town programs.
- Inputs data, maintains logs, and generates regular program reports.
- Uses word processing software, compose routine and/or type memoranda, correspondence, reports, presentations, forms, and other documents often of a highly sensitive and confidential nature.
- Proofreads and checks typed and other materials for accuracy, completeness, and compliance with Town standards, policies, and procedures.
- Ensures materials, reports, and documents for signature are accurate and complete.
- Assists as assigned in maintaining calendars for the Town Manager and Assistant Town Manager.
- Schedules and confirms meetings and appointments.
- Screens requests for appointments.
- Makes and confirms travel arrangements as assigned.
- Makes arrangements for meetings and conferences.
- Performs related tasks as required.

Minimum Knowledge, Skills and Abilities:

- Associate's degree in a related field
- 5 years of increasingly responsible office administrative or secretarial experience.
- Knowledge of principles and practices of effective customer service and customer-oriented telephone etiquette.
- Knowledge of office administrative practices and procedures, including file and document management procedures and practices.

- Knowledge of Town organization and basic information regarding ordinances, rules, policies, procedures, and operating practices applicable to providing telephone reception.
- Knowledge of advanced uses of word processing, graphics, spreadsheet, database, and other software to create documents and materials requiring the interpretation and manipulation of data.
- Knowledge of Town administrative policies and procedures applicable to areas of assigned responsibility, including the requisitioning, and purchasing of equipment and supplies and maintenance of public records.
- Ability to interpret, apply, explain, and reach sound decisions in accordance with regulations, policies and procedures.
- Ability to type accurately at a speed necessary to meet the requirements of the position.
- Ability to maintain strict confidentiality of privileged information.
- Ability to use a high degree of tact, diplomacy, and discretion in dealing with sensitive and confidential situations and concerned internal and external parties.
- Ability to establish and maintain highly effective working relationships with the Town Manager, Assistant Town Manager, Town Council members, other elected and appointed officials, committee members, department directors and managers, staff, residents, representatives of civic and community groups, the media, the public, and others encountered in the course of work.
- Ability to organize, set priorities, and exercise sound independent judgment within areas of responsibility.
- Ability to operate a computer, using word processing, spreadsheet, database software, and other standard office equipment.
- Ability to communicate clearly and effectively, both orally and in writing.

Assistant Town Manager

An Assistant Town Manager has an essential role in the day-to-day operations of a local government. The Assistant Town Manager performs intermediate professional and administrative work in support of the Town Manager. More specifically, the Assistant Town Manager collaborates with the Town Council, Town Manager and the Executive Leadership Team in achieving the strategic goals of the Town. Additionally, the Assistant Town Manager oversees operational activities, leads innovation, conducts research and evaluates performance of assigned personnel, programs and services.

Essential Duties and Responsibilities:

- Directly supervises staff assigned to the Town Manager's Office.
- Conducts specific and comprehensive analyses on a wide range of matters involving organizational and fiscal procedures, policies, and services, interpreting policies and providing staff direction on changes.
- Promotes public outreach intended to inform and facilitate the Town's messaging and resident involvement.
- Responsible for management of Town Council meeting agendas and follow-up actions resulting from Council meetings.
- Models exemplary leadership for employees promoting circular communication, innovation, seamless customer service.
- Negotiates contracts, intergovernmental agreements, and solutions on a variety of administrative, fiscal and special projects; participates in the preparation of program or special project budgets; analyzes and prepares recommendations on budget requests; monitors appropriate budget accounts.
- Oversees and participates in programs to represent and advance the intergovernmental interests of the Town in policy and administrative forums, including municipal, county, state and federal agencies.
- Selects, trains, motivates, and evaluates personnel; provides or coordinates staff training; works with employees to correct deficiencies; applies discipline effectively.
- Provides guidance to the Town Manager, Mayor and Council and various boards and/or commissions on topics assigned.
- Represents the Town Manager on internal and external committees and with regional partners; makes presentations to explain program or project status; answers questions or arranges for compilation of data to assist in the decision-making process.
- Prepares reports and presentations, attends civic meetings and addresses groups as a representative of the Town.

Minimum Knowledge, Skills and Abilities:

- Have at least three (3) years of municipal experience.
- Excellent leadership and communication skills.
- Minimum of a four-year Bachelor's degree. Masters of Public Administration (MPA) preferred.
- Comprehension of methods and techniques for writing and presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Knowledge of administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.

Deputy Town Clerk

A Deputy Town Clerk provides administrative, program support and conducts official activities as in managing the functions, services, and operations of the Town Clerk's office; maintenance of official documents and records, including administering the policies adopted for the Town-wide records management and retention procedures; handles confidential matters and community relations; assists with various Town election processes; provides varied, technical, complex, and specialized office administrative support to the Town Clerk, and other Town departments as assigned; coordinates assigned activities with those of other Town departments; acts for the Town Clerk on a relief basis; and performs related work as required.

Essential Duties and Responsibilities:

- Performs a wide variety of administrative responsibilities in assisting the Town Clerk, including balancing accounts, processing weekly payroll, and scheduling appointments for the Town Clerk.
- Processes and maintains vital statistics, census data, voter history for each voter, records and other documents maintained by the office in conformance with state statutes and town bylaws.
- Issues certified copies of documents upon request.
- Issues a variety of licenses and permits to applicants; ascertains compliance with laws; collects, records, and accounts for fees.
- Types a variety of reports and forms; composes correspondence, relying on knowledge of applicable laws. Interprets laws and by-laws for the general public.
- Administers oaths of office to appointed and elected officials.
- May notarize lien certificates, business certificates, bills of sale, residency certificates and other forms and documents; may register new voters.
- Assists in preparation for Town meetings.
- Coordinates staff who will check in attendees.
- Attends Town meetings to assist in taking and transcribing notes in a detailed and accurate manner.
- Provides assistance to supervisors in preparation of elections, including sending out absentee ballots, registering voters, ensuring that tally sheets are ready, coordinating staffing of polling locations with election workers.
- Acts for and in the absence of the Town Clerk.
- Assists Town Clerk with maintenance of the Town website.
- Files, maintains, retrieves, tracks requests for Town records.
- Enters voter registrations and processes census accurately.
- Registers birth and death records and issues burial permits.
- Performs similar or related work as required.

Minimum Knowledge, Skills and Abilities:

- Equivalent to graduation from 12th grade and 4 years of experience in municipal government, preferably with a Town or Town Clerk's Office or related organization that staffs a government body and holds elections.
- Possession of, or ability to obtain, a valid US Driver's License by time of appointment.
- Certification as a Certified Municipal Clerk is desirable.

- Ability to obtain Certification as a Notary Public.
- Knowledge of basic activities and functions of a Town government and a Town Council.
- Knowledge of applicable Federal, State, and local codes, regulations, policies, technical processes, and procedures related to the Town Clerk's office, such as the Brown Act, the Freedom of Information Act, Fair Political Practices Commission rules and regulations, and notary laws.
- Knowledge of modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Knowledge of business letter writing and the standard format for reports and correspondence.
- Knowledge of principles and practices of records management, retention, and proper destruction.
- Knowledge of modern office practices, methods, and computer equipment.
- Knowledge of computer applications related to the work.
- Ability to perform responsible technical administrative support work with accuracy, speed, and minimal supervision.
- Ability to provide varied, confidential, and responsible administrative work requiring the use of independent judgment, tact, and discretion.
- Ability to understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Ability to interpret, apply, and explain a wide variety of technical policies and procedures, and communicate difficult procedures and regulations to those encountered in the course of work.
- Ability to take notes at public meetings and accurately transcribe them.
- Ability to compose correspondence and reports independently or from brief instructions.
- Ability to organize, maintain, and update Town records database and management systems.
- Ability to enter and retrieve data from a computer with sufficient speed and accuracy.
- Ability to file materials alphabetically, chronologically, and numerically.
- Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Ability to operate modern office equipment including computer equipment and specialized software applications programs.

Finance Officer

A finance officer plans, performs, and supervises the disbursement and accounting of revenues and expenditures for the Town. Work involves performing a variety of financial responsibilities for the Town including payroll and employee benefits; accounts receivable and payable and purchasing; balancing bank statements; overseeing utility billing and collections; revenue estimation; financial reporting; assisting the Mayor with budget preparation and monitoring, and related fiscal tasks. In addition, the employee performs the statutory Town Clerk role, attends meetings of the Board of Commissioners to serve as the Town Clerk and to present requested financial reports and information, and provides administrative support to the Mayor and Town Commissioners. The employee must exercise considerable independent judgment and initiative in performing the fiscal control system. Work is performed in accordance with established municipal finance procedures, local ordinances and North Carolina General Statutes governing the responsibilities of local government accountants. Work is performed under the direction of the Board, with the assistance of the Mayor, and is evaluated through conferences, review of minutes and reports, and by an independent audit of financial records.

Essential Duties and Responsibilities:

- Plans, organizes, and performs fiscal operations for the Town including accounting of municipal funds, financial reporting, journal entries, revenue estimation and advising the Board and Mayor on fiscal issues; balances bank statements; maintains financial records
- Manages receipt of Town revenues; reviews and monitors ongoing administration of budget; compiles data; monitors revenues and expenditures; researches interest rates and tracks spending needs; transfers cash.
- Assists the auditors during the annual audit of Town financial records; follows up on findings to improve financial systems.
- Performs statutory Town Clerk responsibilities; assists Mayor with the preparation of agendas and related materials; takes and ensures preparation of Board of Commissioner minutes; serves as custodian of official Town records.
- Provides administrative support to Mayor and Board including document production, file management, travel arrangements and reimbursement and related tasks.
- Signs up employees for benefits; enters changes regarding position, salary, deductions and other changes in employee database; prepares W-2's.
- Files Worker's Compensation claims.
- Prepares a variety of financial reports; submits payroll and financial reports to state and federal agencies.
- Oversees staff and shares in the work of utility billing, customer service, public works staff work orders, and accounts payable activities.

Minimum Knowledge, Skills and Abilities:

- Associate degree in accounting or business (four-year degree or college work preferred) and experience in public finance, accounting and recordkeeping activities; supervisory experience preferred; or an equivalent combination of education and experience.

- Thorough knowledge of North Carolina General Statutes and of local ordinances governing municipal financial practices and procedures and the statutory role of Clerk.
- Considerable knowledge of the principles and practices of public finance administration, including principles and practices of municipal accounting and investments.
- Working knowledge of the principles and practices of automated financial systems and their use in a municipal environment.
- Working knowledge of Town personnel policies and procedures and principles of effective supervision.
- Skill in document production including word processing at the desired speed and accuracy, and in the accurate preparation of minutes.
- Ability to evaluate financial systems and formulate and install accounting methods, procedures, forms, and records.
- Ability to supervise, communicate and motivate staff.
- Ability to design and prepare analytical or interpretative financial statements.
- Ability to establish and maintain effective working relationships with the public, departmental heads, governmental officials, and with other Town employees.
- Ability to conduct long range fiscal planning.
- Accuracy and thoroughness in the analysis and preparation of financial records and reports.

Human Resources Analyst

The Human Resources Analyst, under general supervision, performs professional human resources tasks including but not limited to benefits administration, recruitment, classification and compensation, risk management, training and development, and labor relations; and provides information and assistance within scope of responsibility to staff, supervisors, managers, Department Heads, appointed officials and the public. The Human Resources Analyst ensures that all policies instilled within Town offices follow proper guidelines and are being rolled out in an equitable and equal manner.

Essential Duties and Responsibilities:

- Coordinates full-cycle recruitment process in partnership with the hiring department.
- Coordinates the administration of Town-provided benefits.
- Responds to questions and resolves personnel problems.
- Counsels and advises staff, supervisors, Department Heads, and the public on matters related to Town employment including hiring, promotion, retirement, benefits, workers' compensation, training and other related topics.
- Interprets and applies Town Rules, policies, and procedures.
- Reviews and recommends revisions to rules, policies, procedures, guidelines, and other Town documents.
- Coordinates and assists staff with opportunities in training and development.
- Participates in the development, execution and analysis of various compensation, classification and benefits studies and surveys.
- Coordinates and assists employees with tasks related to workers' compensation and liability issues including but not limited to completing forms, maintaining files, compiling statistics, preparing reports, responding to questions, and maintaining communication with medical professionals regarding work status.
- Assists with the maintenance of all employee records, both as physical files and in a computerized system.
- Processes all materials required for termination of employment.
- Administers the leave of absence program for employees.
- Conducts research and analysis on issues related to collective bargaining.
- Assist with the investigation and resolution of employee relation issues and with organizational development matters, including performance evaluations, disciplinary matters and discrimination and harassment complaints.
- Prepares written reports, memoranda, council agenda reports and other documents.
- Other related duties as assigned.

Minimum Knowledge, Skills and Abilities:

- A bachelor's degree in human resources, public administration, or related field.
- Two years progressively responsible human resources experience.
- Possession of, or ability to obtain prior to employment, a US Driver's license, and a satisfactory driving record.
- A certificate in human resources or related fields is highly desirable.
- Knowledge of principles and practices of human resources administration and municipal government operations.
- Knowledge of modern office procedures, practices, and current computer operations.
- Ability to maintain confidentiality.

- Ability to analyze complex administrative and technical issues and make appropriate recommendations for action.
- Ability to read, interpret and apply rules, policies, procedures, and laws.
- Ability to use initiative and sound judgment within the scope of responsibility.
- Ability to analyze situations quickly and objectively and make recommendations for resolution.
- Ability to communicate clearly and concisely verbally and in writing.
- Ability to attend and participate in weekend or evening meetings and events.

Human Resources Director

The Human Resources Director will have as their primary responsibilities the creation and application of policies and practices that help the Town attract, develop and sustain a high performing workforce, as well as maintain a positive and fulfilling environment for all municipal employees. The Human Resources Director will work closely with the Town Managers/Administrators and other senior Town officials in the Town to achieve these goals, providing advice and assistance in a collaborative and consultative manner to ensure open positions are occupied and employees are provided the support they need to succeed.

Essential Duties and Responsibilities:

- Directs personnel recruitment and selection, including advertising, receiving, screening and distributing applications, administering tests, and providing guidance to departments.
- Drafts or reviews hire letters.
- Ensures the maintenance of permanent records in accordance with federal, state and local regulations.
- Advocates for affirmative action and equal opportunity for candidates and practices.
- Participates in the selection of Managers /Administrators and other staff as directed.
- Consults with the Town Manager/Administrators and Department Heads to provide advice or clarification regarding human resources, personnel, legal, professional development, compensation, and organizational development issues.
- Counsels employees, advises Manager/Administrators, investigates personnel problems and disciplinary issues.
- Communicates human resources policies, practices, and procedures to Town employees.
- Advocates for employees, directs Town employee events, mediates between employees, and between employees and management.
- Promotes programs and activities to ensure equal opportunity and access to all individuals.
- Reviews and advises Town Manager/Administrators regarding all municipal personnel transactions including, hires, promotions, transfers, salary changes, reclassifications, leaves of absence, and terminations.
- Administers performance management program.
- Organizes and provides professional development opportunities, legally mandated and technical training and continuing education support for the municipal workforce in the Town.
- Oversees administration of benefits programs including insurance, flexible benefits, worker's compensation, unemployment compensation, police/fire indemnification, leaves of absence, and other related programs.
- Complies with all HIPAA regulations.
- Oversees the Town's compliance with federal and state personnel laws and regulations that cover topics such as wages and hours, equal employment opportunity, drug and alcohol testing, work-related injuries, and employee benefits.
- Serves as the Town's Affirmative Action/Equal Employment Officer.
- Attends and represents the towns at meetings and conferences related to human resources.

Minimum Knowledge, Skills and Abilities:

- Bachelor's Degree in Human Resources, public administration, business management, or a closely related field; Master's degree or Professional Certification as a Human Resources professional (SPHR) preferred.
- 7-10 years' experience in personnel and/or municipal management.
- Considerable knowledge of policies and practices of public personnel administration, employee classification, compensation and benefits, recruitment, selection, training, and labor relations.

- Skill in analyzing personnel and organizational programs and systems.
- Ability to analyze and interpret job requirements and carry out assigned projects to their completion.
- Excellent written and verbal communication skills.
- Ability to establish and maintain effective working relationships with applicants, employees, and town officials.

Senior Administrative Assistant

A Senior Administrative Assistant performs a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, divisions, and/or departments with only occasional instruction or assistance; exercising judgment and initiative, relieves assigned staff of clearly defined and delegated administrative or technical detail; and provides information and assistance to other Town staff and the general public regarding assigned programs, policies, and procedures.

Essential Duties and Responsibilities:

- Performs administrative studies in the area of departmental policies, programs and operating procedures.
- Supervises and administers departmental personnel activities.
- Assists in the development and monitoring of departmental budgets.
- Coordinates activities between departmental units and divisions.
- Writes reports on various areas of work responsibilities.
- Serves as liaison between assigned office and the general public, Town staff, and outside groups and agencies.
- Provides general and specialized information and assistance regarding assigned functions that may require the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate.
- Explains programs, policies, and activities related to specific program areas of assignment.
- Receives and screens communications to the assigned management staff member including office visitors, telephone calls, e-mail messages, and mail.
- Provides assistance using independent judgment to determine those requiring priority attention; calendar appointments.
- Refers callers and/or complaints to appropriate Town staff for further assistance as needed and/or take or recommend actions to resolve the complaint; develop and implement tracking systems.

Minimum Knowledge, Skills and Abilities:

- Equivalent to the completion of the 12th grade supplemented by specialized secretarial training.
- Additional specialized or college level coursework in business administration, office management, or a related field is highly desirable.
- Four years of increasingly responsible secretarial and office administrative support experience.
- Experience in municipal government is desirable.
- Ability to perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department with only occasional instruction or assistance.
- Ability to understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Ability to understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Ability to interpret and apply applicable federal, state, and local laws, codes, and regulations.
- Ability to operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Ability to participate in researching, compiling, analyzing, and interpreting data.

Town Clerk

The Town Clerk is responsible for performing complex administrative and supervisory functions, including processing and maintaining vital statistics, census data, and official municipal and other records; issuing licenses and permits, assisting in the elections process, registering voters, administering oaths of office; responding to inquiries, requests and complaints; preparing required state reports and correspondence; maintaining and updating filing systems and records, and performing a variety of clerical and administrative duties as needed.

Essential Duties and Responsibilities:

- Performs as clerk for Town Meetings.
- Administers all elections within the Town.
- Maintains all Official records and proceedings of the Board.
- Maintains financial records of the Town.
- Prepares annual financial reports.
- Assessment and tax roll work.
- Files reports with County and State agencies.
- Issues Operator Licenses and other permits.
- Performs related work as required by North Carolina Statutes.
- Prepares, posts/publishes Town Board Meeting agendas, prepares meeting information packet for Town Board members for monthly Board meetings.
- Mails notices to people on the agenda.
- Attends and records (in writing) minutes of monthly Board meetings.
- Organizes Town Board business, recording official records and administering adopted policies.
- Records and reviews legal documents for accuracy.
- Posts and publishes Town and Annual meeting notices, serves as clerk for Town meetings, posts resolutions adopted at town meetings.
- Research topics of interest for Board members, at their request.
- Composes letters and other documents for Board members at their request.
- Maintains Town Board Minute Board, Resolution Book and Ordinance Book.
- Records building permits issued, and zoning changes.
- Maintains payroll records, vacation, holiday, and sick leave record, makes social security, federal and state withholding payments to appropriate agencies, quarterly file necessary returns and prepares W2 forms, 1099, and all other tax reports.
- Prepares information for Insurance Co. audit, meet with auditor. Request and file Certificate of Insurance from all people contracted by the Town.
- Establishes and maintains database inventory of all town equipment and material.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree in business administration, public administration, or related field.
- 3-5 years of relevant records management or related experience, or any equivalent combination of education and experience.
- Excellent verbal and written communication skills.
- Strong interpersonal skills.
- Time management and organizational skills.

- Knowledge of Town bylaws, state and federal election laws, regulations, policies, and programs as they apply to department operations.
- Knowledge of office management principles and practices, computer systems, including Central Voter Registry system, and equipment used by the department.
- Ability to manage multiple tasks, meet deadlines, and pay precise attention to details despite interruptions; ability to maintain confidential information; ability to supervise and be responsible for three computer software systems and an election tabulation computer; ability to work independently.
- Accounting, organization, verbal and written communication, and customer service skills preferred.
- Microsoft Office, Outlook, Excel, Access, VIP and VIRIS skills preferred.

Town Manager

The Town Manager is an administrative position that manages the day-to-day operation of the Town. The Town Manager shall have general supervision of the affairs of the Town, be the administrative head of all departments of the town government and be responsible for the efficient administration thereof.

Supervised by a Council, the Town Manager has broad responsibility in developing and overseeing the Town budget, financial planning and management, personnel administration, facility management, procurement, public works, community development, grant administration, and public relations. This position may require working long hours and frequently requires attendance at night meetings. Work is performed under typical office conditions and requires the ability to operate a computer, automobile and standard office equipment.

Essential Duties and Responsibilities:

- Ensures the efficient and effective delivery of Town services under broad policy guidance from the Council.
- Coordinates the activities of all Town departments and fosters communication and collaboration with independently elected Town officers.
- Prepares an agenda and related materials for all Council meetings and attends all meetings unless otherwise directed.
- Serves as the principal representative of the Town in all matters including meeting with county, regional, state and federal officials unless otherwise directed.
- Serves as the primary contact with the Town attorney.
- Coordinates communications between the Council and any relevant boards and commissions.
- Takes charge and supervision of all public Town buildings, and repairs thereon; and all buildings done by the Town, unless otherwise specially voted by the Town.
- Has charge, control and supervision of all the departments within the Town.
- Recruits, hires, evaluates, directs, and, if necessary, disciplines and terminates Town employees subject to the Town personnel policy.
- Carries out the work program of the Town approved by the Council.
- Develops new program directions and needs, identifies resources to accomplish programs, and recommends action to the Council.
- Develops systems and procedures to implement the policy decisions of the Council and executes its decisions.
- Assists the Council to develop, update and execute a long-range strategic plan.
- Prepares a draft Town budget for the Council to review and change if it deems necessary and present the Council's budget to the voters for approval.
- Other duties as assigned by the Council.

Minimum Knowledge, Skills and Abilities:

- A degree in public administration or business management (Master's preferred).
- At least three to five years of progressive years of municipal government/management or equivalent experience preferred.
- Equivalent additional experience in municipal management may be substituted for the degree.
- Valid US driver's license.
- Substantial knowledge of municipal management, understanding community needs, issues and creativity in finding potential solutions.
- Substantial knowledge of municipal, state and federal programs, and decision-making processes.
- Has a clear understanding of the organizational and operational elements of local government.

- Knowledge and skill in municipal processes and techniques (e.g., finance, budgets, personnel policies/practices, collective bargaining, bylaws/ordinances, etc.)
- Has strong written, verbal, public presentation, facilitation and consensus building skills. Ability to communicate effectively orally and in writing with the Selectboard, Town officers and employees, the media, and the public at-large. Have demonstrated the ability to work effectively with elected and appointed officials while managing and directing municipal government operations.
- Ability to motivate and engender innovation and assumption of appropriate responsibility and decision-making by staff.
- Possess appropriate credentials in public administration and local government operations.
- Has significant understanding of and experience with community economic development.
- Has significant experience and demonstrated success in public sector human resource administration.
- Ability to resolve conflict.
- Possess strong analytical and assessment skills with demonstrated success in organizing, structuring municipal operations to deliver high quality and responsive community services.
- Ability to direct, supervise and evaluate staff.
- Possession of public relations skills and publication knowledge.
- Ability to motivate the Council, other Town boards and commissions, community groups, legislators, etc.
- Ability to organize and use time effectively, and handle several significant responsibilities simultaneously.
- Ability to listen to and accept criticism.
- Knowledge of municipal management practices.
- Knowledge of computers and computerized accounting, communications, and other applications. (Microsoft Office, e-mail, NEMRC, WordPress/web design, DropBox, Facebook, and ability to manipulate digital files, etc.)
- Ability to write and administer grants.

Finance

Accounting Technician I

The Accounting Technician I is the entry-level class in the Accounting Technician classification series. This class is responsible for providing support for assigned finance or accounting functional area such as billing or fiscal transaction processing. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Essential Duties and Responsibilities:

- Posts daily activity to ledgers for County and fiscal agencies' funds, balancing each daily, monthly and/or annually.
- Processes all types of payments received including those received in person, by mail, via the web or electronic fund transfer (EFT)
- Manages assigned portion of an aggressive delinquent tax collections program.
- Manages data as needed for state or locally mandated ordinances at or above ordinance requirements, to include billing and/or refunding of business and personal taxes based on adjustments made by the Commissioner of the Revenue's Office or other adjustments to accounts.
- Assists taxpayers in person, by telephone, and by internet with all manner of inquiries.
- Corresponds with taxpayers in a timely manner.
- Serves as liaison between taxpayers and other departments when needed to ensure positive experiences for taxpayers whenever possible.
- Interprets, explains, and applies materials such as laws, rules, policies, and procedures.
- Keeps current with statute, policy, and procedural changes.
- Closes out and balances cash registers for the Town.
- Submits funds and documentation for further verification.
- Performs other duties as assigned.

Minimum Knowledge, Skills and Abilities:

- Possession of a high school diploma or G.E.D. equivalent is required.
- Possession of a post-secondary degree in accounting or finance, or possession of a certificate in accounting proficiency, is desirable.
- Requires one year of progressively responsible accounting experience, including bookkeeping, complex numerical calculations and/or processing of financial data.
- Possession of, or ability to obtain, a valid US driver's license.
- Knowledge of bookkeeping and accounting procedures, practices, methods, techniques, and terminology.
- Knowledge of governmental accounting practices.
- Knowledge of automated accounting systems.
- Knowledge of business management practices.
- Ability to assemble and compile pertinent data and prepare financial and statistical reports.
- Ability to collect and organize accounting data.

- Ability to make arithmetic computations.
- Ability to plan, organize, and handle office procedures in maintaining an even flow of work.
- Knowledge of common techniques used in locating errors.
- Ability to analyze financial records in ascertaining facts.

Accounting Technician II

The Accounting Technician II is a journey-level class in the Accounting Technician classification series responsible for performing the full range of paraprofessional accounting tasks in assigned program areas. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in the Accounting Technician class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level; progression to the II level is subject to management approval and is dependent on the incumbent (i) performing the full range of duties assigned to the II level, and (ii) acquiring the knowledge, skills, and experience necessary to meet the minimum qualifications for the II level of the series.

Essential Duties and Responsibilities:

- Provides budget support such as: assistance with annual budget preparation and monthly financial reporting, capital project tracking and status reporting.
- Assists in development of the Comprehensive Annual Financial Report, and creation of annual audit support schedules.
- Consistent accounting and recordkeeping, preparing monthly and year-end General Ledger adjusting journal entries, and preparing account reconciliations.
- Conducts revenue estimation and audit support.
- Develops, monitors, inputs, and processes records in the Town's payroll system.
- Calculates and records payroll; reviews, verifies, and audits payroll data; analyzes payroll reports; extracts data and provides information as requested.
- Maintains compliance with Local, State and Federal laws and regulations.
- Monitors the Town's grant activities.
- Communicates with various departments to ensure grant activities are in compliance.
- Prepares reimbursement requests to granting agencies.
- Reconciles various grants funds.
- Prepares a variety of financial reports for departmental use.
- Prepares required payroll tax/benefit payments and filings.
- Collects and records revenues.
- Monitors daily receipts and bank activity.
- Prepares annual assessment of filings, serving as a business license collection and record control point.
- Maintains a petty cash fund for employee reimbursements.
- Processes the renewal of all licenses on an annual basis, including generating renewal notices, receiving payments and following up by letters to obtain payment.
- Maintains electronic and hard-copy archival models.
- Prepares and issues purchase orders.
- Performs other duties as required.

Minimum Knowledge, Skills and Abilities:

- Associates of Arts degree (AA) and three years of progressively responsible accounting experience, including bookkeeping, complex numerical calculations and/or processing of financial data.
- AA degree may be substituted with two additional years of experience in an accounting clerical position.
- Possession of, or ability to obtain, a valid US Driver's license.
- Similar or relevant work experience in the public sector.

- Knowledge of basic governmental accounting practices, principles and procedures, general office workflow administration, sound business organization skills.
- Knowledge of finance terminology, payroll processing and reporting requirements, commonly used office and governmental accounting software products, government budgetary and financial audit structure and process, and methods and practices of financial record keeping and report preparation.
- Ability to provide excellent internal and external customer service.
- Ability to excel in and promote a teamwork-based environment involving cross training and collaboration.
- Ability to effectively read, interpret and apply established internal rules, procedures and policies.
- Ability to effectively communicate with diverse audiences in written and oral form.
- Ability to effectively apply and use technology, including skilled use of business software systems.
- Ability to track, collect, analyze and reconcile accounting data. Ability to work cooperatively and effectively with the public, employees, agency officials and surrounding departments.
- Ability to use initiative and sound judgment within established guidelines.
- Ability to organize, prioritize and coordinate work activities.
- Ability to maintain detailed and accurate financial records,
- Ability to make arithmetic calculations with speed and accuracy.
- Ability to operate standard office equipment.
- Ability to develop effective working relationships with others and work with limited supervision.

Collections Specialist

The Collections Specialist is responsible for collecting and accounting for large amounts of revenue. A Collections Specialist in this classification independently schedules and performs coin revenue collections and accountability functions. They are also responsible for ensuring that the Town receives all necessary payments from debtors. Duties include monitoring accounts payable statements to identify debts owed to the Town, contacting customers or business partners to notify them of overdue payments and documenting debts collected. Work is reviewed by the Revenue Operations Manager through verification of financial records and general observation

Essential Duties and Responsibilities:

- Reviews existing collection practices, contracts, Town ordinances and resolutions and State/Federal laws governing collections and makes suggestions to improve collection efforts.
- Develops general collection procedures and standard operating procedures for analyzing properties with Town liens and other encumbrances.
- Develops written policies, standard operating procedures, and forms for payment plans and settlements with debtors.
- Manages contracts with the Town's outside collection agency and prepares monthly reports detailing collection efforts for review by the Finance Director.
- Develops a mechanism for identifying properties with multiple Town liens to streamline effective collection actions.
- Acts as a liaison between the Finance Department and other Town departments in enforcing collection policies and procedures and coordinating collection activities with the Town Attorney and outside collection agencies/attorneys.
- Makes recommendations for special and/or temporary programs to increase collections and promote compliance.
- Identifies opportunities for improving the effectiveness and efficiency of information systems related to collections.
- Inputs data and creates spreadsheets and reports that analyze the progress of collection efforts.
- Prepares collection correspondence and follows up on delinquent accounts with individuals who wish to negotiate payments plans and/or settlements with the Town.
- Provides training/feedback to Town departments on how to improve collections.

Minimum Knowledge, Skills and Abilities:

- Associate degree from an accredited college or university in Business Administration or related field.
- 5 years municipal or county government delinquent collections experience.
- A valid US Driver's License is required.
- Knowledge of collection practices, laws, and techniques.
- Knowledge of basic accounting principles and procedures.
- Knowledge of customer service principles and techniques.
- Ability to use general office equipment such as telephone, fax, printers, copiers, calculators, and computers.
- Ability to deal effectively with the general public.
- Ability to resolve customer service issues.
- Ability to analyze and problem solve accounts.
- Ability to communicate effectively, both orally and in writing.
- Ability to use spreadsheets.

- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all Town ethics and conflicts of interest policies.
- Ability to maintain regular and punctual attendance.

Customer Service Representative

The Customer Service Representative performs specialized work in processing consolidated billing for electricity, water, wastewater and refuse. The Customer Service Representative works within the finance department to specifically process requests for and respond to issues related to residential and commercial utility services including maintaining and researching fiscal, service and other records unique to utility services, usage, and billing. Additionally, the Customer Service Representative receives general supervision from assigned supervisory or management staff; and technical and functional supervision from a Utility Customer Services Specialist.

Essential Duties and Responsibilities:

- Provides customer service by telephone, email, letter, or at the counter regarding utility services, rates structures and payments.
- Receives payments, reconciles money and issues receipts; research and respond to customer service complaints and billing questions.
- Explains utility services including usage and conservation tips, and billing and collection policies to customers.
- Receives, processes and documents customer utility payments and fees.
- Establishes and maintains customer accounts.
- Monitors and ensures the accuracy of account information on a continuing basis.
- Processes requests for the start, cancellation and/or change of service.
- Inputs and queries databases, computer records, and other documents in order to determine appropriate actions and make financial adjustments and prorate changes from established rate schedules.
- Assists the public by answering inquiries about department policies, procedures and programs related to utility billing and collection procedures to customers.
- Obtains required information from customers to begin or discontinue services; verify credit and deposit information on orders.
- Reviews and processes customer correspondence including bankruptcy documentation.
- Provides information to customers about utility programs and community financial assistance resources; review income eligibility applications, tax returns and transcripts.
- Determines and communicates certification status.
- Recertifies participants on a biannual basis. Assist in instructing lower level employees in specific work procedures.

Minimum Knowledge, Skills and Abilities:

- Equivalent to the completion of the 12th grade, GED, or higher level degree.
- Supplemental coursework in accounting, office management, computer science or related field is desirable.
- One year of clerical experience performing duties involving customer service and the processing of financial records.
- Possession of a valid US Driver's License by date of appointment.
- Ability to learn pertinent local State and Federal laws, codes, ordinances, Town functions, policies, rules and regulations.
- Ability to intermittently analyze work papers, reports and special projects
- Ability to identify and interpret technical and numerical information.
- Ability to observe and problem solve operational and technical policy and procedures.
- Ability to deal effectively and tactfully with the public.
- Ability to listen, interpret, and effectively handle customer inquiries and complaints.
- Ability to handle cash and financial records and information.

- Ability to learn and apply specific industry and agency information, policies, and procedures.
- Knowledge of principles of customer service.
- Knowledge of techniques for cash handling and reconciliation.
- Knowledge of specific industry and Town information, policies, and procedures.
- Knowledge of special programs such as rebates and community financial assistance resources.
- Knowledge of Town financial record keeping policies and procedures.

Finance Director

The Finance Director oversees budgeting and accounting operations for the town. The Finance Director touches all departments, and because of this broad scope of responsibility, the Finance Director often reports directly to the Town Manager rather than an Assistant Town Manager. The Finance Director consistently updates revenue and expense data and modifies projections as appropriate. The Town Manager relies on the Finance Director to ensure that the Town will have enough money throughout the year to keep up with planned expenses.

Essential Duties and Responsibilities:

- Oversees appropriate disbursement and accounting of municipal funds, journal entry, fixed assets, accounting, reconciliation of bank statements, and preparation of monthly, quarterly, and annual financial reports; oversees payroll and accounts payable functions.
- Assists the Town Manager in preparation of the Town's operating budget; projects revenues and spending, maintaining records and disbursements; provides information to the Manager and Board on a variety of financial issues.
- Attends Board meetings when needed.
- Prepares Finance Department budget.
- Monitors budget during the year and prepares budget amendments.
- Oversees the collection of revenues by the town, ensuring proper tracking of funds.
- Prepares a variety of reports including Local Government Commission reports, annual sales tax, utility, other tax and expenditure reports to the State.
- Requests reimbursements for grants and loans.
- Performs budgetary accounting and general ledger preparation and maintenance.
- Provides information and assistance to the Manager, staff, and elected officials regarding financial reporting and budgeting.
- Assists the auditors during the annual audit of Town financial records; follows up on findings to improve financial systems.
- Submits periodic statements of the financial condition of the Town to the Board.

Minimum Knowledge, Skills and Abilities:

- Graduation from a four year college or university with a degree in accounting or business, and considerable experience in public finance administration; or an equivalent combination of education and experience.
- Certified Public Accountant (CPA) certification preferred.
- Considerable knowledge of the organization and functions of municipal government.
- Considerable knowledge of North Carolina General Statutes and of local ordinances governing municipal financial practices and procedures.
- Considerable knowledge of the principles and practices of public finance administration, including principles and practices of municipal accounting.
- Knowledge of the laws and regulations affecting the maintenance of financial records and the payroll, accounts payable, budget, and maintenance of the general ledger.
- General knowledge of automated accounting and related systems and ability to work with Town staff in handling duties in an automated environment.
- Accuracy and thoroughness in the analysis and preparation of financial records.
- Ability to exercise sound judgment in making decisions in conformance with laws, regulations, and policies.
- Ability to supervise, organize, and evaluate the work of financial staff. Ability to conduct long range fiscal planning.

- Ability to evaluate financial systems and formulate and install accounting methods, procedures, forms, and records.
- Ability to design and prepare analytical or interpretative financial statements.
- Ability to establish and maintain effective working relationships with the public, departmental heads, governmental officials, and with other Town employees.

Meter Reader

A Meter Reader is responsible for the accurate and timely reading and recording of water, gas, and electric meters to facilitate customer billing. Work is performed in a fast paced, production-driven environment on assigned routes in accordance with established standards for number and accuracy of reads. An employee in this class is expected to detect and report atypical conditions, such as: identifying damaged, malfunctioning, and tampered meters; and detecting and reporting leaks, exposed wiring, and other safety hazards. A Meter Reader is an information source for the Town's Resource Conservation and Energy Diversion Programs. This class is responsible for performing related duties as required.

Essential Duties and Responsibilities:

- Uses a two-way radio to report safety hazards, gas orders, and gas and water leaks.
- Responds to customer inquiries regarding meter reading schedules, billing, how meters are read, and other customer service-related matters. Refers problem reads and/or meters that could not be read to a Field Supervisor for follow-up.
- Reads and records utility usage from a variety of standard water, gas, and electric meters on assigned routes.
- Completes assigned meter reading routes within established performance standards.
- Prepares meter repair order forms to facilitate repair, or replacement of damaged, or malfunctioning meters.
- Requires regular attendance with few, if any, unplanned absences.
- Reads and follows Town street maps.
- Learns meter reading and usage recording techniques and procedures.
- Learns basic meter reading schedule, billing, and related customer service oriented policies and procedures.
- Compares current utility usage to previous usage data to identify possible meter damage, malfunctioning, or tampering situations and/or to identify potential leakage problems.
- Calculates approximate solutions to basic arithmetical problems requiring addition, subtraction, multiplication, and/or division.
- Operates within high accuracy standards in meeting daily meter reading quotas.

Minimum Knowledge, Skills and Abilities:

- Education equivalent to the completion of the twelfth grade.
- One year meter reading experience.
- Possession of an appropriate, valid US Driver's License.
- Ability to establish and implement effective administrative programs and procedures.
- Ability to plan and organize daily work routine in a variety of field conditions.
- Establishes priorities for the completion of work in accordance with sound time-management methodology.
- Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies.
- Excellent ability to listen and understand information and ideas presented verbally or in writing.
- Ability to perform basic arithmetic.
- Ability to read and record electric and water meter readings.
- Ability to learn geography of assigned route and location of meters.
- Ability to maintain good customer relations with consumers.
- Ability to identify and report meter discrepancies or malfunctions.
- Ability to test meters to ensure proper functioning.
- Ability to replace meters.
- Ability to interpret, explain and enforce department policies and procedures.

- Knowledge of methods, techniques, tools, equipment and materials used in meter reading.
- Knowledge of operational characteristics of meter reading devices and related tools and equipment.
- Knowledge of principles and practices of customer service.
- Knowledge of occupational hazards and standard safety practices.

Revenue Supervisor

The Revenue Supervisor supervises, assigns, reviews and participates in the work of staff responsible for revenue operations including billing, collection monitoring and providing public services. The Revenue Supervisor ensures work quality and adherence to established policies and procedures. They lead, oversee and participate in the more complex and difficult work of staff; providing information, researching problems, overseeing billing and collections, receiving payments, taking applications for licenses and permits, handling the more difficult customer service problems, and performing a variety of technical tasks relative to assigned areas of responsibility.

Essential Duties and Responsibilities:

- Researches and evaluates the impact of new laws or regulations on the Town's customer service functions.
- Develops and implements new and revised policies, programs and procedures consistent with these requirements.
- Supervises and participates in developing, implementing, and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
- Plans, organizes, directs and evaluates the performance of assigned staff.
- Establishes performance requirements and personal development targets.
- Regularly monitors performance and provides coaching for performance improvement and development.
- Recommends compensation and provides other rewards to recognize performance.
- Recommends disciplinary action up to and including termination to address performance deficiencies in accordance with the Town's Personnel Rules and Regulations.
- Participates in the selection of customer service staff.
- Provides or coordinates staff training.
- Works with employees to correct deficiencies.
- Performs the more technical and complex tasks of the work unit including handling the most difficult customer relations situations involving upset and dissatisfied customers
- Oversees and supervises administration and revenue collection including but not limited to collection of fines and mailing of notices, billing and collection of Parking, Emergency Response Cost Recovery, Social Host billing, Alarms and Animal Licenses.
- Monitors the collections of utility billings; reviews periodic reports of delinquent water service accounts; contacts customers regarding delinquent accounts, NSF checks and deposits; assists staff in collections activities; recommends and/or takes action on delinquent accounts, including placements of liens or working out payment plans.
- Performs routine cashiering functions; verifies cash receipts and prepares bank deposits.
- Directs and supervises the refund of unclaimed Utility Billing credit balances on a quarterly basis and the transfer of unclaimed monies to the Water Fund on an annual basis.
- Performs related duties as assigned.

Minimum Knowledge, Skills and Abilities:

- A Bachelor's Degree from an accredited college or university with major coursework in public administration, business administration, finance, or a related field.
- Five years of increasingly responsible administrative and analytical experience within a local government environment including two years of supervisory experience in a customer service environment.
- Experience in a municipal government setting dealing with elected and appointed officials is highly desirable
- Ability to supervise, coordinate and direct utility billing and revenue collection programs.

- Ability to select, train, supervise, organize, and review the work of assigned staff involved in providing a variety of Town customer services.
- Ability to recommend and implement goals, objectives, policies, and procedures for providing utility billing and revenue collection services.
- Ability to lead, organize, and review the work of staff.
- Ability to independently perform the most difficult customer service duties.
- Ability to analyze problems and make sound recommendations on operational issues.
- Ability to understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Ability to interpret, explain, and enforce department policies and procedures.
- Knowledge of operations, services, and activities of revenue collections.
- Knowledge of operations, services and activities of a municipal utility billing and collection program.
- Knowledge of principles of supervision, training and performance evaluation.
- Knowledge of methods and techniques of office administration.
- Knowledge of principles and practices of billing and collection processes.
- Knowledge of principles and practices of effective customer service.
- Knowledge of principles and practices of sound business communication including but not limited to business letter writing and basic report preparation.
- Knowledge of Town organization, ordinances, rules, policies, procedures.
- Knowledge of methods and techniques of proper phone etiquette.
- Knowledge of basic data processing, bookkeeping and record keeping practices and procedures.

Fire

Assistant Fire Chief

The Assistant Fire Chief is second-in-command of the Fire Department and is responsible for the daily operations of the Department. The Assistant Fire Chief directs the activities of the Battalion Chiefs and Division Chiefs in conducting firefighting/Emergency Medical Services and administrative operations. An Assistant Fire Chief also assists the Chief with long-range planning, budget preparation and collective bargaining, and acts as the personnel officer for the Department. Additionally, they serve as senior members of the Department's management team, and direct all activities of the Department in the absence of the Chief.

Essential Duties and Responsibilities:

- Oversees and supervises the daily operations of the Fire Department.
- Develops and reviews Department policies and procedures.
- Compiles regular reports from subordinates concerning Department activities for the Chief's review.
- Reviews and monitors operations on a regular basis.
- Oversees and reviews the work of subordinate staff officers.
- Informs staff of operating policies and procedures.
- Assumes full administrative responsibility for the Department in the Chief's absence.
- Acts as personnel officer for the Department.
- Works closely with the Human Resources Department to ensure all ordinances, rules, policies, and collective bargaining agreements are properly enforced and interprets them for subordinate personnel.
- Coordinates Departmental records with the Town's central record system.
- Conducts regular performance evaluations of assigned Battalion and Division Chiefs.
- Advises supervisors concerning appropriate disciplinary action when necessary.
- Oversees the Battalion Chiefs in determining and scheduling assignments, scheduling vacation, holidays and sick leave to ensure minimum staffing levels.
- Participates and advises in the hiring and promotion of Departmental personnel, including interviewing and background checks.
- Assists the Chief with collective bargaining.
- Serves as a member of the Town bargaining team, develops proposals and presents issues important to the Department.
- Researches issues in preparation for and during negotiations.
- Represents the Chief at local government and board meetings when necessary.
- Serves on boards and committees in the Town and County at the Chief's request.
- Attends classes, seminars, conferences, courses, training, etc., to maintain and improve job knowledge, emergency and non-emergency management and communication skills.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree in emergency management, fire service administration, public administration or related field required.
- 5 years progressive responsibility in fire or emergency management services including a minimum of 3 years' experience as Battalion or Division Chief or similar position as an administrative staff officer in a municipal fire department with progressive responsibility for a major function and its personnel, exercising significant judgment and authority.

- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Record of successful staff and program management.
- Knowledge of modern fire fighting methods, practices, and equipment, as well as fire prevention methods.
- Knowledge of emergency medical services, hazardous materials, disaster mitigation, preparedness, response and recovery.
- Knowledge of communication system management and 911 dispatching practices.
- Knowledge of all Hazard Incident Management practices.
- Knowledge of departmental regulations and procedures, collective bargaining agreements and labor laws, and fire prevention ordinances.
- Knowledge of non-emergency and emergency management systems.
- Knowledge of layout of the Town, including fire target areas, high life risk areas, etc.
- Excellent writing skills.
- Experience in using various information and communications systems and computer technology/office systems.
- Strong management skills including leadership/supervisory skills, problem analysis and decision-making, consensus building, planning and organizing, interpersonal sensitivity, management control, adaptability/flexibility, stress tolerance, and time management.
- Ability to conduct self at all times in an ethical, professional and respectful manner.
- Ability to establish and maintain cooperative and effective working relationships with citizens and stakeholders, both internal and external.
- Ability to maintain consistent and punctual attendance.

Battalion Chief

The Battalion Fire Chief is responsible for planning, organizing, directing, coordinating, and supervising activities of an assigned shift which includes the management of personnel, fire prevention and training activities, and oversight of major programs. The Battalion Chief operates with considerable latitude for independent decision making. Additionally, Battalion Chiefs oversee safety and training, resolve conflicts between shifts or stations, and provide any necessary disciplinary actions.

Essential Duties and Responsibilities:

- Plans, directs and coordinates the staffing and activities of all fire suppression and EMS personnel on an assigned shift.
- Responds to fire alarms, medical emergencies, hazardous conditions and related public service activities as required.
- Supervises incidents until relieved by superior officers, providing overall coordination, direction and instruction to subordinate personnel.
- Works as an integral part of a firefighting/EMS unit, utilizing procedures and techniques as prescribed by the districts and supervising physicians.
- Maintains discipline, assures that rules are followed and recommend or take action on personnel matters, including administering disciplinary action.
- Confers with superior officers on policy and procedural matters.
- Accurately maintains records, prepares, reviews and edits reports.
- Prepares and presents press releases for normal operational incidents.
- Assures proper daily maintenance and operational readiness of apparatus, equipment, facilities, and personnel.
- Assures assigned personnel complete required training.
- Promotes teamwork within the department.
- Authorizes and controls daily purchase of materials and supplies.
- Maintains appropriate daily staffing levels and manages personnel's vacations, holidays and other absences.
- Supports the other department divisions in achieving District goals.

Minimum Knowledge, Skills and Abilities:

- Associates degree in Fire Science or currently enrolled in a program with at least 45 hours earned.
- Minimum 5 years paid experience with a combination department. Volunteer service may be recognized at a rate of 3 years volunteer service equals 1 year of paid service. A maximum of 3 years of paid time can be earned through volunteer service.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- EMT, Paramedic preferred.
- Knowledge of principles, practices and procedures of modern fire suppression, prevention and emergency medical services/procedures.
- Knowledge of district policies and procedures.
- Knowledge of EMS protocols and scope of practice.
- Knowledge of applicable local, state and federal laws and regulations.
- Knowledge of operation and maintenance of fire and EMS apparatus and equipment.
- Knowledge of principles of administration and personnel management, including human relations, supervision and training.

- Ability to work within a budget.
- Ability to effectively manage personnel.
- Ability to accurately interpret and explain district policies and procedures.
- Ability to understand and explain laws and regulations relating to the provision of fire and EMS emergency services.
- Ability to accurately recall street systems, addresses and fire hydrant locations in first response areas.
- Ability to understand and follow oral and written instructions.
- Ability to act effectively and calmly in emergency situations.
- Ability to work effectively with the public, other agencies and other employees.
- Ability to work irregular or protracted hours and respond promptly to call-backs.

Fire Captain

The Fire Captain is responsible for the discipline of the employees and the proper maintenance of apparatus and equipment at a fire station. The Fire Captain drills and instructs employees, and are responsible for their performance at the scene of a fire or emergency medical incident. Performance is reviewed regularly by a Fire Battalion Chief or Fire Division Chief, and evaluation is based upon the performance of the assigned company. Comparable responsibility may include assignments to the Training Academy, Fire Prevention, Health Center, Community Services, Resource Management, Emergency Medical Services, or Emergency Transportation.

Essential Duties and Responsibilities:

- Responds to emergency medical scenes, fire incidents, and other related emergency requests.
- Directs and coordinates emergency scene activity unless and until relieved of command by a supervisor.
- Supervises search and rescue operations
- Coordinates the laying of hose lines and the placement of ladders.
- Directs pressure and use of water streams, and directs ventilation procedures, salvage operations and overhaul activities.
- Supervises the keeping of fire apparatus and equipment in readiness.
- Writes reports of all fires and related emergency activities, and reports concerning the use and condition of apparatus, related equipment, and supplies.
- Instructs and drills employees in fire fighting and emergency medical service techniques to ensure minimum company standards are maintained.
- Keeps a company journal of all company activities.
- Administers emergency medical services to injured persons, including basic techniques to restore cardiopulmonary functions.
- Lays and connects hose, and raises and climbs ladders at fire scenes;
- Moves and/or covers furnishings, removes smoke, and performs other salvage operations to minimize property damage.
- Attends in-service classes in fire fighting, emergency medical service, and related duties.
- Directs a company of firefighters to the scene, assesses, and reports on conditions at the scene, develops an action plan, assumes command of all firefighting, rescue and public service operations of the company unless relieved by a senior officer.
- Conducts orientation, training, and practice drills in all phases of fire suppression and related activities to develop and maintain the capabilities, required standards, and readiness of firefighters.
- Updates and maintains current maps and charts; must be familiar with Department jurisdiction streets, intersections, fire hydrants, water mains, and sprinkler systems.

Minimum Knowledge, Skills and Abilities:

- A high school diploma or GED equivalent.
- 5 years of increasingly responsible full-time experience in an organized fire department.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Ability to effectively communicate, lead, supervise, plan, evaluate, coordinate, train, and direct the activities of firefighters or other assigned personnel.
- Ability to respond to emergency situations in a calm manner.
- Ability to make appropriate situational assessments and sound decisions.

- Ability to effectively deal with personal danger that may include exposure to fire encompassed surroundings, dangerous persons, dangerous animals, hazardous materials, hazards of emergency driving, hazards associated with traffic control, working in and near traffic, and natural or man-made disasters.
- Ability to implement Department policies and procedures.
- Ability to conduct inspections and investigations, including evidence, preservation, gathering and presentation.
- Ability to prepare and maintain accurate, concise, clear, complete, and timely records.
- Ability to understand and carry out verbal and written directions.
- Knowledge of principles, practices, and procedures of modern fire suppression and fire prevention including hazardous materials, building construction features, and electrical hazards.
- Knowledge of operation and maintenance of modern firefighting equipment and apparatus.
- Knowledge of emergency medical techniques.
- Knowledge of fire codes, methods of residential and commercial construction, and techniques relative to the determination of origin and cause of hostile and non-hostile fires.
- Knowledge of department rules, regulations, policies, and procedures; local automatic aid agreements, local, state and federal mutual aid plans.
- Knowledge of applicable local, state, and federal laws and regulations.
- Knowledge of local geography, including the location of water mains, hydrants, and major target hazards, fuel models, and traffic hazards of the Department.

Fire Chief

The Fire Chief is responsible for providing leadership and direction and to plan, manage and oversee the activities and operations of the Fire Department by establishing goals and objectives within the policy directives set forth by the Board of Commissioners. The Fire Chief carries out these goals and objectives by estimating the department's needs, preparing a budget, controlling expenditures, reviewing effectiveness of operations and personnel through direct and indirect supervision. The position provides administrative direction for all Fire District functions, operations, and personnel through the supervision of subordinate staff and review of their activities.

Essential Duties and Responsibilities:

- Assumes full management responsibility for fire department services and activities including fire suppression, emergency medical, fire prevention and public education, and training programs and services.
- Oversees the development and administration of the department budget.
- Forecasts the required funds needed for staffing, training, equipment, materials and supplies, and maintenance.
- Approves expenditures and recommends budgetary adjustments as appropriate and necessary.
- Establishes fire department goals and objectives to ensure compliance with Board policy directives and applicable local, state or federal laws, rules and regulations.
- Provides for the overall safety of personnel through the establishment and maintenance of effective training programs and operational practices that provide the necessary skills and guidance to operate in a safe and effective manner.
- Directs and supervises the activities of the administrative support personnel, Fire Marshal, Assistant Chiefs, and Battalion Chiefs.
- Attends and participates in professional group meetings.
- Stays abreast of new trends and innovations in the field of fire suppression, emergency medical, hazardous materials and fire prevention.
- Serves as a liaison to civic and special interest groups, local service organizations and other municipal agencies.
- Prepares a variety of reports and correspondence relating to departmental activities, direction, accomplishments.
- Represents the department at commission and other meetings to present the department's plans, accomplishments and to discuss the development and implementation of programs and policies.
- Responds to citizen concerns and issues and determines appropriate resolutions to maintain positive community and/or customer relations for the department.
- Establishes and maintains cooperative relationships with neighboring and regional fire departments to ensure coordinated efforts to address common suppression, prevention, enforcement and emergency medical issues.
- Analyzes fire service needs, as well as the availability of resources, existing programs, and other related factors in developing district programs to meet those needs.
- Provides direction on major projects or problem areas.
- Develops and implements policies and procedures applicable to administrative functions and provides policy guidance.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree in public administration or a related field of study.

- At least 15 years of fire suppression experience including at least 5 years of upper level administrative responsibility, or an equivalent combination of education and experience to provide sufficient evidence of the successful performance of the essential elements of the job such as those listed above.
- A valid US Driver's License.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Knowledge of principles and practices of management necessary to plan, analyze, develop, evaluate and direct fire department services and operational needs.
- Knowledge of principles and practices of modern fire prevention, fire suppression and emergency medical activities.
- Knowledge of principles and practices of personnel management including training, performance evaluation, conflict management and labor relations.
- Knowledge of principles and practices of budget preparation and administration.
- Knowledge of pertinent Federal, State, and local laws, codes and regulations that may govern department activities.
- Proficient knowledge of computers and applicable computer software applications, including specific knowledge of Microsoft Word, Excel, PowerPoint, and Access.
- Working knowledge of modern administrative office procedures, methods and equipment.
- Skill in negotiating and resolving difficult or sensitive complaints or concerns from department personnel or external sources.
- Skill in analyzing problems, identifying alternative solutions, projecting consequences of proposed actions.
- Skill in assessing and prioritizing multiple tasks, projects, and demands.
- Ability to develop, implement and administer goals, objectives, and procedures for providing effective and efficient fire suppression, emergency medical and prevention services.
- Ability to develop a comprehensive budget and prepare clear and concise financial reports.
- Ability to establish and maintain effective working relationships with those contacted in the course of work including personnel, other government officials, community groups, the general public, and media representatives.
- Ability to select, train, supervise and evaluate an effective staff capable of properly executing the goals and objectives of the department.
- Ability to properly interpret and make decisions in accordance with laws, regulations and policies.
- Ability to work independently in the absence of supervision and delegate authority and responsibility when appropriate.
- Ability to maintain confidentiality.
- Ability to perform research and present findings in an organized and professional manner.
- Ability to develop formal agreements and contracts with other agencies and communities.

Firefighter

The Firefighter position is a safety position and can be either career or volunteer. The person filling this position will operate and maintain all types of fire apparatus and equipment, participate in firefighting and emergency activities, fire prevention activities and training, perform mechanical maintenance on vehicles and equipment, and provide emergency medical services. Firefighters perform public safety work involving the protection of life and property by fighting fires, responding to emergency incidents, using Emergency Medical Services skills, and engaging in fire code enforcement, public education, and station and equipment maintenance activities.

Essential Duties and Responsibilities:

- Responds to emergency incidents, fights fires, and utilizes either basic life support or advanced life support and/or paramedic skills.
- Uses firefighting equipment, including fire hoses or apparatus at emergency incidents.
- Assists in advancing hose lines and making hydrant connections.
- Directs water streams on fires.
- Administers emergency first aid to injured persons.
- Assists in the planning, development, and administration of all fire protection activities within the Town and Fire District.
- Directs and supervises subordinates.
- Assists in establishing operating policies, goals, plans, and objectives, and oversees their implementation.
- Assists in the preparation, justification, and implementation of department budgets.
- Remains responsible for review, processing applications, reports, records and other fire department related material.
- Assists in the enforcement and interpretation of codes, laws, and Town ordinances related to implementation of an effective community fire prevention program.
- Assists in public fire and safety education, development of community ties, including speaking at clubs, schools and other community events.
- Assists in fire cause analysis, fire investigations, working with allied agencies, assisting in the apprehension, arrest and prosecution of offenders.

Minimum Knowledge, Skills and Abilities:

- Must be 18 years of age or older.
- Must successfully pass a pre-employment medical examination, including a drug screen, fingerprint, background check, and reference check.
- Must be able to provide proof of U.S. citizenship or legal right to work in the United States.
- Must possess a valid US Driver's License.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Current CPR certification (must be attached to your application at time of submission).
- Knowledge of firefighting methods and modern fire prevention practices.
- Knowledge of the Uniform Fire Code and the procedures involved in inspections.
- Ability to learn heavy motorized fire fighting equipment operation and a variety of methods and tasks in firefighting, fire prevention, and related activities.
- Ability to function effectively in emergency situations.
- Ability to engage in moderate to strenuous physical activity and work long hours under emotional stress during emergency situations.

- Ability to participate in fire drills and physical fitness programs, and comply with department medical and fitness requirements.
- Ability to learn the street system and physical layout of the Town.
- Skill in understanding and following oral and written directions promptly and accurately.
- Skill in understanding and acting in accordance with departmental policies, rules, and instructions.

Fire Lieutenant

The Fire Lieutenant is responsible for managing the daily operation and maintenance of a fire station and the personnel, apparatus, and equipment assigned to that Station. The Fire Lieutenant serves as a company officer, supervising a crew of Firefighters and Paramedics assigned to a specific fire station on a specific shift. Fire Lieutenants supervise the crew and station apparatus dispatched to emergency scenes. Fire Lieutenants also perform a variety of administrative duties including training; reporting, record keeping, and correspondence; public relations and education; supervision, evaluation and disciplining of subordinates; station maintenance; fire investigation; Fire Safety Inspections and building Preplanning; etc. Lieutenants may serve in the capacity of incident commander at emergency incidents, until relieved by an appropriate officer. The Fire Lieutenant assumes the duties and responsibilities of the Fire Captain during tour-of-duty, but does not make changes in company routine unless approved by the Fire Captain, or upon orders of a Superior Officer.

Essential Duties and Responsibilities:

- Responds expeditiously to all emergency alarms of fire, medical, hazardous materials, automatic alarms, including mutual aid, etc.
- Ensures that personnel are employing appropriate levels of protective equipment, are safely on apparatus and properly restrained before responding to an alarm.
- Ensures that the apparatus is driven safely and that proper warning systems are used.
- Uses radio or other communications to provide situation and status reports while approaching or operating at emergency scenes.
- Conducts initial and continuing size-up at Fire or Emergency Scene
- Directs and performs rescue Operations, engine or ladder company Operations, water supply operations, ventilation operations, forcible entry operations, hose and extinguishment operations, salvage and overhaul operations, hazardous materials operations, and medical treatment and care.
- Acts as incident commander at emergency scenes until properly relieved.
- Conducts or assists Fire Investigations.
- Assists the Fire Captain in administering the affairs of the company.
- Advises the Officer relieving him/her of activities during tour-of-duty.
- Directs and performs equipment and apparatus inspection and maintenance.
- Directs and performs maintenance of fire station and grounds.
- Acts as Shift Commander when necessary.
- Assume duties of the Company Commander during prolonged absences of the Captain.
- Administers a departmental Area of Responsibility.
- Prepares reports regarding lost, stolen, or malfunctioning or broken equipment.
- Properly completes and processes injury reports.
- Prepares or ensures completion of reports or checklists based on inspections of equipment and apparatus.
- Prepares or ensures accurate completion of incident reports and Patient Care reports.
- Prepares personnel management reports such as schedules, trade requests, overtime records, etc.
- Prepare vehicle accident reports.
- Prepares written pre-incident plans.
- Records alarms, daily activities and events station journal
- Writes letters, memos, and other correspondence to members of the department or the public.
- Participates in writing or revising department procedures, policies, and protocols.
- Completes purchase requests.

Minimum Knowledge, Skills and Abilities:

- High school diploma or equivalent.
- Five years of fire fighting experience.
- Certification as an Emergency Medical Technician or Paramedic.
- Valid State of US Driver's License.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Extensive knowledge of a variety of computer software applications, especially Microsoft Office software.
- High level of interpersonal skills to handle sensitive and confidential situations and documentation.
- Knowledge of office administration procedures.
- Attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.
- Good to excellent spelling, grammar and written communication skills.
- Excellent telephone and oral communication skills.
- Ability to maintain a high level of confidentiality.
- Good organizational skills.
- Detailed knowledge of current fire codes, ordinances and geography of the Town.

Parks & Recreation

Administrative Assistant/Center Assistant

The Parks & Recreation Administrative Assistant performs intermediate skilled administrative support work, preparing and maintaining department information and providing administrative support, and related work as apparent or assigned. Additionally, the Parks & Recreation Administrative Assistant involves responsibility for performing and directing all recreation policies and procedures in accordance with State and Town laws and regulations and assisting and/or directing all functions of the Division of Recreation on behalf of the Deputy Commissioner. This position's work is performed under the limited supervision of the Parks and Recreation Director.

Essential Duties and Responsibilities:

- Provides administrative support for the department.
- Creates quarterly summary reports, Town Council communications, and other department reports.
- Researches and responds to requests for information on park site inquiries, trail access permits, and special event applications.
- Analyzes and prepares written and computer data.
- Prepares department's annual performance goal forms.
- Assists with park events or programs as required.
- Attends necessary training as defined by the Parks and Recreation Director.
- Supervises the clerical staff in their duties which include the processing of personnel records, payrolls, maintenance of files, general correspondence and other record keeping responsibilities.
- Facilitates staff conferences, which concern administrative procedures to be followed in carrying out various programs of the division.
- Trains new recreation employees.
- Supervises and expedites the preparation of recreation reports.
- Assists in the interview process for applicants for work and advises superiors on hiring and related personnel matters.
- Reads incoming mail and answers general correspondence as required.
- Performs related work as necessary for the efficient execution of administrative function of the division.

Minimum Knowledge, Skills and Abilities:

- High school diploma or GED, supplemental college coursework preferred.
- 3-5 years of experience or equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this position.
- General knowledge of standard office practices, procedures, equipment and office assistance techniques.
- Knowledge of Town departmental programs, policies and terminology.
- Ability to read and understand moderately detailed policies, procedures, ordinances, resolutions, state statute, site plans and other job related materials.
- Knowledge of state forms grant applications and state program rules.
- Knowledge of deeds and legal descriptions of property.
- Knowledge of the principles and practices of public administration.

- Ability to plan, organize, and coordinate the work of a large group of employees performing varied clerical operations.
- Ability to deal tactfully with administrative personnel, employees, and the public.
- Demonstrates abilities to work collaboratively in a team environment.
- Maintains punctual, regular, and predictable attendance.
- Maintains a neat and professional appearance and follows dress code protocol where assigned.

Parks & Recreation Director

The Parks & Recreation Director performs planning, administrative and supervisory work in the direction of parks and recreation programs for the Town. The Parks & Recreation Director is responsible for the administration of a comprehensive recreation program for the entire Town within budgetary limitations, including the management and control of all properties assigned to the department. Their work also involves planning, organization, promotion and direction of specialized recreational program and park activities for the department. Considerable independent judgment and initiative are required in performing the duties of the position. The Parks & Recreation Director is also required to maintain immense tact and courtesy with the general public.

Essential Duties and Responsibilities:

- Manages and supervises the parks and recreation program within budgetary guidelines and available resources and in consideration of requests, displayed interests from local officials and public input, and full utilization of available facilities to include park owned ball fields, reservation of park shelters, and gym use.
- Exercises direction of Parks and Recreation full and part time staff, contracted or seasonal personnel either directly or through subordinate delegation.
- Plans and directs a maintenance and repair program for recreational areas and facilities to include recreational buildings, parks, and grounds to include mowing grass on fields, lining of fields, spreading dirt, cleaning of restrooms, picking up trash and emptying garbage; and the use, upkeep, maintenance and repair of provided tools and equipment.
- Prepares the annual departmental budget proposal, submits final recommendations to the Town Manager.
- Directs and oversees the expenditure of all budgeted funds.
- Responsible for securing purchase orders, preparing and stocking concessions, timely approving and submitting invoices to be paid, collecting and submitting all collected revenues to the finance office as required, and submitting all grant documentation for reimbursement.
- Monitors revenues and expenditures assigned to the department to assure sound fiscal control, perform cost control activities, and assure effective and efficient use of budgeted funds, personnel, materials, facilities and time.
- Works with the Town Board of Commissioners in developing long range recreation programs and facilities according to anticipated Town growth and available resources, future interest and expanded parks and recreation needs.
- Organizes activities seasonally such as youth and adult athletic leagues and special events.
- Hires, trains, and develops a highly motivated staff.
- Promotes and publicizes recreation programs and activities.
- Responds to and resolves sensitive and difficult public inquiries and complaints.

Minimum Knowledge, Skills and Abilities:

- Bachelor's Degree in recreation, public administration or a closely related field.
- 1 to 2 years of experience in professional parks and recreation work, preferably with experience in a supervisory capacity.
- Considerable knowledge of the philosophy and objectives of public recreation.
- Considerable knowledge of the standard resources, materials, practices and facilities utilized in a parks and recreation program.
- General knowledge of the principles of supervision, organization and administration.

- General knowledge of current literature, trends and developments in the field of parks and recreation development.
- Ability to plan, direct and coordinate the work of subordinate employees.
- Ability to develop and implement a comprehensive parks and recreation program.
- Ability to express ideas effectively orally, in writing, and using current digital media.
- Ability to deal effectively with public officials, civic groups, and the general public.
- Ability to establish and maintain effective working relationships with subordinates, public officials, community leaders, educators, and professional groups.
- Requires the ability to compare and/or judge the readily observable, functional, and structural or compositional characteristics.
- Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.
- Extensive knowledge of the principles and practices of maintenance, construction, and use of public buildings and park facilities.
- Considerable knowledge of community recreation needs and resources.
- Working knowledge of the principles and practices of office management, work organization and supervision.
- Considerable knowledge of community recreation needs and resources.
- Working knowledge of the principles and practices of office management, work organization and supervision.
- Excellent customer service.

Program Specialist

The Parks & Recreation Program Specialist is responsible for leadership of recreational programs including participant and community relations. The Parks & Recreation Program Specialist is a working specialist position with responsibility for training, instruction, and coaching. This position is distinguished from the Recreation Program Coordinator in terms of experience as well as breadth of programs, participants, supervision, budgets, facilities, and other factors, and from Recreation Specialist in terms of their responsibility for program leadership. The ideal candidate is familiar with the neighborhoods and community dynamics surrounding recreation facilities or has the knowledge or desire of working in a diverse environment and serving as role models for youth.

Essential Duties and Responsibilities:

- Plans and coordinates the development, implementation of activities, programs, special events, and other initiatives designed to achieve the overall mission, goals, and objectives of the department.
- Oversees and administers the day-to-day operations of assigned programs and activities related to the department/division.
- Creates, produces, and delivers a range of promotional, educational, and informational literature, presentations, and/or resource materials related to program activities and initiatives.
- Plans, develops, and implements strategies for identifying and generating funding and/or resource opportunities for program activities, to include development of grant and other fundraising proposals.
- Serves as primary liaison with internal and external constituencies on certain matters relating to program activities.
- Represents the Town on various community committees/commissions.
- Organizes and performs recreational program specialty instruction and leadership duties such as pre-school, beginner, intermediate, and/or advanced team coaching and meets, checking and regulating specialty equipment, and backing up other recreation specialists.
- Leads, schedules, and monitors staff, volunteers, contract instructors, and other service providers.
- Trains and orientates new staff and back up Recreation Coordinators and others.
- Assists in the preparation of budget estimates and advises on the status of budgets.
- Responsible for equipment and supplies and for assisting on fundraising and grants.
- Serves as a resource to other staff and attend meetings, as needed.
- Attends various continuing education meetings, seminars, and workshops on behalf of the Department.

Minimum Knowledge, Skills and Abilities:

- High School Diploma or GED.
- 1-2 years training and/or experience in recreation program implementation or a related field.
- Ability to plan, organize, direct, lead, and troubleshoot daily operations, services, and safety of public recreation programs such as gym teams, teen centers, or other programs.
- Knowledge and physical ability to teach specialized recreational programs.
- Thorough knowledge of recreational services such as aquatics or gymnastics programs with knowledge of program management including program services and facility administration.
- Ability to effectively lead recreational services communications and publicity functions.
- Skill in forward thinking and ability to identify problems or issues and develop effective solutions, resolve complex problems, and gain cooperation among interested groups.
- Ability to lead others to common goals and to work cooperatively with other employees, division and department heads, and the public.

- Ability to accept direction for professional/departmental improvement.
- Knowledge of and ability to implement trends and practices in recreation services, management, and community needs and interests.
- Ability to work with a growing District and participate in collaborative activities.
- Ability to interpret and analyze program, regulatory, and management information.
- Ability to effectively manage and, when designated, monitor and lead diverse work activities of professional and technical colleagues in a manner conducive to proficient performance, high morale, and effectiveness throughout the Town.
- Ability to prepare and present clear and concise recreation service program plans and reports using applicable software.
- Skilled in planning and developing programs, events and projects for youth and adults, recruiting workers and volunteers for assistance with events and programs, and establishing and maintaining effective working relationships.
- Ability to effectively communicate verbally and in writing, to perform essential duties with limited supervision.

Recreation Assistant

The Parks & Recreation Assistant provides administrative support to the Parks & Recreation Department, and is tasked with providing exemplary customer service to patrons on a day-to-day basis. The Parks & Recreation Assistant works on developing, planning, and evaluating activities and events. They may also supervise and direct the work of Recreation Trainees, Aides, and volunteers. Additionally, a Parks & Recreation Assistant may be rotated or transferred to other facilities, and/or assignments based on department or seasonal needs.

Essential Duties and Responsibilities:

- Provides customer service to internal and external customers.
- Develops and distributes routine correspondence, marketing materials, and calendars.
- Receives and processes payments, applying payment to proper account and providing receipt of transaction when necessary.
- Picks up, sorts, copies, and distributes a variety of correspondence, deliveries, and mail.
- Opens, logs, and routes office mail.
- Responds to customer complaints and inquiries in a proactive and timely manner.
- Ensures that complaints needing further attention are directed to the appropriate supervisor.
- Performs routine building and facility security checks.
- Composes routine correspondence.
- Proofreads and edits; enters, scans, updates, and maintains information in spreadsheets, databases, and reports.
- Checks in/out and rents equipment.
- Maintains accurate equipment inventories.
- Assists with special events as needed.
- Assists with training new employees and coordinates cross-training opportunities.
- Monitors contractors for performance and adherence to the contract document.
- Makes recommendations for payments, fines, or contract adjustments.
- Develops and updates departmental administrative procedures and processes as needed.
- Leads special events and programs as needed.

Minimum Knowledge, Skills and Abilities:

- High School Diploma or GED.
- 1-2 years training and/or experience in recreation program implementation or a related field.
- Knowledge of the philosophy and objectives of public recreation.
- Knowledge of recreation activity and service areas.
- Ability to maintain positive and effective interactions.
- Ability to operate a cash register/point of sales terminal and perform simple mathematical calculations.
- Ability to establish and maintain effective working relationships.
- Knowledge of recreational and athletic equipment and related facilities.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
- Ability to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to communicate effectively with other members of the staff, supervisor, and the public.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Organizational and time management skills needed to meet deadlines.

- Must have the ability to work accurately with attention to detail.
- Ability to develop, interpret and implement local policies and procedures.
- Ability to understand and effectively carry out verbal and written instructions.

Police

Police Captain

The Police Captain Reports to a Police Commander, Assistant Police Chief, or the Police Chief. Under minimal direction, plans, organizes, leads, and evaluates the activities and personnel of a police precinct or division in the Town's Police Department. A Police Captain directs departmental operations, including administration of policies and procedures, and supervises the assignment and scheduling of operations and personnel in the department. In addition, the Police Captain functions as second in command of the police department, and assumes the duties of the Police Chief in his/her absence. An incumbent must be able to and must maintain the ability to carry a firearm. Supervision is exercised over a substantial number of subordinate level police officers, and other departmental personnel. Does related work as required.

Essential Duties and Responsibilities:

- Takes immediate command of personnel in emergencies and personally directs special operations/investigations.
- Performs administrative activities including budgeting preparation and monitoring, performance evaluation, preparation of a variety of reports, development of work plans, programs and long-range planning; evaluate the performance of personnel in performance of emergency and other duties; recommend or implement disciplinary actions.
- Originates, reviews and presents information to the Town Council.
- Provides technical and professional advice and recommendations related to levels of service and other related matters.
- Provides recommendations to the Police Chief for improvements in the service.
- Prepares and submits reports to the Police Chief as scheduled or directed.
- Assigns tasks to subordinates and reviews operations.
- Directs raids and makes arrests.
- Directs police activities at riots, serious crimes, fires or unusual disorders.
- Investigates crimes where unusual and/or difficult law enforcement problems are likely to occur.
- Oversees the preparation of duty charts, daily assignments and scheduling of employees, including setting up and maintaining vacation schedules, to ensure sufficient coverage.
- Prepares complex federal and state clerical reports of the activities of the police department.
- Investigates complaints regarding the activities of the police department.
- Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree in law enforcement, criminal justice, business or public administration, economics, or field related to precinct or division activities and goals.
- 3 years of progressively responsible public safety or police management experience, at the level of Lieutenant or its equivalent, including 1 year of leadership experience in a complex and diverse police service organization.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.

- Requires ability to pass a comprehensive background check.
- Thorough knowledge of the principles of police administration and methods.
- Thorough knowledge of the geography of the municipality.
- Thorough knowledge of scientific methods of crime detection and criminal identification.
- Thorough knowledge of controlling laws and ordinances.
- Familiarity with the operation of radio.
- Demonstrated ability to direct and instruct subordinate officers.
- Ability to deal courteously, but firmly with the public; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software.
- Good professional judgment.
- Good powers of observation.
- Tact; physical condition commensurate with the duties of the position.
- Ability to organize, direct and train several diverse units of subordinate supervisors and officers.
- Ability to deploy personnel and equipment in accordance with actual or anticipated crime occurrences or special events.
- Ability to assume substantial responsibilities in budget preparation and personnel management.
- Ability to use financial, technological and staff resources effectively for the planning, programming and promoting of services.
- Ability to set priorities, work well under pressure and meet deadlines.
- Ability to write accurate and comprehensive staff reports.

Police Chief

The Police Chief plans, directs, manages and oversees the activities and operations of the entire Police Department including law enforcement, crime prevention and crime suppression programs. The Police Chief additionally coordinates assigned activities with other departments and outside agencies, and provides highly responsible and complex administrative support to the Town Manager. As the Police Department is quite often involved with the public, it is recommended that the Police Chief develops positive relationships with members of the community.

Essential Duties and Responsibilities:

- Assumes full management responsibility for all department services and activities including law enforcement, crime prevention and crime suppression programs.
- Recommends and administers policies and procedures.
- Manages the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.
- Establishes, within Town policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures
- Plans, directs and coordinates, through subordinate level staff, the Police Department's work plan.
- Assigns projects and programmatic areas of responsibility.
- Reviews and evaluates work methods and procedures.
- Meets with key staff to identify and resolve problems.
- Assesses and monitors work load, administrative and support systems, and internal reporting relationships.
- Identifies opportunities for improvement, directs and implements changes.
- Develops and conducts problem solving and identification training exercises.
- Responds to questions and inquiries.
- Directs and assists with investigation of major crimes, accidents or other unusual incidents.
- Selects, trains, motivates and evaluates assigned personnel.
- Provides or coordinates staff training and career development.
- Works with employees to correct deficiencies.
- Implements discipline and termination procedures.
- Oversees and participates in the development and administration of the department budget.
- Approves the forecast of funds needed for staffing, equipment, materials and supplies.
- Approves expenditures and implement budgetary adjustments as appropriate and necessary.
- Explains, justifies and defends department programs, policies and activities.
- Negotiates and resolves sensitive and controversial issues.

Minimum Knowledge, Skills and Abilities:

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in criminal justice, police science, public administration or a related field. Master's degree preferred.
- 5 years of progressively responsible supervisory and administrative law enforcement experience including 3 years of experience equivalent to a Deputy Chief or equivalent position, or 5 years of experience equivalent to a Commander or equivalent position.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Current or prior North Carolina law enforcement experience is desired.

- Ability to develop and administer departmental goals, objectives and procedures.
- Ability to analyze and assess programs, policies and operational needs and make appropriate adjustments.
- Ability to identify and respond to sensitive community and organizational issues, concerns and needs.
- Ability to plan, organize, direct and coordinate the work of lower level staff.
- Ability to delegate authority and responsibility.
- Ability to select, supervise, train and evaluate staff.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to research, analyze and evaluate new service delivery methods and techniques.
- Ability to perform criminal investigations involving complex and sensitive situations.
- Ability to prepare and administer large and complex budgets.
- Ability to discharge firearms in a safe and effective manner.
- Ability to interpret and apply applicable Federal, State and local policies, laws and regulations.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.
- Ability to maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties.
- Knowledge of operations, services and activities of a comprehensive municipal law enforcement program.
- Knowledge of principles and practices of program development and administration.
- Knowledge of modern principles, practices and techniques of police administration, organization and operation.
- Knowledge of methods and techniques of investigation, identification and collection of evidence.
- Knowledge of law enforcement theory, principles and practices and their application to a wide variety of services and programs.
- Knowledge of principles and practices of crime prevention, suppression and law enforcement. Principles and practices of organization, administration and personnel management.
- Knowledge of methods and techniques of public relations.
- Knowledge of principles and practices of municipal budget preparation and administration.
- Knowledge of management skills to analyze programs, policies and operational needs.
- Experience in use of firearms and other modern police equipment.
- Knowledge of recent court decisions and how they affect department operations.
- Knowledge of principles of supervision, training and performance evaluation.
- Knowledge of principles and practices of municipal budget preparation and administration.

Police Lieutenant

The Police Lieutenant performs administrative, supervisory and technical staff functions, directs and coordinates the work of major elements of police line and/or support activities, and assists in the administration of the department or in the command of any of its divisions. The Police Lieutenant works as the head of their assigned area, and oversees all daily operations within that assigned area. A Police Lieutenant will report directly to a Police Captain, who in turn, reports any information directly to the Police Chief.

Essential Duties and Responsibilities:

- Assists in the development and implementation of department goals, objectives, policies, and procedures.
- Plans, develops, implements, directs, and controls specific public safety grants, programs, and activities as assigned.
- Provides overall technical and management direction/coordination to personnel in the assigned area of responsibility.
- Reviews operating procedures and makes recommendations for improvements.
- Assists in the overall departmental budget development and administration.
- Responds to highly complex and sensitive police-related matters, including major crime scene coordination.
- Prepares and presents technical surveys, studies, and other written reports on assigned projects.
- Performs all duties applicable to the rank of police officer, police corporal, and police sergeant with the Town Police Department.
- Coordinates departmental activities with other local departments and divisions and with outside agencies, organizations, groups, and individuals.
- Supervises, trains, motivates, and evaluates assigned staff.
- Investigates and takes appropriate action on complaints and personnel problems involving subordinate personnel.
- Acts for superior officers in their absence or at their direction.
- Attends meetings and makes verbal presentations as needed.

Minimum Knowledge, Skills and Abilities:

- Possession of a bachelor's degree from an accredited college or university with major coursework in police science, business, public administration, or a related field.
- 6 years of current law enforcement work, two years of which must have been in a supervisory capacity at the rank of police sergeant with a local or state law enforcement agency.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Knowledge of police administration principles, methods, and practices.
- Knowledge of current law enforcement and crime prevention principles, methods, practices, and techniques.
- Knowledge of pertinent federal, state, and local laws and ordinances.
- Knowledge of departmental policies, procedures, rules, and regulations.
- Knowledge of principles and practices of providing community-oriented police services.
- Knowledge of principles, methods and practices of modern management and budget development and implementation.
- Ability to plan, organize, and coordinate the work of subordinate personnel.
- Ability to analyze and address complex and sensitive police matters.

- Ability to communicate clearly and concisely, orally and in writing.
- Ability to properly interpret and make decisions in accordance with laws, regulations, and policies.
- Ability to establish and maintain effective work relationships with others.
- Ability to prepare and present complex technical studies, surveys, and reports.
- Ability to supervise, train, motivate and evaluate assigned staff.

Police Officer

A Police Officer performs basic law enforcement duties in accordance with the mission, goals and objectives of the Town Police Department and in compliance with governing federal, state and local laws. They are responsible for protecting persons and properties within the Town limits, enforcing criminal and traffic laws and Town ordinances. A Police Officer is also tasked with maintaining peace and order, preventing and solving crime through visible uniformed patrol or criminal investigations, working with residents, Town agencies, business officials, school officials, churches and youth to solve problems that threaten safety or lead to crime and fear of crime.

Essential Duties and Responsibilities:

- Enforces all laws and ordinances for which the Department is responsible.
- Protects the lives and property of all persons.
- Maintains peace and order within the Town.
- Develops and maintains a working knowledge of the appropriate federal, state and local laws, statutes and ordinances in order to ensure action in accordance with the legal requirements.
- Responds to all calls, both emergency and non-emergency as directed by a dispatcher or supervisor in a manner that is consistent with Department rules, regulations and general orders.
- Conducts mobile or foot patrols within assigned geographic areas at the direction of supervisor or own discretion according to existing policies and strategies in order to deter and detect criminal activity.
- Remains alert to the emergency needs of citizens and takes the appropriate action to protect life and property.
- Directs vehicular traffic as required in order to ensure a safe and orderly flow of traffic.
- Prepares and executes warrants or serves summonses in conformance with legal requirements and Department policies and procedures in order to comply with court orders or to complete Departmental investigations.
- Conducts investigation of various crimes and events.
- Assists prosecuting attorneys in the preparation of court cases and when required, testifies at judicial trials and hearings.
- Promptly, properly and accurately prepares and submits the required reports obtained as a result of any official assignment or investigation.
- Attends training courses assigned to increase and enhance professional knowledge and skill levels.
- Makes presentations to community organizations and groups as assigned.
- Secures crime scenes and gather and process evidence.
- Investigates accidents which may include motor vehicle, pedestrian and bicycle accidents.
- Maintains self in good health and physical condition.
- Maintains a professional decorum and displays a positive attitude in all dealings with citizens, supervisors and other Department personnel.
- Maintains an open relationship with area law enforcement officers/agencies in order to exchange information and to facilitate cooperative efforts.

Minimum Knowledge, Skills and Abilities:

- High school diploma or equivalent.
- Encouraged to possess a two-year community college degree or vocational school training in police science, law enforcement, criminal justice administration, public administration, or a related field.

- Must possess, or be able to obtain by time of hire, a valid North Carolina State Driver's License without record of suspension or revocation in any State.
- Criminal convictions and disqualifying criminal histories within the past seven years are not allowed.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Must be a U.S. citizen.
- Ability to observe situations analytically and objectively and to record them clearly and completely.
- Ability to understand, interpret, and enforce laws, ordinances, rules and regulations.
- Ability to develop skill in the use and care of firearms.
- Ability to deal effectively with associates and the public.
- Ability to develop partnerships among residents, resident groups, businesses, schools and youths to prevent or solve conditions/problems that lead to crime, fear of crime, or that threaten public safety.
- Knowledge of modern law enforcement principles, procedures, techniques, and equipment.

Police Sergeant

A Police Sergeant performs first-line supervision of the activities of sworn and/or non-sworn personnel on a shift who are engaged in patrol duty, Community Action Team, Bike Patrol, K-9, traffic regulatory activities, criminal investigations, community relations, crime prevention activities, internal investigations, inservice training activities, and special services including animal control. In addition, a Police Sergeant monitors and maintains security of assigned patrol district facilities in accordance with Homeland Security and Town policies. A Police Sergeant frequently participates in the work performed by subordinate officers, and may become involved in situations requiring extreme physical exertion.

Essential Duties and Responsibilities:

- Communicates with the general public and/or other employees in order to arrest criminal suspects, gather information during investigations, handle citizen complaints, and solve problems.
- Draws schedules and maps to schedule subordinates' work and beat assignments and implement strategic or tactical procedures.
- Implements Police Incident Command, when applicable.
- Sorts, separates, files, and distributes police reports to review subordinates' work and ensure follow-up investigation where necessary.
- Maintains the ability to perform all duties of a Police Officer, including making forceful arrests and firing a weapon.
- Compiles, inputs, and analyzes data to create reports and make recommendations.
- Detects alarms, sirens, gunshots, and other audible signs of warning in order to detect crimes, determine directions, and ascertain the seriousness of incidents.
- Observes, inspects, and monitors vehicles, traffic signals, people's behavior, suspicious activity, and subordinates' conduct and appearance to determine compliance with applicable laws, codes, and departmental policies/standards.
- Plans, prioritizes, assigns, supervises, and reviews the work of sworn law enforcement staff involved in traffic and field patrol, investigations, crime prevention, community relations, and related services and activities.
- Reviews incident reports, required forms, summons, records, and related documents prepared by subordinates to ensure accuracy and timely completion; correct or instruct officers to make corrections.
- Conducts a continuing review of assigned activities to identify problems and develop recommendations for improving services.
- Trains and evaluates assigned personnel.
- Assists with training and orientation of new employees.
- Provides training, guidance, and counseling to assigned personnel.
- Completes employee performance evaluations and reviews as required.
- Promotes career development of subordinates.

Minimum Knowledge, Skills and Abilities:

- An Associates or Bachelor's degree is highly desirable.
- Equivalent to the completion of the 12th grade supplemented by additional college level coursework and specialized training in law enforcement, criminal justice, police science, public administration, or a related field.
- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.

- Three years of full-time experience as a designated police officer.
- Ability to understand, interpret, apply, enforce, and make decisions in accordance with applicable federal, state, and local policies, laws, and regulations.
- Ability to interpret and explain Town policies and procedures.
- Ability to think clearly and act quickly in a variety of situations.
- Ability to judge situations/people accurately.
- Ability to effectively use and qualify with law enforcement tools and weapons including firearms, batons, defensive tactics, and other safety equipment.
- Ability to operate specialized law enforcement equipment including specialized police vehicles, radios, video systems, and radars. Conduct a variety of criminal and special investigations.
- Ability to gather, assemble, analyze, evaluate, and use facts and evidence.
- Ability to interview victims, complainants, witnesses, and suspects.
- Ability to analyze crime and service patterns and to develop effective, tactical responses.
- Ability to effectively present and communicate information/directions in one-on-one and small group situations to the general public and other employees of the organization.
- Ability to work irregular and on-call hours including weekends, evenings, and holidays.
- Ability to meet and maintain required peace officer employment standards.
- Ability to meet and maintain the departmental firearms qualifications standards.
- Ability to meet the physical requirements necessary to safely and effectively perform the assigned duties.
- Knowledge of law enforcement theory, principles, and practices and their application to a wide variety of services and programs.
- Knowledge of methods and techniques used in providing the full range of law enforcement and crime prevention services and activities including investigation and identification, patrol, traffic control, records management, care and custody of persons and property, and crime prevention.
- Knowledge of pertinent federal, state, and local laws, codes, and regulations including laws governing the apprehension, arrest, and custody of persons accused of felonies, misdemeanors, and petty offenses.
- Knowledge of rules of evidence pertaining to search, seizure, and preservation.
- Knowledge of techniques and applications of self defense and proper use of force.
- Knowledge of operational characteristics of police equipment, vehicles, and tools including firearms.
- Knowledge of firearms and other modern police equipment.
- Knowledge of methods and techniques used in interviewing witnesses, victims, or suspects.
- Knowledge of principles of business letter writing and basic report preparation.
- Knowledge of standard broadcasting procedures of a police radio system.

Planning/Inspection

Building Inspector (Any Level)

The Building Inspector is responsible for inspecting the safety and security of the building locations throughout the Town, including its structural qualities and construction documents. Building Inspectors coordinate with landowners or institutions to verify compliance with the Town's building regulations, and submits work orders and permits. In addition to ensuring compliance with local building regulations, the Building Inspector is also tasked with administering a variety of State and Federal bylaws and regulations, and issuing warnings and penalties if the aforementioned regulations are not met..

Essential Duties and Responsibilities:

- Reviews plans and applications, issues permits, and conducts necessary inspections for construction, repair and alteration of buildings and plumbing for conformance with regulations, including zoning compliance.
- Advises owners and contractors of required corrections or changes in installations, and inspects to confirm corrections have been made.
- May issue stop work order if deficiencies have not been rectified or where work is proceeding contrary to permit process.
- Estimates value of proposed construction and calculates permit fees.
- Surveys the Town for illegal buildings and land use activities, including performance of field investigations of alleged building and zoning bylaw violations.
- Answers inquiries relating to building matters, the Town's Building Code and the Town's Plumbing Code.
- Recommends when action should be taken in cases of violations.
- Assists Fire Departments on plan reviews and site inspections.
- Provides guidance and technical advice to the Town, participating municipalities, developers, designers, contractors, and the public to ensure that building development proposals comply with regulations.
- Generates monthly, quarterly and annual building statistical reports.
- Receives complaints and coordinates investigations of bylaw infractions related to building inspection.
- Follows local procedures and processes to ensure conformance to bylaws.
- Supervises the Town's building and plumbing inspection function and monitors systems to ensure a consistently high standard of service.
- Assists in the preparation of annual operating budgets for the building inspection function.
- Assists with preparation of departmental bylaws, amendments, policies and procedures.

Minimum Knowledge, Skills and Abilities:

- Preferred completion of a two-year diploma in building or civil technology, or trade qualification certification in carpentry.
- 3 years of supervisory experience.
- Knowledge of all phases and types of modern building and construction practices, methods, materials and equipment.

- Excellent interpersonal skills and demonstrated ability to handle a complex and varied workload.
- Ability to think creatively and develop an innovative approach to challenges.
- Ability to effectively and diplomatically communicate complex technical information, orally and in writing to contractors, developers, property owners, employees, consultants, other governmental agency representatives, elected officials and the general public.
- Ability to interpret Building and Plumbing Codes, local government ordinances, municipal bylaws, construction standards and regulations related to building construction.
- Knowledge of methods and techniques of building, electrical and mechanical inspection.
- Knowledge of computer and technical data entry pertaining to inspection reporting operational characteristics of inspection equipment and tools.
- Knowledge of occupational hazards and standard safety practices.
- Knowledge of basic computer functions and techniques and software applications for recording, scheduling and documenting inspection activities.
- Knowledge of major types of building construction, materials and methods.
- Knowledge of accepted safety standards and methods of building construction for commercial, industrial and residential buildings.

Chief Building Inspector

The Chief Building Inspector is responsible for providing technical expertise in conducting complex inspections and lead work in support of the Town's overall philosophy in building and zoning. The Chief Building Inspector performs a variety of supervisory, administrative and technical work in the conduct of building inspection, permit processing and code enforcement and compliance activities. The Chief Building Inspector ensures that the objectives of structural safety, fire safety, health, accessibility and the protection of buildings are addressed prior to occupancy; examines for approval or rejection, plans and specifications submitted in compliance with statutory provisions, standards, procedures and bylaw; and issues plumbing, building and sign permits. Considerable responsibility and independence of judgment is exercised in interpretation and enforcement of applicable regulations and performance is reviewed by a supervisor for technical adequacy, consistency and conformance to established practices to provide a high level of customer service.

Essential Duties and Responsibilities:

- Assumes major responsibility for policy and program development of the Building Division, including budget development and administration.
- Interprets and enforces the provisions of the Town codes including the Building, Mechanical, Plumbing, Electrical, Housing and Dangerous Building codes, Zoning Ordinances, and state laws.
- Issues building permits, stop work orders, demolition orders, and citations pursuant to this enforcement responsibility.
- Conducts the most complex field inspections of residential, commercial, and industrial structures.
- Identifies unsafe buildings and recommends condemnation procedures.
- Reviews and inspects housing and sanitation complaints.
- Assigns and conducts investigations.
- Establishes permit procedures.
- Analyzes permits for completeness and accuracy.
- Coordinates activities of the Building Inspection Division with other Town departments, divisions and outside agencies.
- Manages the development, implementation and maintenance of division goals, objectives, policies and procedures and priorities for each assigned service area.
- Monitors and keeps informed of current trends in the field of building inspection and code enforcement, including legislation, court rulings and professional practices and techniques; evaluates their impact and recommends policy and procedural modifications accordingly.
- Establishes positive working relationships with representatives of community organizations, state and local agencies and associations, Town management and staff, and the public.

Minimum Knowledge, Skills and Abilities:

- Equivalent to a Bachelor's degree in architecture, structural engineering or civil engineering.
- 5years of experience similar to that of a Building Inspector with at least two years of supervisory experience.
- Knowledge of operational characteristics, services and activities of a comprehensive building inspection and plans examining program.
- Knowledge of organizational and management practices as applied to the analysis and evaluation of Building Division programs, policies and operational needs.
- Knowledge of modern and complex principles and practices of building inspection and plans examining program development and administration.

- Knowledge of principles, practices and methods used in various building construction areas, including structural, plumbing, electrical and mechanical.
- Knowledge of principles and practices of program and budget development, administration and evaluation.
- Knowledge of methods and techniques of supervision, training and motivation.
- Knowledge of basic principles of structural design, engineering mathematics and soil engineering.
- Knowledge of applicable federal, state and local laws, codes and regulations.
- Ability to provide administrative and professional leadership and direction for the Building Division.
- Ability to plan, organize, direct and evaluate the work of subordinate staff. Supervise and participate in the establishment of division goals and objectives.
- Ability to read and interpret complex building plans and specifications.
- Ability to maintain ICBO certification through continuing education programs.
- Ability to identify and respond to community and Town Council issues, concerns and needs.
- Ability to interpret and apply applicable Federal, State and local laws, codes and regulations.
- Ability to organize, prioritize and follow-up on work assignments.
- Ability to analyze problems, identify alternative solutions, consequences of proposed actions and implement recommendations in support of goals.
- Ability to follow written and oral directions. Communicate clearly and concisely, both orally and in writing.

Code Compliance Officer

The Code Compliance Officer, is responsible for the investigation and documentation of apparent or alleged code violations, working with citizens and Town personnel on resolution of compliance issues, development and preparation of case files for prosecution by the Town Attorney, and the development and maintenance of appropriate records. Responsibilities include assisting and coordinating compliance activities with other Town departments and other Town, County, Federal and/or State agencies. This is a non-uniformed civilian enforcement position under a limited law enforcement commission including the ability to issue citations.

Essential Duties and Responsibilities:

- Conducts site visits, investigations, and review of records to evaluate circumstances in order to identify violations of codes, permits, and regulations.
- Researches a variety of public and other records in order to verify business/property ownership, location or other relevant information associated with compliance.
- Meets with developers, business owners, and residents to review violations, explain intent of the codes and to gain compliance.
- Writes letters directing compliance on specified issues.
- Determines whether there is probable cause to issue a citation and issues citations where appropriate.
- Processes applications for liquor/cannabis and special occasion licenses.
- Conducts review and analysis and approves or declines licensure in compliance with applicable regulations.
- Applies knowledge of a variety of Town codes, ordinances and regulations as required to resolve complaints or violations.
- Notifies individuals of actual or potential code compliance violations and of corrective action required.
- Provides information and education to citizens and interested third parties regarding code requirements, options and remedies.
- Assists and/or coordinates code compliance work with operational departments and other agencies to resolve code issues and/or plan code compliance approaches.
- Makes strategy recommendations for procedures to resolve violations and makes judgments regarding deviations from established procedures.
- Prepares and summarizes reports, records, evidence or other materials necessary for prosecution or other legal action under the direction of the Town Attorney.
- Testifies as required at hearings or court.
- Coordinates efforts with other departments to ensure appropriate action and uniformity of interpretation, application and enforcement of regulations and codes.
- Participates in regular inter-departmental discussions to review or assist in reviewing, developing and/or modifying code compliance strategies, policies and procedures.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree in planning, zoning administration, building or architectural design or a closely related field and a minimum of
- 2 years' experience in code compliance, building inspection or similar enforcement.
- Oral communications skills to convey technical code information to lay persons, to explain agency procedures and consequences of code violations.
- Writing skills for the production of reports and correspondence.
- Strong computer skills, including word processing and database applications.

- Ability to exercise discretion and protect privileged or confidential information.
- Ability to work independently, to plan and organize work in an efficient manner.
- Ability to display tact, diplomacy and the ability to gain cooperation from the public in the correction of code compliance deficits.
- Ability to maintain composure when challenged and under stressful conditions.
- Ability to establish and maintain effective working relationships with staff and agency personnel.
- Ability to establish and maintain legal and effective records systems for the code enforcement function.
- Strong knowledge of the compliance requirements of a wide variety of municipal codes, regulations and ordinances including nuisance codes, street and sidewalk codes, environmental and land use regulations, codes and permits, water and sewer codes, parks regulations, handicapped access regulations, billboard and sign codes, fire, building, dangerous building and housing codes, and other similar Town codes, and regulations.
- Knowledge of effective investigative techniques including the rules of evidence and evidence preservation techniques.
- Working knowledge of governmental functions and processes, including the legal system.

Planning Director

The Planning Director is responsible for administering the activities of current and advanced planning for the Town. The Planning Director also serves as staff advisor to the Town Council, Planning Commission and Board of Adjustment, and is responsible for implementing all aspects associated with land use planning and development projects. The Planning Director serves as the public face of the Planning Department and as a key part of the strategic management of the Town. This position requires a confident, self-disciplined person who can develop and maintain relationships which may be used to facilitate high-quality development in a growing Town. Moreover, the Planning Director provides administrative, supervision and technical work regarding the Town's current and long range planning programs for the Town specifically related to the development and implementation of land use and related municipal plans and policies.

Essential Duties and Responsibilities:

- Analyzes community needs and develops programs to meet these needs in accordance with established Town policies and available resources.
- Serves as technical and professional advisor to the Town Council, Planning Commission and other commissions and committees, as assigned by the Town Manager, regarding matters pertaining to planning and zoning.
- Recommends to the Planning Commission planning and zoning regulations and subsequent revisions thereto.
- Monitors compliance with zoning and subdivision ordinances.
- Maintains official maps, records and files related to areas of responsibility.
- Meets and confers with groups and organizations concerning planning and development services.
- Determines work procedures, prepares work schedules, and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operations.
- Issues written and oral instructions.
- Assigns duties and examines work for exactness, neatness, and conformance to policies and procedures.
- Maintains harmony among workers and resolves grievances; performs or assists subordinates in performing duties; adjusts errors and complaints.
- Prepares a variety of studies, reports and related information for decision-making purposes.
- Supervises the development and implementation of growth management, land use, economic development, utility, housing, transportation, park and open space, facilities, solid waste or other plans and codes to meet the Town's needs and any intergovernmental agreements or requirements.
- Supervises the evaluation of land use proposals for conformity to established plans and ordinances.
- Develops and maintains a database of information for planning purposes.
- Responds to local citizens inquiring about local planning and zoning regulations and ordinances.
- Resolves complex disputes between planners and applicants, as required.
- Serves as a member of various staff committees as assigned.
- Attends professional development workshops and conferences to keep track of trends and developments in the field of municipal planning.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree in a related field from an accredited university or college.
- 4 years of progressive municipal planning experience (or equivalent), experience at supervisory level desired.

- Proficiency with Microsoft Word, Excel, PowerPoint, as well as land use, land development plan review, site plan review, Town policies and procedures.
- GIS experience preferred.
- American Institute of Certified Planners (AICP) certification desired.
- Excellent writing and organizational skills.
- Knowledge of the principles and practices of planning and zoning.
- Knowledge of planning theory and principles and practices of land use planning.
- Knowledge of methods and techniques of subdivision design.
- Knowledge of methods and techniques of effective technical report preparation and presentation.
- Knowledge of research methods and sources of information related to urban growth and development.
- Familiar with principles of economics, statistics and land use.
- Knowledge of regulations and procedures regarding environmental issues.
- Ability to plan, develop and implement department procedures and objectives.
- Ability to coordinate, manage, strategize and/or correlate data and/or information.
- Ability to proactively recognize the need for and implement improvements to policies, processes, procedures and other strategic areas.
- Ability to identify and implement creative solutions to complicated technical issues.
- Ability to maintain effective working relationships with political units such as the Town Council, Planning Commission and Board of Adjustment, state and county officials and/or various special interest groups and the general public.
- Ability to be firm yet tactful in enforcing the local Comprehensive Plan, subdivision regulations and zoning code.
- Ability to seek, accept and implement strategic direction from Town Management.
- Ability to understand the organizational structure of the Town and current policy issues affecting the Town.
- Ability to research, analyze, prepare and recommend amendments to the Town's zoning and land use.
- Ability to review and understand current legislation affecting planning practices and policies.
- Ability to work on several complex planning projects simultaneously and successfully coordinate these activities.
- Ability to analyze site design, terrain constraints, circulation, land use compatibility, utilities and other urban services.

Principal Planner

The Principal Planner is an integral member of the team responsible for development and implementation of the planning program for regional public transportation. The Principal Planner executes efforts in support of the agency's planning work program with a particular focus on management of large, highly-visible, and/or complex projects, and independently strategizes and initiates activities to secure the agency's full participation in the support and development of transit in our region. The Principal Planner ensures integration of planning functions with other agency departments. This position reports to the Manager of Planning & TOD.

Essential Duties and Responsibilities:

- Executes departmental and agency priorities in coordination with broad discretion and limited oversight.
- Provides guidance on strategic approach to securing transit as a mode and transit projects within the regional planning environment.
- Initiates, secures funding for, and supervises consultant studies associated with planning objectives.
- Develops scopes of services, independent cost estimates, and procurement documents; leads selection of planning consultants; and negotiates consultant contracts.
- Independently supervises consultant work, including active management of project scope, schedule, budget, risks, and quality management.
- Manages cost, schedule and other project controls data and maintains files through direct input of this project-related information, correspondence and documentation in the e-Builder system.
- Oversees work conducted by transportation planners, land use planners, and technicians.
- May perform technical planning tasks including GIS analysis, mapping, and document production.
- Facilitates productive engagement with staff from other GoTriangle teams such as finance, operations, transit partnerships, communications, real estate, and project delivery.
- Develops materials and makes presentations to the GoTriangle Board of Trustees, other elected and appointed Boards, business, community and other groups.
- Develops and maintains effective working relationships with senior technical staff and administrative staff and elected officials of regional local governments and appropriate State and Federal officials.
- Other duties as assigned.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree from an accredited four-year college. Coursework in Transportation Planning, Urban Planning, Environmental Planning, Engineering, Architecture, Public Administration, Public Policy, or related fields is desirable. A Master's degree in Transportation Planning is preferred.
- AICP certification is preferred.
- Seven years of progressively responsible experience in a state or local transportation planning organization, consulting firm, or similar.
- Expert-level understanding of planning, financing, implementing, and organizing a regional transportation planning program. Particular experience in transit or transportation planning is required.
- Working knowledge of state and federal requirements applicable to transportation planning and consultant procurement.

- Ability to develop program objectives and work independently to advance several program objectives at once in coordination with departmental management.
- Exceptional level of interpersonal skills required to effectively communicate with government officials, staff, and the general public.
- A working understanding of PCs, including advanced skills in SharePoint, Excel, Powerpoint, and Word.
- Experience using or overseeing use of GIS.
- Experience using project management software such as e-Builder is preferred.

Public Works

Maintenance Technician

The Maintenance Technician position is responsible for performing manual labor related to the maintenance and repair of public works properties. The Maintenance Technician encounters a wide diversity of work situations, in which the position involves a moderate degree of complexity or difficulty due to the variety of maintenance assignments. The Maintenance Technician often performs duties with little direction given. Work is normally checked or verified by the Town Supervisor. Errors in work or judgment could result in additional costs, delays or liabilities to the Town decisions are normally made within Town organization policy constraints.

Essential Duties and Responsibilities:

- Performs a variety of installation, repair or maintenance duties in support of public works or parks and recreation projects.
- Performs maintenance support to projects in areas such as water, sewer, street maintenance, parks, pools, storm water, street sweeping, solid waste, street signage, cemetery, building/facilities, etc.
- Inspects, maintains, replaces, repairs and installs water and sewer lines.
- Provides swimming pool maintenance.
- Performs road repairs, fire-hydrant maintenance, street signage replacement/repair, street grading, snow removal, etc.
- Maintains park grounds, flower beds, etc. by cleaning up refuse, mowing, irrigation, etc.
- Operates refuse trucks and equipment, performs routine maintenance, and collects refuse/garbage.
- Provides maintenance/operation support to the cemetery.
- Installs water meters/services.
- Performs maintenance and repair work on equipment and vehicles.
- Cuts grass, remove brush, and/or provide other vegetation control services.
- Maintains local buildings.
- Performs other related duties as assigned.

Minimum Knowledge, Skills and Abilities:

- High school education or vocational training specializing in mechanics, grounds maintenance, welding, and/or related areas and a minimum of two to four years practical experience, or equivalent.
- Position may require other specific certifications related to the work performed.
- Valid US Driver's License.
- Possess a good and varied knowledge of Public Works maintenance processes, techniques, materials and equipment.
- Ability to operate a variety of power and hand tools, trucks, and heavy equipment.
- Possess good interpersonal skills and the capacity for teamwork.
- Ability to use discretion in all contacts.
- Ability to perform problem analysis, perform basic math, creatively solve work problems, and provide a high level of customer service.
- Ability to speak, read, write, and understand English.
- Ability to make decisions based on sound judgment leading to logical conclusions.

- Use of independent judgment, decision making, applying interpersonal and customer service skills, and participating in a team environment.
- Ability to complete motions of the body to complete public works maintenance and repair work.

Public Works Director

The Public Works Director plans, directs, manages and oversees the activities and operations of the Public Works Department including waterworks, sanitation, maintenance, source control, and engineering. The Public Works Director works alongside many other departments throughout the Town, and coordinates assigned activities with other Town departments and outside agencies; and provides highly responsible and complex administrative support to the Town Manager.

Essential Duties and Responsibilities:

- Manages and plans the activities of all public works divisions.
- Ensures coordination of activities with other departments.
- Reports to and advises Town Manager and officials on public works and utilities projects and activities.
- Researches and recommends and implements operational changes; recommends policy changes to the Town Manager.
- Manages selection, promotion, training, counseling and disciplining of department personnel in consultation with the Town Manager.
- Meets with subordinate supervisors to solve more complex problems, sets priorities and deadlines, and provides guidance and direction.
- Coordinates projects such as studies and equipment purchases.
- Prepares bid specifications and evaluates bid proposals.
- Makes field inspections of public works projects to review progress and ensure completion.
- Participates in site plan and subdivision review.
- Conducts correspondence, and prepares a variety of administrative reports on departmental activities as requested or as needed.
- Engages in considerable personal contact with citizens concerning service requests and complaints.
- Investigates and decides or recommends actions.
- Coordinates projects with other departments.
- Represents the Town with industrial and civic leaders.
- Attends Town Council meetings to represent the department.
- Prepares and recommends department operating budget.
- Monitors and approves departmental expenditures.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree in civil engineering, public administration or related field. Masters degree preferred.
- Six years of increasingly responsible experience in public works or engineering, including three years of administrative and supervisory responsibility.
- Thorough knowledge of the principles and practices of public works administration, planning, and construction.
- Thorough knowledge of related town policies.
- Thorough knowledge of the equipment and materials used in the construction, maintenance and repair of streets, water, wastewater, and electrical lines, buildings, and grounds.
- Considerable knowledge of laws, regulations, and requirements related to public works and utilities.
- General knowledge of management practice and theory.
- General knowledge of governmental budgeting, personnel, and purchasing practices.

- General knowledge of related engineering principles and practices.
- Ability to prepare records and reports.
- Ability to plan, organize and direct the work of a wide-ranging staff.
- Ability to maintain effective working relationships with Town officials, other public officials, employees, contractors, and the general public.

Street Superintendent

The Street Superintendent works under the office of the Public Works Director, and administers comprehensive Streets, Grounds, Facilities and Fleet Maintenance Programs for the Town. The Street Superintendent also provides technical assistance to Town staff in areas of responsibility such as Grounds Maintenance which includes parks, playground areas, public spaces, street medians and backup landscaping, street trees, trails and related structures and landscaped areas. Street maintenance is also an important part of the position, this includes street pavement, storm drainage, and sidewalk maintenance and repair, pavement legends/stripping public signage; street sweeping, graffiti abatement and work furlough programs.

Essential Duties and Responsibilities:

- Oversees daily operation of the various public works divisions.
- Ensures that required duties of the department are carried out.
- Prioritizes requests for services and coordinates them with the required duties.
- Ensures that department personnel perform their duties.
- Monitors job performance and corrects inefficiencies.
- Provides direction to achieve departmental goals.
- Keeps the Town Administrator informed on key projects and any problem areas.
- Provides planning of future projects.
- Prioritizes projects and adjusts schedules as conditions change.
- Determines estimated costs to be used for budgeting purposes.
- Prepares annual operating and capital budgets for Highway, Water, Wastewater, and Cemetery Divisions.
- Analyzes ongoing operations to provide feedback on the adequacy and efficient use of financial resources. Approves payroll and accounts payable.
- Interacts with engineering firms retained on the town's behalf on various projects.
- Analyzes recommendations from consultants with the best interests of the town in mind.
- Interacts with public works officials from other towns, officials from various agencies, and contractors to carry out the work of the department.
- Sets priorities, develops preventive maintenance programs and ensures that all assigned divisions are maintained at an optimum level within cost and staffing limitations.

Minimum Knowledge, Skills and Abilities:

- Academic course work at the bachelor's degree level or higher in a related discipline is preferred.
- Minimum two years of related public works or construction experience.
- Valid US Driver's License required.
- Considerable knowledge of street and storm sewer maintenance and repairs.
- Considerable knowledge of park maintenance and forestry.
- Thorough knowledge of applicable local policies, laws and regulations affecting department activities.
- Skill in operating the tools and equipment needed to perform the job.
- Ability to plan, organize, assign, direct, review and evaluate comprehensive municipal maintenance activities.
- Ability to select, train, motivate and evaluate assigned staff.
- Ability to develop, implement and interpret policies, procedures, goals, objectives and work standards.
- Ability to analyze problems, evaluate alternatives and make creative recommendations.
- Ability to read and interpret plans and specifications and guidelines.

- Ability to establish and maintain effective working relationships with those contacted in the course of the work.
- Ability to represent the Town effectively in meetings with others.
- Ability to maintain accurate records and prepare clear and concise reports and correspondence.

Wastewater Operator

The Wastewater Operator is responsible for supervision and direction of primary, advanced secondary, solids handling, plants processes, industrial pretreatment program and control systems, and is responsible for recommending budgets, standards, and technical systems to ensure continuous and proper operation of the wastewater treatment plant. Error or negligence in supervision or performance could jeopardize wastewater facilities and put public health at risk; result in loss of life, property, financial resources, and equipment; and violate water quality, air, and other standards. The Wastewater Operator works under federal, regional, and North Carolina State regulations and procedures for wastewater treatment as well as Town and departmental policies and procedures.

Essential Duties and Responsibilities:

- Plans, organizes and directs the day-to-day operation of the wastewater treatment plant.
- Schedules work activities and personnel, and arranges for chemicals, supplies and equipment as needed.
- Determines service levels and establishes operating criteria for operators.
- Reviews operation and recommends facility improvements.
- Jointly responsible for supervision of Plant Operators with the Chief Operator - Water Treatment, including recommending employee hiring, training, supervision, evaluations, disciplinary actions, vacation scheduling, etc., of plant personnel.
- Provides training for skills development, safety and working with hazardous materials.
- Oversees lab data and operation to ensure proper function of the treatment plant processes.
- Coordinates wastewater and solids handling operations with maintenance and laboratory activities to minimize operational conflicts and optimize process control.
- Holds signatory responsibilities on submission of compliance reports.
- Produces reports in order to inform annual budget needs for the section; includes researching information for capital expenditures, and performing cost analyses for items such as energy costs, solids handling processes, odor control, and plant upkeep and maintenance.
- Develops and implements policies and procedures for proper operations of wastewater primary, secondary, and solids handling facilities.
- Compiles operational data and makes performance decisions to optimize treatment plant and solids handling equipment performance for the protection of public health, the environment, and to maintain compliance with the Clean Water and Clean Air Acts.
- Implements asset management strategies and utilizes computerized systems such as maintenance management, warehouse inventory, geographic information, and archive systems to schedule, assign, track and record work requests and monitor program accomplishments.
- Maintains records on assets and services; accesses maps and drawings of Town infrastructure.
- Responds to customer requests, and identifies improvements to the plant's asset management program.
- Assists the Superintendent of Plants on capital projects for plants and other facilities which may include serving as project manager as assigned.
- Provides operating data to engineers, reviews construction documents, or recommends changes appropriate to operations.
- Oversees the work of vendors and consultants, and works with engineers and other personnel as needed on capital improvement plans.

Minimum Knowledge, Skills and Abilities:

- Two years vocational or college coursework in technical areas such as environmental science, civil engineering, and/or computer technology.

- Four years of experience required in the wastewater-related plant operations industry involving automated systems and advanced unit processes associated with secondary treatment. Must include two years of supervisory experience with responsibility for leadership, scheduling, training and skills development.
- Excellent written and oral communication skills for working with a diversity of personnel and citizens.
- Strong skills in leadership, supervision, problem analysis, and decision making, planning and scheduling, interpersonal sensitivity, adaptability/flexibility, stress tolerance and time management.
- Ability to attain skills in cost analysis, budget development, and analysis.
- Ability to identify problems and perform basic troubleshooting on machinery and associated systems.
- Ability to establish and maintain effective working relations with employees, engineers, vendors, colleagues and supervisors.
- Ability to identify training needs, develop materials, and instruct operators.
- Ability to formulate written policies and procedures.
- Ability to courteously and tactfully receive and respond to emergency calls from the public.
- Ability to accept on-calls status and be available to respond to on-call circumstances.
- Ability to lead and respond effectively in emergency, hazardous, or other high stress circumstances.
- Knowledge of technical standards and procedures required for the operation and maintenance of a wastewater treatment facility involving multiple advanced unit processes associated with secondary treatment such as activated sludge, sludge solids handling, and computer-based control systems, maintenance and laboratory operations.
- Knowledge of computer applications to process control, scheduling, data recording, and reporting. Familiarity with laboratory database systems, Microsoft Excel and Word.

Wastewater Superintendent

The Wastewater Superintendent performs a variety of administrative and supervisory responsibilities in assuring efficient operation of Town Water and Wastewater operations. This includes supervising plant operations ensuring that all units are being used in the most efficient manner and that quality is being maintained. In addition to having oversight of the Wastewater operations, the Wastewater Superintendent oversees the entire Wastewater budget. As such, the position inherently requires significant interpretive judgment in variation from established standards and procedures.

Essential Duties and Responsibilities:

- Directs the day-to-day operation of the water and wastewater crews.
- Assigns work to the various crews.
- Monitors the progress of each work assignment daily.
- Establishes priorities to deal with emergencies and unanticipated needs.
- Assists the Public Works Director in hiring, training, disciplining, and evaluating employees.
- Represents the water and wastewater division at various Town meetings as required.
- Compiles various reports regarding water and wastewater.
- Provides information on such to the public, outside, and inside agencies.
- Handles personnel difficulties that need to be corrected.
- Provides technical assistance and consult with other departments on matters pertaining to water standards and maintenance.
- Supervises and oversees compliance with Federal, State, and local water quality standards.
- Monitors gauges, meters and control panels to record what is necessary in performing required laboratory tests.
- Performs managerial and administrative duties including supervising employees and preparing budget.

Minimum Knowledge, Skills and Abilities:

- High School diploma or equivalent.
- 5 years experience of wastewater treatment facility or collect system operations, preferred.
- Knowledge of operational characteristics, services, and activities of a Municipal Public Works program.
- Knowledge of management skills necessary to analyze programs, policies, and Departmental operational needs.
- Knowledge of principles and practices of municipal budget preparation and administration.
- Knowledge of principles of supervision, training, and performance evaluations.
- Knowledge of pertinent Federal, State, and local laws, codes, and regulations.
- Ability to establish and maintain effective professional working relationships with elected officials, Town manager, department heads, other employees, and the general public.
- Ability to identify and respond to community issues, concerns, and needs.
- Ability to prepare clear and concise administrative and financial reports.
- Ability to analyze problems, identify alternative solutions, and implement recommendations.
- Ability to establish and maintain substantial contact with the public.
- Good oral and written communication skills.
- Good listening skills.
- Manual dexterity.

Water/Sewer Technician

A Water/Sewer Technician performs skilled work in the installation, maintenance and repair of pumps, motors, and other mechanical equipment associated with the water distribution, wastewater collection and wastewater treatment systems. The Water/Sewer Technician is distinguished by their responsibility for maintaining and repairing electrical and mechanical equipment associated with the water distribution, wastewater collection, and wastewater treatment systems. They may provide technical direction and supervision to Water and Sewer Maintenance crews in the absence of the Water and Sewer Supervisor.

Essential Duties and Responsibilities:

- Conducts daily preventive maintenance inspections of water pump stations, water reservoirs and wastewater lift stations to ensure proper operation of pumps, pump motors, and pump seals.
- Cleans wastewater pump impeller of rags and other materials, ensures the pumps are receiving balanced utilization and notes electrical and pump meter readings on station records.
- Gathers and tests samples from the water distribution system including turbidity and chlorine tests to ensure the water meets the standards established by the County Health Department.
- Repairs and maintains the wastewater lift stations including rebuilding pumps and motors, replacing pump packing, cleaning wet wells, greasing and lubing motors and pumps, and repairing backflow prevention devices.
- Installs pumps, controllers and timing devices, and assists in the installation of telemetering equipment.
- Cleans, repairs and adjusts electrical control systems, mechanical equipment and hydraulic and pump control valves.
- Adds deodorizer chemicals to the lift stations to control odor; tests the wastewater effluent for dissolved oxygen, pH and suspended solids to ensure the wastewater effluent complies with standards established by the State and checks and repairs the flowmeters to ensure their proper operation.
- Operates a variety of power construction and maintenance equipment used in the Sewer and Water Department.
- Identifies and repairs leaks in the water distribution and wastewater collection systems.
- Checks the valve functioning of backflow prevention devices to prevent backflow of wastewater into the water distribution system.
- Maintains irrigation sprinklers by cleaning and adjusting heads, digging up and repairing broken lines and altering automatic controls as necessary.
- Operates manual sprinkler systems at designated points to irrigate parks and other landscaped areas.
- Installs irrigation systems.
- Repairs the more complex parts of park irrigation systems such as automatic controls, and diagnoses the more difficult problems including calculation of water pressures.

Minimum Knowledge, Skills and Abilities:

- High school diploma or GED and 1 year of related experience and/or training; or equivalent combination of education and experience.
- Thorough knowledge of equipment, facilities, materials, methods and procedures used in public water supply and distribution systems, and sewer collection systems.
- Working knowledge of pipe installation, connection, and repair.
- Knowledge of standard practices, methods, tools and materials used in mechanical maintenance trades.

- Knowledge of pumps, controllers and motors commonly found in water distribution, wastewater collection and wastewater treatment systems.
- Knowledge of general work methods related to electrical system maintenance and repair.
- Knowledge of methods outlined in Standard Methods for collection and testing of samples from the water distribution and wastewater treatment systems.
- Knowledge of mechanical maintenance record keeping systems.
- Knowledge of methods and procedures for establishing a preventive maintenance program.
- Ability to operate and care for all tools, equipment and materials used in the installation, maintenance and repair of pumps, irrigation systems, controllers and motors commonly found in water distribution, wastewater collection, and wastewater treatment systems.
- Ability to install and repair irrigation systems.
- Ability to inspect, clean and maintain mechanical equipment.
- Ability to collect and test water and wastewater samples.
- Ability to read and record readings of meters and related instruments.
- Ability to perform manual work such as shoveling and digging.
- Ability to respond appropriately to emergency situations.
- Ability to locate valves and water/sewer mains from maps or drawings.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.