



**The City of Dover
ACCOUNTANT I
Non-Bargaining Pay Grade: 124**

Employment Status: Full time	Department: Finance
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Lori Peddicord	Preparation Date: 6/27/2023

Job Overview

The Accountant I will perform professional accounting work; examine, analyze and verify fiscal records and reports; assist in the preparation of financial reports and provide advice and information on accounting practices and procedures. This position will provide work direction to technical and clerical employees, perform related and other work as required all within the context of the City's Mission, Vision.

Essential Duties and Responsibilities

- Performs professional accounting work in accordance with a prescribed accounting system and generally accepted principles of accounting.
- Verifies budget authorizations; verifies, approves, and screens fiscal documents such as warrants and requisitions.
- Assists in annual report preparation.
- Analyzes and reconciles expenditure and revenue accounts and coordinates various accounting records with information received from data processing.
- Assists in the preparation, analysis, and review of reimbursements, expenditures, fund condition, or other proprietary and budgetary accounts.
- Verifies financial reports and statements and accounts and records of expenditures.
- Reviews entries made to various financial records for proper coding and maintenance of proper accounting procedures.
- Maintains general ledger and reconciles detailed accounts to general ledger controlling accounts.
- Reconciles City-owned vehicles as listed on the fixed assets with the City Clerk's registration records.



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- Maintains records for City's fixed assets group of account.
- Conducts audits of various petty cash funds, evaluation cash handling procedures for compliance with accepted accounting practices.
- Assists with the various payroll and accounts payable activities normally performed by other accounting personnel.

Required Skills, Knowledge, and Abilities

- Knowledge of accepted principles and interrelationships of accounting, auditing, and fiscal management; of accounting systems and data processing interrelationships; of modern office methods, procedures, and equipment; and of spreadsheet software.
- Ability to effectively apply accounting and auditing techniques and procedures in the work performed; to prepare clear, complete, concise reports to communicate effectively orally and in writing; and to establish and maintain cooperative relationships with those contacted in the course of work.
- Proficiency and demonstrated skills in Microsoft Office Products.

Education and Experience

- Requires associate degree in accounting.
- Two years of accounting and financial reporting experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



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The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ADMINISTRATIVE ASSISTANT TO THE CITY MANAGER
Non-Bargaining Pay Grade: 125

Employment Status: Full time	Department: City Manager
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 8/28/2023

Job Overview

The Administrative Assistant to the City Manager position is to provide complex administrative, organizational, and clerical support. This position is responsible for managing operations of the City Manager's Office. The position will also work under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Overseas daily operations of the City manager's office interacting with citizens and other departments to provide information/assistance and resolve issues and compliance.
- Supervises assigned personnel, including training, assigning and evaluating work, counseling, and disciplining.
- Gathers and maintains information/data to prepare periodic and special reports for the area of responsibility.
- Prepares and types of correspondence, memoranda, documents, reports, emails, and other materials observing strict confidentiality; takes and transcribes dictation.
- Schedules and maintains calendar appointments for the City Manager and for the Mayor in his secretary's absence.
- Performs administrative functions such as preparing the City Manager's portion of the City Budget and preparing packets for committee meetings.
- Proofreads and edits correspondence, newsletters, and other materials prepared by City personnel.
- Attends staff, committee, and other professional meetings to exchange information and/ or to take minutes; transcribes minutes and distributes copies as required.



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- Performs routine office tasks such as setting up and maintaining filing systems, processing mail, taxing, and photocopying.
- Collects, classifies, and formats data or information.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires associate degree or the equivalent of two years of college or specialized vocational training in computer operations and business management.
- Requires four years of related experience

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform



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the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
Fire Administrative Manager
Pay Grade: Enter Pay Grade # 132

Employment Status: Full time or Part time Full-time	Department: Fire Department
FLSA: Exempt	Supervisory Responsibility: Yes or No Yes
Direct Supervisor: David Carey, Fire Chief	Preparation Date: 10/17/2023

Job Overview

The essential function of the position within the organization is to perform and oversee Fire Department administrative and operational tasks as determined by Fire Department Staff. The position is responsible for supervising staff, planning, training, performing quality assurance audits, facilities and equipment, policy and regulation compliance, maintenance logs and records and preparing reports for the Fire Department. The position works independently, reporting major activities through periodic meetings. This position is required to support fire suspension activities as needed and responsible for the actions of others. This position reports and works under the Direction of the Volunteer Fire Chief.

Essential Duties and Responsibilities

- **PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*
- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Interacts with the public to provide fire department related information regarding such matters as recruitment, safety and fire prevention, and to assist with resolution of issues/complaints.
- Sets up and maintains record system; processes daily paperwork including follow-up and other reports, memos, and personnel information; prepares correspondence as required.



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- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Stays abreast of changes in National Fire Protection Association (NFPA) standards and Dispatch certifications affecting area of responsibility and educates staff in same.
- Oversees and assists with maintenance of equipment of responsibility.
- Attends or conducts meetings with the general public, and other professionals to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.
- May be required to work special/weather events. For example, Severe weather, winter storms and other special events as needed.
- Prepares and types of correspondence, memoranda, documents, bids, reports, spreadsheets, e-mails, work orders, claims, permits, or other materials observing strict confidentiality; takes and transcribes dictation; performs research as required.
- Performs accounting tasks such as receivables, journal entries, billing, audit and collection, processing invoices, purchase orders, handling petty cash, or month end closing.
- Screen telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.
- Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings. Schedules and maintains calendar of appointments for assigned personnel; makes travel arrangements.



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- Compiles information/data and assists in preparation of departmental budget.
- Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.
- Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.
- Maintains inventory of supplies for area of responsibility; requisitions supplies and/or office equipment.
- Assists with organization of department- or City-sponsored functions.
- Assist with organizing daily activities for the Fire Chief, President and Vice President and department.
- Assist with workman's compensation, vehicle accident and injury claims for the fire department.
- Attends staff and other professional meetings to exchange information and report back to the Fire Chief.
- Maintains inventory of supplies for the department and equipment installation and repair; orders replacement materials, equipment and supplies as required.
- Monitors maintenance of facilities and equipment for the department, performing periodic inspections to ensure work is being done properly and in a timely manner.



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- May be required to act as an Incident Commander, Officer, Firefighter, Driver or support personnel as required by the Fire Chief.

- Perform all other duties assigned by the Fire Chief.

Required Skills, Knowledge, and Abilities

- **DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

- Planning or directing others in the sequence of major activities and reporting on operations and activities which are very broad in scope.

- **PEOPLE RESPONSIBILITY:** *People refer to individuals who have contact with or are influenced by the position.*

- Counseling or instructing/training others through explanation, demonstration and supervised practice or making recommendations based on technical expertise.

- **INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

- Leads or handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, faxes or other office equipment, vehicles, or cameras and video equipment.



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- **ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

- Responsibility and opportunity for achieving moderate economies and /or preventing moderate losses through the management of a small division; handling supplies of high value or moderate amounts of money consistent with the operation of a small division.

- **SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the public.*

- Requires considerable responsibility for the first-line supervision of the provision of continuous enforcement of the laws and standards of public health and safety.

- Subject to exposure to serious injuries and/or death.

- **MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

- Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

- **COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

- Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar.



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- **COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

- Performs coordinating work involving guidelines and rules, with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressures.

- **IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*
- Impact of decisions is very serious – affects the public or loss of life and/or damage could occur, and probability is very likely.

Education and Experience

- **EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

- Requires, the equivalent of two years of college or vocational school education or related experience in business management. Public administration, emergency management, fire science, fire executive leadership, fire protection administration or equivalent.

- **LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

- Requires valid Delaware Driver's License, Delaware Emergency Vehicle Operator and any other job-specific certification.

- Requires Delaware and/or national certification (National Fire Prevention Association or National Board on Fire Service Professional Qualification) as a Fire Officer I, and Driver/Operator.



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- Preferred Delaware and or National certification (National Fire Prevention Association or National Board on Fire Service Professional Qualification) in at least one of the following major areas of responsibility: fire instructor I, fire officer II, Rescue Technician and EFD Certified.
- **EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*
- Requires four years' experience in fire administration, fire suppression training or fire prevention.
- Requires four years' experience and working knowledge of current labor laws and human resources best practices.
- Experience with Kronos time management, Tyler, Munis systems is preferred
- Possess strong organizational, composition and typing skills Candidate must be detail oriented
- Follow oral and written directions, multi-task and work under pressure
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy
- Candidate must be customer/public service oriented and exercise problem solving skills



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Working Conditions, Physical Requirements

- Work is performed in an indoor and field environment.
- Operates a computer and other office productivity machinery such as a calculator, copy/fax machine, and computer printer.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand.
- Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).
- Frequently moves boxes weighing up to 10 pounds across fire station for various needs.



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- Work may be performed in high, precarious places, confined and awkward spaces or in high traffic areas.
- May be exposed to traffic, equipment and fire hazards, extreme heat, smoke, carcinogens, biohazards, adverse weather conditions, temperature and noise extremes, dusts, odors, toxic, caustic chemicals and pathogenic substances.
- Subject to unusual fatigue a high level of stress from irregular working hours and incident call activity.
- Requires the ability to lift, bend, climb (stairs, ladders, fence, etc.) walks (on normal, uneven and slippery surfaces, sit, stand for various time frames.
- Must lift/carry up to 10 pounds frequently and up to 100 pounds occasionally.
- Must be able to drive and operate responding apparatus and vehicles equipped with lights and sirens.
- Must be able to use hands for fingering and handling objects, tools, or controls, and writing.
- Requires the strength and stamina to perform fire suppression duties.



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- Must be able to make critical decisions and direct others under extreme conditions.

- Must effectively communicate orally and in writing.

- The examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position and is subject to change as the needs of the Department and the requirements of the job change.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ASSISTANT CITY CLERK
Non-Bargaining Pay Grade: 127

Employment Status: Full time	Department: City Clerk
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Andria Bennett	Preparation Date: 8/29/2023

Job Overview

The Assistant City Clerk position is a professional position with a high degree of responsibility for managing all aspects of constituent services and Council affairs, including policy research and implementation, coordination of Council and committee meetings, and service as the point of contact for constituents and interest groups on municipal matters. The incumbent is called upon to maintain impartiality while balancing and protecting the interests of the City, the citizenry, and members of the Council. While attending to the ever-shifting priorities faced by a municipality on a daily basis, the incumbent is responsible for a multitude of cyclical duties including Council and Committee meeting preparations, municipal and special elections, and records management. Decision-making and working independently are fundamental to this position.

The position requires a vast amount of specialized and detailed knowledge regarding the City's Municipal Code; parliamentary procedures; election procedures, records retention; database management; technology related to recording software and a variety of computer programs; implementation of the Freedom of Information Act; and several municipal procedures for actions such as rezonings, annexations, referendums, and the adoption of ordinances.

Essential Duties and Responsibilities

- Assists in the management and coordination of all Council affairs and events, including scheduling, monitoring, and tracking all proceedings before the Council and actions taken by the Council.
- Serves as a liaison between staff and Council, providing advice and assistance to all groups in accomplishing City business.
- Serves as point of contact for constituents, assisting them in presenting their concerns to staff and Council and providing advice on municipal matters.



The City of Dover
ASSISTANT CITY CLERK

Non-Bargaining Pay Grade: 127

- Oversees assigned personnel, including training, assigning and evaluating work, and prepares time sheets. Counseling and disciplining in the absence of the Director of Council Affairs and Constituent Services.
- Prepares and types correspondence, resolutions, proclamations, ordinances, meeting agendas, memoranda, documents, reports, or other materials observing strict confidentiality.
- Attends staff, Council/Committee, and other professional meetings to exchange information and/or to take minutes; transcribes and distributes minutes to appropriate personnel.
- Assists with the preparation and conducting of City elections.
- Conducts property annexations; prepares for property rezoning.
- Performs research for Council, staff, and citizens.
- Performs administrative tasks such as tracking budget for Clerk and Council, providing monthly budget reports for Council assisting with maintaining files/records, and coordinating records retention/ destruction.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a minimum of three years' experience.
- The job duties of the Assistant City Clerk require a vast amount of specialized and detailed knowledge regarding the City's Municipal Code; parliamentary procedures; election procedures, records retention; database management; technology related to recording software and a variety of computer programs; implementation of the Freedom of Information Act; and several municipal procedures for actions such as rezonings, annexations, referendums, and the adoption of ordinances. Because the Clerk and Assistant Clerk play such a pivotal role between the Council and the staff/public, the implications of failure to understand this information are serious. It would be impossible to assimilate the depth of knowledge required in a period of less than three (3) years.
- Requires Associate's degree, vocational technical degree or specialized training that is equivalent to satisfactory completion of two years of college education

Working Conditions, Physical Requirements



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- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ASSISTANT CITY MANAGER
Non-Bargaining Pay Grade: 141

Employment Status: Full time	Department: City Manager
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 8/28/2023

Job Overview

The Assistant City Manager position is to assist with the oversight and directing of operations for the City of Dover. The position is responsible for assisting with staff supervision, long-range planning, development of policy and procedures, management of daily operations of the City, preparing budgets, and for evaluating, documenting, and reporting on events and activities for the area of responsibility. The position develops and implements programs within organizational policies; and reports major activities to executive-level administrators through conferences and reports.

Essential Duties and Responsibilities

- Supervises departments/ staff. Including assisting with establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Direct administrative matters such as preparing and oversight of City budget, administering expenditures, developing and recommending City CIP, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.
- Serves on the City's labor negotiating team.
- Assists with the goal, objective, policy, and procedure development and implementation for City activities and programs in consultation with elected or appointed officials, senior management, department heads, and department staff.



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- Performs long and short-range planning for the City in collaboration with the City Manager and City Council, participating in the development and implementation of new programs and services to support and encourage the City's growth and development.
- Advises and consults with elected and appointed officials, commissions, department heads, staff agencies, civic or private groups, individuals, and other issues, problems, policies, and procedures related to City services.
- Represents the City on regional and local boards or committees and at meetings concerning City issues as directed; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant City issues or programs.
- Conducts research to discover new methodologies or to find solutions for unresolved problems.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a Master's degree in public administration, finance, business management, or a closely related field.
- ICMA accreditation is required within two (2) years of time.
- Requires eight years of related experience. Experience with labor negotiations and public utilities including public power is required.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



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The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ASSISTANT LIBRARY DIRECTOR
Non-Bargaining Pay Grade: 125

Employment Status: Full time	Department: Library
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Brian Sylvester	Preparation Date: 8/28/2023

Job Overview

The Assistant Library Director position is to assist in overseeing and directing operations of the Dover Public Library. Under the supervision of the Library Director, the assistant Library Director serves as second in command and is responsible for staff supervision, planning, training, budget, policy, procedures, the facility, library materials, and reporting. Decision-making is a significant part of the job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible for assisting in developing policy and practices.

Essential Duties and Responsibilities

- Serves as acting Library Director in the absence of the Library Director.
- Develops, plans, and implements library goals and objectives; recommends and administers policy and procedures.
- Serves as department head for one or more of the following, library departments: Technical Services, Circulation Services, Adult Services, Youth Services.
- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; assists with project completion as needed.
- Coordinates with third party vendors, including custodial and security services, to ensure timely completion of contracted services.
- Provide customer service to patrons through reader advisory, reference, and circulation functions.
- Develops, plans, promotes, and participates in programs and events.
- Oversees and participates in collection development, reviewing, and updating.
- Assist with the development and implementation of policy and procedures.



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Non-Bargaining Pay Grade: 125

- Oversees, reviews, and approves expenditures for area of responsibility; provides fiscal data or preparation of the annual budget.
- Writes and administers library program grants.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires an ALA-accredited Master of Library Science degree.
- requires a minimum of ten years' experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 50 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



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The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ASSISTANT TO THE DIRECTOR OF COUNCIL AFFAIRS AND CONSTITUENT SERVICES
Non-Bargaining Pay Grade: 122

Employment Status: Full time	Department: City Clerk's Office
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Andria Bennett	Preparation Date: 11/15/2023

Job Overview

The Assistant to the Director of Council Affairs and Constituent Services position is to provide administrative, organizational, and clerical support. The position is responsible for tasks of responsibility for the assigned department. The position works under general supervision independently developing work methods and sequences.

This is high-level, administrative work involving the performance of responsible administrative duties in the City Clerk's Office (Office of Council Affairs and Constituent Services). Considerable judgment and initiative are required in establishing or adapting work procedures to new situations, and in performing varied clerical and administrative services to support the City Council and the City Clerk (Director of Council Affairs and Constituent Services). The work requires knowledge of the functions and standard terminology of many departments. The work is reviewed upon completion but frequently no check is made of data compiled or records prepared. Supervision is exercised over electrical assistants. Requires almost constant decision-making affecting coworkers, customers, clients, or others in the general public. Work is performed in a moderately fluid environment with guidelines and rules but requires frequent variations from the routine.

Essential Duties and Responsibilities

1. Serves as an Administrative Assistant in the Clerk's Office
General Statements of Duties (Administrative Assistant)
 - Interacts with other departments, citizens, and City Council to provide information/assistance and resolve issues and complaints.
 - Performs administrative such as preparing paper and electronic packets for Council and Committee meetings.



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ASSISTANT TO THE DIRECTOR OF COUNCIL AFFAIRS AND CONSTITUENT SERVICES

Non-Bargaining Pay Grade: 122

- Prepares and types of correspondence, memoranda, documents, reports, spreadsheets, emails, or other materials observing strict confidentiality; takes and transcribes dictation, and performs research as required.
- Proofreads and edits correspondence newsletters, and other, materials prepared by City personnel.
- Attends staff, committee, and other professional meetings to exchange information and/or to take minutes; transcribes minutes of meetings in which several speakers participate, or take and transcribes difficult dictation involving technical terminology, prepares meeting agendas; and distributes copies as required.
- Performs routine office tasks such as setting up and maintaining filing systems, processing mail, faxing, and photocopying.
- Supervises assigned personnel, including training, assigning and evaluating work, and counseling.
- Performs accounting, screening telephone calls and visitors; provides routine and sensitive information, routes person to appropriate department/personnel, or takes messages.
- Serves as a receptionist, screening telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.
- Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings.
- Schedules and maintains a calendar of appointments for the City Clerk (Director of Council Affairs and Constituent Services) and City Council members; makes travel arrangements.
- Compiles information/data and assists in the preparation of departmental budget.
- Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.
- Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.
- Maintains the inventory of supplies for the area of responsibility; requisitions supplies and/or office equipment.
- Assists with the organization of department- or City-sponsored functions.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility; makes copies and distributes to appropriate personnel/departments.

Required Knowledge, Skills, and Abilities: Thorough knowledge of office terminology, procedures and equipment and of business arithmetic and English; excellent word processing skills; good knowledge of



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ASSISTANT TO THE DIRECTOR OF COUNCIL AFFAIRS AND CONSTITUENT SERVICES

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elementary bookkeeping; ability to transcribe dictation; ability to follow complex oral and written directions; demonstrated ability to maintain complex clerical records and prepare reports from such records; ability to make decisions in accordance with ordinances, regulations and established policies where errors could easily result in additional costs to the City; ability to make relatively complex mathematical computations rapidly and accurately; ability to plan and supervise the work of others; good judgment; willingness and ability to adapt to new office procedures as required; working knowledge of computers and office applications; regular and timely attendance; performance of duties in a safe manner.

2. Serves as City-Wide Records Management Coordinator

General Statement of Duties (Records Management)

Working within the City Clerk's Office (Office of Council Affairs and Constituent Services), this position is responsible for the implementation and maintenance of the City Records Management Policy, which includes the maintenance, storage, retrieval, retention, and disposal of City documents.

Distinguishing Features of the Class (Records Management)

This is a highly responsible position that involves organizing, prioritizing, and coordinating records activities to ensure documents are maintained in accordance with City policies and applicable state and federal laws. Activities of the records management system shall include manual and electronic records. Work also involves researching and tracing documents and correcting inaccuracies in permanent records. This individual shall serve as the coordinator for all city departments and shall develop, or assist in the development of, records management procedures specific to those departments consistent with federal and state laws, the City Charter, and the City Code, and shall serve as the City's liaison with the Delaware Public Archives. Will involve working with records that are confidential. Considerable judgment is required to make independent routine decisions consistent with City and departmental policies and procedures; the position receives minimal supervision.

Examples of Work (Illustrative Only) (Records Management)

- Engages in the maintenance, storage, retrieval, retention, and disposal of records and files.
- Plans, organizes, and maintains the records for the City, working directly with each department's assigned records coordinator.
- Monitors, reviews, and evaluates the work of City staff engaged in records maintenance to ensure conformance with City policies and state and federal laws.
- Responsible for handling requests of the Mayor, Council, staff, and citizens about researching records for information.
- Assists in developing training schedules, records retrievals, and destruction of records in accordance with legal requirements.
- Coordinates optical imaging system activities and manual record-keeping functions.



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- Develops and implements records. Keeping procedures for the maintenance and control of records and reviewing and auditing files for accuracy.
- Responsible for working with other departments with records retention, including having their records incorporated into an imaging system, meeting archiving requirements, and records disposition.
- Acts on behalf of the City Clerk (Director of Council Affairs and Constituent Services) to ensure retention schedule compliance of all city records and, when archiving requirements have been met, assists in the disposition of records.
- Analyzes, interprets, and verifies applicability of laws, rules, and standards and communicates with appropriate staff/officials to ensure proper interpretation and requests corrected documentation when there are discrepancies.
- Evaluate and analyze records systems, making recommendations for new/revised policies, procedures, goals, projects, and priorities.
- Maintains manual and computer records and develops a variety of operational reports.
- Performs related work as required. The above information is designed to indicate the general nature and level of work performed within this job classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of positions assigned to this classification.

Required Knowledge, Skills, and Abilities (Records Management)

Knowledge of the principles and practices of records management. Must have knowledge of or willingness to learn imaging systems and operating procedures for accessing records as well as the City Charter and Code and state and federal laws, rules, regulations, standards, practices and requirements of applicable records management procedures. Knowledge of office terminology, procedures, equipment, methods, and techniques of recordkeeping and report preparation. Skill in organizing and coordinating projects and functions. Skill in locating and retrieving records. Must be customer/public-service oriented. Ability to protect confidential information. Ability to present ideas effectively both orally and in writing. Ability to establish recordkeeping systems. Ability to lift heavy storage boxes or records (up to 50 lbs.) to/from shelving. Ability to interpret legal documents and communicate effectively. Ability to enter and retrieve data from computer programs and systems. Ability to make decisions in accordance with laws, ordinances, and regulations, and establish procedures where errors could easily result in additional costs to the City. Ability to type accurately using word processing equipment.

Acceptable Experience and Training (Records Management)

Experience in the principles and practices of records management; knowledge of legal documents and terminology. Knowledge of records, databases, and word processing systems. Ability to follow complex oral and written instructions and ability to communicate effectively. Completion of standard high school



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or equivalent is desired; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

3. Serves as City-Wide Freedom of Information Officer (FOIA)

General Statement of Duties (FOIA)

Working within the City Clerk's Office (Office of Council Affairs and Constituent Services), this position is responsible for facilitating access to information held by the City of Dover by receiving and assessing requests, assigning requests to the appropriate department, monitoring the progress of the coordinated information disclosure process, and subsequently disclosing information requested of the organization under the Freedom of Information Act (FOIA). The person in this position ensures that FOIA requests are handled in accordance with relevant legislation, with appropriate consideration of risks to the organization, including compliance with terms of agreements entered with vendors and other suppliers of goods and services.

Distinguishing Features of the Position (FOIA)

This is a highly responsible position that involves organizing, prioritizing, coordinating, and responding to FOIA requests. As a principal decision maker, this individual ensures that an appropriate level of disclosure of information under FOIA takes place in a timely manner and in accordance with the law, balancing legal requirements for disclosure against the interests of the organization and the community it serves. The person in this position determines the appropriate City departments that hold the requested records and refers requests accordingly or performs internal research to locate paper and electronic records relating to requests. The individual reviews all responses to ensure appropriate content. The employee receives general (but not continuous) direction from the supervisor and, therefore, must be able to prioritize and manage requests without supervision. The work is demand-driven via requests from the public which must be delivered within timelines outlined within FOIA. The employee strives to prevent the waste of valuable municipal resources by identifying inappropriate or onerous requests and developing strategies to address such requests.

Examples or Work (Illustrative Only) (FOIA)

- Receives all FOIA requests addressed to the City, assesses the nature of the request, refers requests to the appropriate department, tracks progress to ensure a timely response is delivered, and ensures compliance with all requirements of information requests under FOIA.
- Protects against the inappropriate disclosure of information, while retaining compliance with legislation and giving full consideration to the public interest.
- Confers with and advises City staff concerning the potential release of sensitive and complex information.



The City of Dover

ASSISTANT TO THE DIRECTOR OF COUNCIL AFFAIRS AND CONSTITUENT SERVICES

Non-Bargaining Pay Grade: 122

- Identifies the risks that the disclosure of requested information might pose to the organization or members of the public and, when necessary, consults with the City Clerk (Director of Council Affairs and Constituent Services) and/or City Solicitor to develop an appropriate response within the framework of FOIA.
- Develops procedures, systems, and strategies to allow for the coordination of information flow between departments and timely response to requests in accordance with the requirements of FOIA.

Required Knowledge, Skills, and Abilities (FOIA)

- A thorough understanding of freedom of information and privacy issues.
- A thorough understanding of the principles, concepts, and best practices of records management and the State of Delaware Local Government Records Retention Schedule.
- An understanding of relevant legislation, regulations, and procedures which govern the City of Dover.
- An understanding of the work of the public entity and the public sector at large.
- An understanding of information technology issues relating to records and information management.
- A good understanding of records and information management, especially in the areas of access to information; information classification, retention, and disposal; and the management of records in a mixed media environment.
- Experience in developing policy and procedures for implementation across different parts of an organization, preferably three years relevant experience including FOIA and/or records management.
- Experience training internal staff.
- Time management and prioritization skills which enable adherence to strict reporting deadlines.
- Ability to apply complex professional standards and ethical practices relating to FOIA and records management pertaining to the fair and balanced provision of access to information as well as maintenance of the integrity and physical safety of public records.
- Ability to develop, implement, and monitor record-keeping procedures and systems effectively within the City.
- Excellent oral and written communication skills and the ability to communicate effectively in person and in writing with the general public, staff, and legal counsel.
- Qualities of integrity and diplomacy, with the ability to discuss sensitive matters with confidence and tact.
- Ability to work under pressure and prioritize the workload effectively in order to meet compliance deadlines.
- Ability to make decisions and resolve potential conflicts between information holders and requestors.



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Non-Bargaining Pay Grade: 122

- Demonstrated ability to continuously maintain and develop knowledge and expertise in relevant legislative and procedural areas.
 - Ability to initially familiarize other staff members with FOIA and the requirements for responding or withholding information.
 - Ability to develop and implement procedures, including forms and tracking systems, that enable the City to respond efficiently and lawfully to requests for access to information in accordance with the Freedom of Information Act.
 - Ability to facilitate public access to information by advising requestors of their rights; assisting them to formalize their requests; and receiving, processing, researching, coordinating, and responding to their requests.
 - Ability to promote awareness and understanding of FOIA and best practices in records management to all City staff.
4. Serves as Municipal Election Inspector

Distinguishing Features of the Position (Election)

This is a highly responsible position that involves organizing, prioritizing, and coordinating activities leading up to and through the conclusion of the City's municipal election in accordance with State law and City Charter and Code requirements. Considerable judgment is required to make independent routine decisions consistent with State law, municipal code, and departmental policies and procedures; the position receives minimal supervision. The employee will serve as an Election Inspector on Election Day and will be responsible for monitoring all election activities at the polling place to ensure adherence to State and municipal mandates.

Examples of Work (Illustrative Only) (Election)

- Provides proper notice of vacancies, filing requirements, deadlines, registration, election information, and absentee ballot availability.
- Receives and verifies candidate petitions, prepares ballots for voting machines and absentee voting, and receives and processes absentee ballots by mail or in person.
- Obtains polling places and election workers and prepares for and conducts municipal elections for Mayor and City Council.
- Works with confidential records to compile and produce registered voter lists.
- Provides accurate information in response to election-related inquiries from the public and candidates for election. Meets with individual candidates to explain the election process and procedures.

Required Knowledge, Skills, and Abilities (Election)

A thorough understanding of State and local election laws; familiarity with Microsoft Access



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Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- High school diploma or a GED
- One (1) year of college or specialized vocational training in computer operations and business administration.
- Two (2) years of experience as an administrative assistant.
- Must be detail-oriented and possess strong organizational, composition, and typing skills.
- Ability to work under pressure, multi-task, and follow complex oral and written directions.
- Must be customer/public service oriented, exercise problem-solving skills, and possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Freedom of Information Act (FOIA) Records Request Management System Experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



The City of Dover
ASSISTANT TO THE DIRECTOR OF COUNCIL AFFAIRS AND CONSTITUENT SERVICES
Non-Bargaining Pay Grade: 122

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ASSISTANT TREASURE
Non-Bargaining Pay Grade: 134

Employment Status: Full time	Department: Finance
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor:	Preparation Date: 8/28/2023

Job Overview

The Assistant Treasurer position is to manage the day-to-day financial operations of the Finance Department, under the general guidance of the Director. Incumbents anticipate and plan for future work programs, determine the nature and scope of projects, and make staff assignments.

Responsible for providing assistance in developing and overseeing the administration of policies and procedures and work products. Formulates and communicates goals and policies to subordinates, superiors, and others throughout the City organization. The position has a primary responsibility for cash management, investments, oversight of disbursements and payroll, pension funds, and debt management. The position is responsible for the integration of financial systems, staying current on applicable tax laws and regulations, and internal control risk assessments. The position has a responsibility for ensuring a high degree of accuracy and quality in all financial documents and in developing systems to efficiently and accurately make decisions.

The position is recognized as a seasoned and fully proficient accountant and/or financial analyst and financial administrator. The position requires a self-directed and motivated employee. It is distinguished from other Financial Management staff by the overall responsibility for the direction of the financial planning or operations of the Finance Department. The position acts on behalf of the Controller/Treasurer in his/her absence.

Essential Duties and Responsibilities

- Assists the Controller/Treasurer in carrying out the functional and operational responsibilities of the department in accordance with sound accounting and financial management principles. Evaluate the effectiveness of department policies and procedures and recommend and implement needed changes. Communicates department philosophy, goals, and objectives to subordinate staff.



**The City of Dover
ASSISTANT TREASURE**

Non-Bargaining Pay Grade: 134

- Organizes, coordinates, and manages the day-to-day activities of subordinate divisions/teams in the Finance Department. Prepares and administers budgets, prepares work programs and objectives for the division, trains and supervises employees, oversees the selection of employees, conducts performance appraisals, and otherwise administers personnel policies and procedures. May delegate some or all these duties to subordinate staff.
- Responsible for providing assistance with investment management, cash flow projections, and debt management and reporting. Coordinates the timing of inter-fund transfers investment redemptions and purchases.
- Serves as liaison for the Finance Department in the provision of financial information and resolution of problems with user departments.
- Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; modifies policies, procedures, or methodologies based on findings.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Graduation from an accredited four-year college or university with a degree in Accounting or Finance.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



The City of Dover
ASSISTANT TREASURE
Non-Bargaining Pay Grade: 134

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
BILLING SUPERVISOR
Non-Bargaining Pay Grade: 125

Employment Status: Full time	Department: Customer Service
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Patricia Marney	Preparation Date: 8/29/2023

Job Overview

The Billing Supervisor position is to manage the utility billing system. The position is responsible for supervising personnel, planning, training, utility bills, customer service, and reporting. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Supervises assigned personnel, including training, assigning and evaluating work, counseling, coaching, mentoring, and disciplining.
- Oversees operations of the utility billing system; ensures accuracy and timeliness of work; fills in for Billing Clerk as required; ensures completion of internal audits.
- Interacts with customers, co-workers, and other departments to answer questions and resolve issues/complaints concerning utility bills.
- Tests and develops training and procedures for upgrades to the computer system.
- Evaluate and prepare billing for large commercial utility accounts.
- Manages the accounts receivable system; reconciles receivable accounts with general ledger.
- Receives request forms from various departments and prepares billing for miscellaneous invoices and special assessments.
- Manages retention of storage records; coordinates transfer of stored material to the warehouse; specifies records for destruction in accordance with state guidelines.
- Covers for absent supervisors.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility.
- Attends or conducts staff meetings to exchange information.



**The City of Dover
BILLING SUPERVISOR**

Non-Bargaining Pay Grade: 125

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires an associate degree in accounting, business management, or a closely related field.
- Requires four years of related experience with two years of supervisor experience

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
BUDGET ANALYST
Non-Bargaining Pay Grade: 128

Employment Status: Full time	Department: City Manager
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 8/29/2023

Job Overview

The Budget Analyst position is to review and monitor the annual operating budget and multi-year capital budget, support the City's strategic planning efforts, and contribute to policy discussions. Responsible to complete and manage special projects that require extensive research and formal reports. This position will review and monitor department budgets, purchasing activities, and performance indicators. The Budget Analysis will interface with all City departments on behalf of the City Manager's Office. The Budget Analyst position makes frequent decisions. Reports to the City Manager.

Essential Duties and Responsibilities

- Create, review, complete, and monitor the annual operating and multi-year capital budgets.
- Establishes the time frame for budget preparation and disseminates budget materials for preparation. Evaluates submitted departmental proposals as to fiscal impact and prepares reports of findings for administrative review.
- Financial and budget management of approved operating and multi-year capital budgets.
- Supports the City's strategic planning efforts.
- Coordinating and monitoring budgetary and purchasing activities.
- Informs appropriate staff budget inefficiencies and works with them on the installation, maintenance, and review of proper budgetary controls.
- Work with assigned departments to identify, analyze, and prioritize operational needs and revenue projections.
- Perform simple complex financial analysis to include rate modeling, multi-year budget projections, and personnel cost projections.
- Research and prepare reports, review and interpret statistical information, and perform quantitative analysis.



**The City of Dover
BUDGET ANALYST**

Non-Bargaining Pay Grade: 128

- Articulate policy recommendations that define the issue or problem; provide viable options; and present sound analysis justifying the recommended action/policy direction, both orally and in writing.
- Facilitate consensus-building among stakeholders.
- Make formal presentations to the public regarding budget and strategic planning issues.
- Perform duties associated with special projects.
- Meets attendance requirements.
- Coordinating or determining time, place, or sequence of operations for activities based on analysis of data or information and may implement and report on operations and activities.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in accounting, business administration, public administration, business management, or a closely related field, or equivalent.
- Requires five years of experience. Strong understanding of public policy and implementation. Basic knowledge of budgeting and accounting principles.
- Proficient with Microsoft Office. Experience with creating tables and graphs is required.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



The City of Dover
BUDGET ANALYST
Non-Bargaining Pay Grade: 128

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
Building Supervisor
Non-Bargaining Pay Grade: 109**

Employment Status: Part-Time	Department: Human Resources
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Recreation Center Coordinator	Preparation Date: 3/31/2023

Job Overview

The Building Supervisor is responsible for the management and operation of the John W. Pitts Center (JWP Center)

Essential Duties and Responsibilities

- Enforce policy and procedure for Recreation Center
- Operation of front desk area
- Supervise Recreation Center part-time staff
- Assist management staff with overall marketing and promotion of Recreation Center
- Assist with programs and events held in Center
- Completes Incident Reports when needed
- Conducts opening and closing procedures of the building each day
- Responsible for in-depth knowledge of the Emergency Action Plan in order to carry out duties and responsibilities
- Renders first aid in emergencies
- Assist in maintenance of building
- Performs other related duties as assigned

Required Skills, Knowledge, and Abilities

- Knowledge of recreational activities
- Excellent customer service skills and able to work well with the public
- Experience with Microsoft Office



**The City of Dover
Building Supervisor
Non-Bargaining Pay Grade: 109**

Education and Experience

- High School Diploma or G.E.D equivalent
- Experience with community or group activities
- Experience with Microsoft Office

Working Conditions, Physical Requirements

- Handles machines, tools, equipment, or work aids involving little or no latitude for judgment regarding attainment of standard or in selecting appropriate items, such as sports equipment, brooms, or mops
- Requires minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
CAMP COUNSELOR I
Pay Grade: 102

Employment Status: Full-time Seasonal	Department: Parks & Recreation
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Sherwanda Rachal-Speaks	Preparation Date: 9/11/2023

Job Overview

The Camp Counselor I aid is to provide supervision, assistance, and information for the area of responsibility. This position is responsible for the assigned area and works under direct supervision according to set procedures.

Essential Duties and Responsibilities

- Administers health and welfare plans, including enrollments, changes, and terminations. Processes required documents through payroll and insurance providers to ensure accurate record-keeping and proper deductions. Facilitates open enrollment during scheduled time frames, and fully assists employees in the process
- Assists with planning, organizing, and supervising of assigned events and activities
- Greets performers and/or participants for events and renders assistance as needed
- Organizes and leads daily activities; enforces rules and regulations for safety of participants
- Sets up and takes down and cleans equipment and props in facility and surrounding area
- Provides information and literature as designated
- Issues payment for services rendered
- Supervises participants of field trips
- Prepares written reports and/or maintains records for assigned area
- Performs other related duties as assigned

Required Skills, Knowledge, and Abilities

- Requires minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible



**The City of Dover
CAMP COUNSELOR I**

Pay Grade: 102

- Requires some responsibility for the safety and health of others and/or for occasional enforcement of the standards of public safety or health.

Education and Experience

- High School Diploma or G.E.D equivalent
- Six (6) months of related experience
- Knowledge of recreational activities
- CPR and First Aid certification
- Experience with community or group activities

Working Conditions, Physical Requirements

- Handles machines, tools, equipment, or work aids involving little or no latitude for judgment regarding the attainment of standards or in selecting appropriate items, such as sports equipment, brooms, or mops
- Requires minimum responsibility for only small quantities of low-cost items or supplies where opportunities for achieving economies or preventing loss are negligible.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
CAMP COUNSELOR II
Pay Grade: 102

Employment Status: Full-time Seasonal	Department: Parks & Recreation
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Sherwanda Rachal-Speaks	Preparation Date: 9/11/2023

Job Overview

The Camp Counselor I aid is to provide supervision, assistance, and information for the area of responsibility. This position is responsible for the assigned area and works under direct supervision according to set procedures.

Essential Duties and Responsibilities

- Administers health and welfare plans, including enrollments, changes, and terminations. Processes required documents through payroll and insurance providers to ensure accurate record-keeping and proper deductions. Facilitates open enrollment during scheduled time frames, and fully assists employees in the process
- Assists with planning, organizing, and supervising of assigned events and activities
- Greets performers and/or participants for events and renders assistance as needed
- Organizes and leads daily activities; enforces rules and regulations for the safety of participants
- Sets up takes down and cleans equipment and props in the facility and surrounding area
- Provides information and literature as designated
- Issues payment for services rendered
- Supervises participants in field trips
- Prepares written reports and/or maintains records for assigned area
- Performs other related duties as assigned

Required Skills, Knowledge, and Abilities

- Requires minimum responsibility for only small quantities of low-cost items or supplies where opportunities for achieving economies or preventing loss are negligible



**The City of Dover
CAMP COUNSELOR II**

Pay Grade: 102

- Requires some responsibility for the safety and health of others and/or for occasional enforcement of the standards of public safety or health.

Education and Experience

- High School Diploma or G.E.D equivalent
- Six (6) months of related experience
- Knowledge of recreational activities
- CPR and First Aid certification
- Experience with community or group activities

Working Conditions, Physical Requirements

- Handles machines, tools, equipment, or work aids involving little or no latitude for judgment regarding the attainment of standards or in selecting appropriate items, such as sports equipment, brooms, or mops
- Requires minimum responsibility for only small quantities of low-cost items or supplies where opportunities for achieving economies or preventing loss are negligible.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
CENTRAL SERVICES DIRECTOR
Non-Bargaining Pay Grade: 135

Employment Status: Full time	Department: Customer Service
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 8/29/2023

Job Overview

The Central Services Director position is to direct and oversee operations of the departments of responsibility. The position is responsible for staff supervisors, fleet maintenance, warehousing, purchasing, facilities maintenance, long-range planning, developing policy and procedures, budgets, evaluating, and reporting. The position develops and implements programs within organizational policies; and reports major activities to executive-level administrators through conferences and reports.

Essential Duties and Responsibilities

- Supervises staff, including organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors, and strategies needed to bring lasting improvements in service delivery in all business areas.
- Works with other directors and senior managers to foster and increase the relationships that exist internally between the central service function and other departments.
- Inventory management and optimization.
- Plans and directs operations for fleet maintenance, facilities management, warehousing, and purchasing; plans and oversees departmental projects. May be assigned additional operations.
- Research emerging technologies, to provide direction for improved services and/or alternatives to same.



The City of Dover
CENTRAL SERVICES DIRECTOR
Non-Bargaining Pay Grade: 135

- Develops, presents, and reviews budgets for area of responsibility; oversees and approves expenditures; prepares financial forms and reports.
- Develops goals, objectives, policies, and procedures for area of responsibility in consultation with department heads and senior management; ensures policies and procedures and promulgated to all levels and evaluates to ensure compliance and identify deficiencies.
- Knowledge of federal, state, and local laws, standards, codes, regulations, guidelines, ordinances, policies, and procedures related to services provided.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility; makes presentations on reports as required.
- Attends or conducts staff, citizen, and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in business administration, public administration, or a closely related field.
- Requires valid Delaware Commercial License.
- Requires six years of related experience with two of those years being in a supervisory or managerial capacity.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



The City of Dover
CENTRAL SERVICES DIRECTOR
Non-Bargaining Pay Grade: 135

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
CHIEF OF POLICE
Non-Bargaining Pay Grade: 145**

Employment Status: Full time	Department: Police
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Robin Christiansen	Preparation Date: 8/29/2023

Job Overview

The Chief of Police position is to oversee and direct operations of the City's Police Department in order to accomplish the mission of the department. The position is responsible for supervising staff, establishing long-range plans, developing policy and procedures, preparing budgets, law enforcement, and departmental records, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. Decision-making is the main focus of the job, affecting the entire organization and surrounding population; works in an unstable environment with frequent and significant changes in conditions.

Essential Duties and Responsibilities

- Provide administrative and professional leadership and direction for the Police Department.
- Supervises staff (uniformed officers and civilians) including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, motivating, mentoring, coaching, counseling, disciplining, and terminating or recommending termination. Establishing and maintaining cooperative working relationships with co-workers and other city departments/divisions.
- Manage and participate in the development and administration of the Police Department budget; determine additional funds needed for future expenses related to personnel, operating expenses and capital outlay; apply for grants and monitor grant compliance. Implement and utilize techniques and methods for efficient management of finite Department and City resources.
- Develops goals, objectives, policy, procedures, rules, and regulations for departmental activities and programs in consultation with elected or appointed officials, senior management, department heads, and department staff.



**The City of Dover
CHIEF OF POLICE**

Non-Bargaining Pay Grade: 145

- Assessing community needs and developing and implementing solutions and service delivery methods. Maintain and facilitate public relations and cooperative working relationships with news media, schools, local organizations, and the general public; attend and speak at various community functions and meetings.
- Understanding of police administration, organization culture, and operations as well as fiscal and human resources management.
- Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.
- Directs and evaluates departmental operational and administrative activities in compliance with applicable policies, regulations, ordinances, and laws.
- Assume command of major incidents or emergency occurrences. Thorough knowledge of incident command principles and crime scene management involving life and death situations, such as homeland security, hazardous materials, hostage situations, armed robberies, and other SORT responses.
- Advises and assists crime victims, the general public, subordinates, or others in law enforcement with policy or procedure interpretation.
- Coordinates with other law enforcement agencies, emergency management agencies, and other agencies engaged in protecting the public on matters of mutual concern.
- Represent the City on regional and local boards or committees and at meetings concerning law enforcement issues; make presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant law enforcement issues or programs.
- Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.
- Attends or conducts staff meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.
- The Chief of Police is required to attend all City Council Meetings. Required to attend Committee meetings as needed.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.



**The City of Dover
CHIEF OF POLICE**

Non-Bargaining Pay Grade: 145

Education and Experience

- Requires a bachelor's degree in business administration, criminal justice, public administration, or a related field. A master's degree in the same field is preferred. Must have completed an executive-level leadership/management course such as FBI National Academy, Southern Police Institute, Northwestern University School of Police Staff and Command, or NJ State Association of Chiefs of Police Command and Leadership Academy.
- Desire to continuously seek and attend training.
- Requires valid Delaware Driver's License, Council on Police Training or ability to obtain certification, CPR, and First Aid certification.
- Requires ten years of progressively responsible law enforcement experience. A minimum of five years of supervisory experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
CITY CLERK
Non-Bargaining Pay Grade: 135**

Employment Status: Full time	Department: City Clerk
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: William Hare	Preparation Date: 8/29/2023

Job Overview

The City Clerk Position is a high degree of responsibility for managing all aspects of constituent services and Council affairs, including policy research and implementation, coordination of Council and committee meetings, and service as the point of contact for constituents and interest groups on municipal matters. The incumbent is called upon to maintain impartiality while balancing and protecting the interests of the City, the citizenry, and members of the Council. While attending to the ever-shifting priorities faced by a municipality daily, the incumbent is responsible for a multitude of cyclical duties including Council and committee meeting preparations, municipal and special elections, and records management. Decision-making and working independently are fundamental to this position.

The position of City Clerk/Director of Council Affairs and Constituent Services requires a vast amount of specialized and detailed knowledge regarding the City's Municipal Code; parliamentary procedures; election procedures; records retention; database management; technology related to recording software and a variety of computer programs; implementation of the Freedom of Information Act; and a number of municipal procedures for actions such as rezonings, annexations, referendums, abandonments, and the adoption of ordinances..

Essential Duties and Responsibilities

- Manages and coordinates all Council affairs and events, including scheduling, monitoring, and tracking all proceedings before Council and actions taken by Council.
- Serves as a liaison between staff and Council, providing advice and assistance to all groups in accomplishing City business.
- Serves as point of contact for constituents and other agencies, assisting them in presenting their concerns to staff and Council and providing advice on municipal matters.



**The City of Dover
CITY CLERK**

Non-Bargaining Pay Grade: 135

- Supervises assigned personnel, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Prepares and types of correspondence, ordinances, resolutions, proclamations, certificates, meeting agendas and minutes, memoranda, documents, reports, or other materials observing strict confidentiality; proofreads and edits documents for legal form and procedures.
- Performs administrative tasks such as conducting research, referring items to the Council, tracking pending items, providing for proper legal notification and required advertising, providing the Mayor and Council firsthand knowledge of the Charter/Code, and preparing and maintaining budgets for the Clerk's Office and Council. Maintains schedules for members of the Council.
- Acts as Assistant Treasurer; signs accounts payable checks, deposits funds in designated banks, and confirms wire transfers, deposits, and payroll change orders.
- Administers and presides at municipal elections and referendums.
- Provides Council knowledge regarding parliamentary procedures; follows through on all Council actions; follows up with staff on directives of Council.
- Serves as Public Information Officer on Council-related matters for staff, media, citizens, and other agencies and serves as a liaison between Council and citizens during Delaware emergency operations.
- Sets up and maintains record/filing system; processes daily paperwork such as contracts, agreements, leases, deeds, reports, memos, requisitions, or personnel information; supervises proper storage and disposition of City records.
- Attends or conducts staff, Council, committee, City Management Team, and other professional meetings to exchange information and/or to prepare and maintain official records of the proceedings and actions.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires over ten years of experience directly related to municipal operations that provides specialized and detailed knowledge in such areas as municipal code interpretation; parliamentary procedures; election procedures; records retention; database management;



**The City of Dover
CITY CLERK**

Non-Bargaining Pay Grade: 135

technology related to recording software and a variety of computer programs; the Freedom of Information Act; and a number of municipal procedures for actions such as rezonings, annexations, referendums, abandonments, and the adoption of ordinances. Because the Director plays such a pivotal role between the Council and the staff/public, the implications of failure to understand this information are serious.

- Requires a Bachelor's degree or education and training equivalent to four years of college education in business, liberal arts, or any field other than engineering or the hard sciences.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
CITY MANAGER
Non-Bargaining Pay Grade: 146**

Employment Status: Full time	Department: City Clerk
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: William Hare	Preparation Date: 8/29/2023

Job Overview

The City Manager position is to oversee and direct the operations of the City of Dover. The position is responsible for enforcing municipal ordinances, charter provisions, and other laws and regulations; supervising staff, establishing long-range plans for the City, developing policy and procedures, managing the daily operations of the City, preparing budgets, and evaluating, documenting, and reporting on events and activities to the City Council. Decision-making is the primary function of the job, affecting the organization, related organizations, and major segments of the general population; works in an evolving environment with emerging knowledge and technologies, competing priorities, and changing politics.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Diversity and inclusion are valued. Genuine concern for employee success, hiring, training empowerment, and staff development. Strong understanding of leadership principles and practices.
- Develops goals, objectives, policy, and procedures for City activities and programs in consultation with elected or appointed officials, senior management, department heads, and department staff.
- Performs long and short-range planning for the city in collaboration with the City Council, developing and implementing new programs and services to support and encourage the City's growth and development.



**The City of Dover
CITY MANAGER**

Non-Bargaining Pay Grade: 146

- Directs city activities, including utilities, customer service, recreation services, human resources, contingency planning, safety, and other activities, processes, or programs.
- Advises and consults with elected and appointed officials, commissions, department heads, staff agencies, civic or private groups, individuals, and others on issues, problems, strategies, policies, and procedures related to City services.
- Represents the City on regional and local boards or committees and at meetings concerning City issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant City issues or programs.
- Oversees administrative matters such as developing, reviewing, and presenting City budgets, administering expenditures, developing and recommending City CIP, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in public administration, finance, business management, engineering, or a closely related field. A master's degree in public administration, finance, or business management is preferred.
- ICMA credentials are preferred but not required.
- Requires over ten years.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



**The City of Dover
CITY MANAGER**

Non-Bargaining Pay Grade: 146

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
COMMUNITY DEVELOPMENT MANAGER
Non-Bargaining Pay Grade: 131

Employment Status: Full time	Department: Planning
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Mary Ellen Gray	Preparation Date: 8/29/2023

Job Overview

The Community Development Manager position is to oversee and manage the CDBG Program and Fair Housing Counseling. The position is responsible for planning, program operations, regulation/law compliance, grant writing, and reporting. The position develops and implements programs within organizational policies; reports major activities to executive-level administrators through conferences and reports.

Essential Duties and Responsibilities

- Prepares grant applications and administers grants, ensuring compliance with applicable grant guidelines and regulations.
- Reviews and responds to Subordination Agreements and reviews Rehabilitation Agreements.
- Develops and implements CDBG Fund allocation plans and policies and performs long-range plan development related to the CDBG Funding Program.
- Provides information and counseling relating to Fair Housing to the general public via telephone and in the office.
- Monitors CDBG projects, ensuring compliance with program guidelines and regulations.
- Gathers and maintains data/information to support periodic and special reports, including the report for the Council, quarterly financial reports, and the Consolidated Annual Performance Report.
- Prepares for Fair Housing Workshops; prepares bid packets for pre-bid meetings and places advertisements in the local newspaper.
- Performs clerical tasks such as preparing correspondence, bids, grants, and reports, data input, record keeping, filing, faxing, and photocopying.



The City of Dover
COMMUNITY DEVELOPMENT MANAGER

Non-Bargaining Pay Grade: 131

- Attends and/or conducts the CDBG Advisory Committee, public hearings, and other professional meetings to exchange information; attends professional seminars or conferences to improve professional skills.
- Determine eligibility requirements for sub-recipient consideration and determine qualifying spending areas.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in business administration, urban development, public administration, or a closely related field.
- Requires two years of related experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
CONTRACT & PROCUREMENT MANAGER
Non-Bargaining Pay Grade: 129

Employment Status: Full time	Department: Central Services
FLSA: Exempt	Supervisory Responsibility: Position is responsible for supervising three employees.
Direct Supervisor: Central Services Director	Preparation Date: 8/31/2023

Job Overview

The Contract & Procurement Manager is responsible for the oversight of procurement, warehousing, and all mail room activities for the City. This position functions as the Purchasing Agent for the city and is responsible for supervision of staff, the administration of purchase orders, and soliciting contracts for materials and services, and agreements, and preparing reports. The position is also responsible for determining appropriate stock levels, advising departments on material acquisition, and the cost-effective use of postage and shipment carriers. Decision-making is a significant part of the job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible for assisting in developing policy and practices.

Essential Duties and Responsibilities

- Supervises staff, included in the selection or recommended selection of new hires, administers training, assigns and evaluates work, counsels' employees, assists in the discipline of subordinates, and terminating or recommending termination.
- Serves as module owner for the Purchasing/Inventory module in the material accounting program.
- Ensures that all City of Dover purchases comply with the Purchasing Policy.
- Directs and coordinates activities of personnel engaged in buying, selling, and distributing materials, equipment, and supplies.
- Works cooperatively with Department Heads for all related processes.
- Inventory management and optimization.
- Provides excellent customer service.
- Prepares and submits bids for City materials, supplies, and equipment; assists other departments with special bids and bid projects.



The City of Dover
CONTRACT & PROCUREMENT MANAGER
Non-Bargaining Pay Grade: 129

- Compiles and organizes information/data and assists Director with preparation of budgets, reports, and graphs.
- Approves requisition for purchase orders as outlined in the City of Dover Purchasing Policy.
- Solicits quotations, bids, and proposals, and mailing services. Enters requisitions for the purchase of vehicles and equipment via cooperative contracts.
- Negotiates with vendors and manufacturers on purchasing contracts. Consults with vendor representatives in order to assess capacity and ability to provide required goods and services and on other purchasing-related matters.
- Provide city staff with guidance and assistance regarding purchasing procedures. Develops and provides training in purchasing and mail services as required.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors, and strategies needed to bring lasting improvements in service delivery in all business areas.
- Works with other directors and senior managers to foster and increase the relationships that exist internally between the central services function and other departments.
- Manages, operates and maintains the warehouse and storage facilities of the city.
- Represents the City before municipal, civic, and other groups and individuals regarding purchasing activities.
- Sets up and maintains record system; processes daily paperwork including reports, memos, requisitions, purchase orders, specifications, agreements, and personnel information.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.
- Provides supervisory and managerial skills required in the receipt, handling and storage of stocks to ensure proper storage of supplies and equipment.
- Monitor, develop, and implement procedures necessary to ensure supply and equipment inventories are maintained at sufficient levels.
- Operates and maintains the warehouse and storage facilities of the City and maintains records to ensure the proper inventory of stocks and supplies.
- Responsible for directing efficient, accurate, and cost-effective receiving, storage, picking, and inventory of all stores.
- Prepares, awards, and administers term contracts for materials and services.



The City of Dover
CONTRACT & PROCUREMENT MANAGER
Non-Bargaining Pay Grade: 129

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written instruction and the ability to multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in business, liberal arts, or any field other than engineering or the hard sciences. A combination of education and training equivalent to four years of college education may be considered.
- Proficient computer skills including experience with Microsoft programs such as word, excel, and outlook. Experience with computer-based financial programs desired.
- Certified Professional Public Buyer certification desired.
- Requires a minimum of eight years' experience in the procurement field

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform



The City of Dover
CONTRACT & PROCUREMENT MANAGER
Non-Bargaining Pay Grade: 129

the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
CONTROLLER/TREASURER
Non-Bargaining Pay Grade: 142

Employment Status: Full time	Department: Finance
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: William Hare	Preparation Date: 8/31/2023

Job Overview

The Controller/Treasurer position is responsible for the City's financial plans and policies, its accounting practices, the conduct of its relationships with lending institutions and the financial community, the maintenance of its fiscal records, and the preparation of financial reports. The position involves supervision over general accounting, property accounting, cash management, debt management, internal auditing, cost accounting, and budgetary controls. A primary function of the position is to develop an organized system of accounts, policies, records, and procedures and to provide data that can be analyzed and interpreted for the benefit of the Council in making decisions to achieve the goals and objectives of the City. The position formulates long-range goals for the organization; and develops policy and position papers.

The Controller/Treasurer must demonstrate a high degree of initiative, anticipating the informational needs of the City Council and management. The position must also be responsive in a timely manner to specific requests made for data and be resourceful and flexible in meeting changing conditions and requirements. The position is required to uphold standards of conduct and maintain integrity. The position requires the ability to be fair and impartial when presenting adverse reports on a function, executive, or employee. The Controller/Treasurer is a direct report to the City Council.

Essential Duties and Responsibilities

- Development, analysis, and interpretation of statistical and accounting information in order to appraise operating results in terms of profitability, performance against budget, and other matters bearing on the fiscal soundness and operating effectiveness of the organization.
- Responsible for evaluating the performance of personnel in the Finance Department. Recommends training requirements, has the duty to keep self and staff at the highest level of



The City of Dover
CONTROLLER/TREASURER
Non-Bargaining Pay Grade: 142

skill necessary to meet organization needs and objectives, and recommends that personnel be hired or removed from the Department.

- Responsible for the installation, maintenance, and supervision of the City's system of accounts. Keeps books and records on all City transactions and assets.
- Proposes major economic objectives and policies for the City and prepares reports that outline the City's financial position in the areas of income, expenses, and earnings based on past, present, and future operations.
- Participates in the coordination and preparation of the budget and financial forecasts, institutes and maintains other planning and control procedures, and analyzes and reports variances. Responsible for review of all items requiring Council's decision that have an impact on the City finances; ensure accuracy and completeness of financial analysis for presentation to City Council.
- Responsible for the management and security of all City bank accounts, investments, trust accounts, and bond accounts. Responsible for assuring the availability of funds and assets during natural disasters and emergencies.
- Approves payment of all checks and other negotiable instruments as authorized by City Council. Directs financial processes, Cash flow, investment strategies, debt strategies, disbursements, payroll, and other management and budgetary processes and activities.
- Responsible for determining that current financial transactions covered by minutes of the Council or Committee are properly executed and recorded.
- Responsible for risk assessment and implementation of internal controls and procurement risk assessment; Develops policies and procedures to ensure accountability over public funds. Directs the continuous audit of all accounts and records of the City. Directs the annual audit and completes the Comprehensive Annual Financial Report.
- Advises and consults with elected and appointed officials, department heads, staff, agencies, and others on financial problems, performance measurements, trends, strategies, policies, and procedures, and budgetary matters such as interpretation of budget plans, strategies and information, controls and procedures, solutions to budget problems, research projects, or other financial/budgetary matters.
- Represents the City on boards or committees involved in financial planning, management, or other financial issues; participates in interagency or other meetings or conferences; makes financial presentations to elected or appointed officials, department heads, staff, and other public or private agencies or groups.

Required Skills, Knowledge, and Abilities



The City of Dover
CONTROLLER/TREASURER
Non-Bargaining Pay Grade: 142

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Preferred Skills

- Certified Public Accountant License.

Education and Experience

- Requires a master's degree in finance, accounting, or a closely related field.
- Requires Certified Public Accountant License.
- Requires over ten years of related experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____



The City of Dover
CONTROLLER/TREASURER
Non-Bargaining Pay Grade: 142

Date: _____



The City of Dover
CUSTOMER SERVICE DIRECTOR
Non-Bargaining Pay Grade: 134

Employment Status: Full time	Department: Customer Service
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Dave Hugg	Preparation Date: 9/22/2023

Job Overview

The Customer Service Director position is to oversee and direct the Customer Service Department. The position is responsible for supervising staff, establishing short- and long-range plans, developing policy and procedures, managing departmental activities and events, preparing budgets, technology advancement, accounting and evaluating, documenting, and reporting on events and activities to senior management. Responsible for the actions of others requiring the development of procedures and constant decisions affecting subordinate workers, customers, or others in the general public; works in a very fluid environment with guidelines but significant variation.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Develops goals, objectives, policy, and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.
- Directs departmental activities, including customer service, cashiers, collections, billing and meter reading, and other activities, processes, or programs.
- Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.
- Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, preparing departmental CIP, managing correspondence and records, reviewing contracts and bills, preparing routine and special



The City of Dover
CUSTOMER SERVICE DIRECTOR
Non-Bargaining Pay Grade: 134

reports, administering training, providing for staff technical or professional growth, and other administrative duties.

- Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.
- Represents the City on regional and local boards or committees and at meetings concerning customer service issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant customer service concerns.
- Interacts with other departmental supervisors to resolve problems/complaints. Resolves billing disputes as directed.
- Gathers and maintains information/data to support reports documenting activities for area of responsibility.
- Maintains subsidiary ledger controls on accounts receivable and reconciliation of those accounts monthly; maintains and establishes internal accounting controls on billing and collection activities.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in public administration, finance, accounting, or a closely related field. Master's degree is preferred.
- Requires three years of related experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



The City of Dover
CUSTOMER SERVICE DIRECTOR
Non-Bargaining Pay Grade: 134

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
CUSTOMER SERVICE SUPERVISOR
Non-Bargaining Pay Grade: 125

Employment Status: Full time	Department: Customer Service
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Patricia Marney	Preparation Date: 9/01/2023

Job Overview

The Customer Service Supervisor position is to oversee customer service operations for the area of responsibility. The position is responsible for supervising staff, planning, customer service, training, accounting functions, and reporting. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, coaching, mentoring, disciplining, and terminating or recommending termination; approves leave/vacation requests.
- Customer Service Supervisor is routinely requested to oversee another department supervisors' area of responsibility when one is absent.
- Prepares schedule of activities for area of responsibility such as disconnections of utilities; assists with analyzing, evaluating, and correcting billing-related problems.
- Interacts with other departmental supervisors to resolve problems/complaints.
- Update new account customers electronically to various vendors.
- Responsible for updating and maintaining the departments website with current policy and procedures. Will maintain the City's internal digital TV and departments SharePoint.
- Responsible for department document retention and destruction of documents in accordance with policy.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information..



The City of Dover
CUSTOMER SERVICE SUPERVISOR
Non-Bargaining Pay Grade: 125

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires associate degree or the equivalent of two years of college or specialized vocational training in computers and business administration.
- Requires four years of related experience in a customer service setting or business management role; two years in a supervisory role.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
DIRECTOR OF WATER & WASTEWATER/ ENGINEERING SERVICES
Non-Bargaining Pay Grade: 140

Employment Status: Full time	Department: Public Works
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 9/01/2023

Job Overview

The Director of Water and Wastewater/ Engineering Services is to oversee and direct the Department of Water & Wastewater. Divisions include Water, Wastewater, Water Treatment, and Engineering (Streets, Stormwater, Water and Wastewater). The position is responsible for supervising staff, establishing long-range plans, developing policy and procedures, managing departmental activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. Decision-making is a major part of the position, affecting a major segment of the organization and the general public; works in a dynamic environment, responsible for developing policy and practices.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.
- Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors and strategies needed to bring lasting improvements in service delivery in all business areas.
- Develops goals, objectives, policy and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.



The City of Dover

DIRECTOR OF WATER & WASTEWATER/ ENGINEERING SERVICES

Non-Bargaining Pay Grade: 140

- Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.
- Directs departmental activities, including water treatment and distribution, sewer collection, inspections and evaluations, contingency planning, safety, and other activities, processes, or programs.
- Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to services provided.
- Represents the City on regional and local boards or committees and at meetings concerning transportation, water and wastewater issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant issues or programs.
- Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, preparing departmental CIP, managing correspondence and records, reviewing contracts and bills, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in civil engineering or a closely related field. Master's degree in business, Public Administration, or Engineering preferred.
- Requires valid Delaware Driver's License and Professional Engineer License.
- Requires over eight years of related experience.

Working Conditions, Physical Requirements

- Office environment.



The City of Dover
DIRECTOR OF WATER & WASTEWATER/ ENGINEERING SERVICES
Non-Bargaining Pay Grade: 140

- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ELECTRIC DIRECTOR
Non-Bargaining Pay Grade: 141

Employment Status: Full time	Department: Electric
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 9/01/2023

Job Overview

The Electric Director is to oversee and direct the City's Electric Department. The position is responsible for supervising staff, establishing long-range plans, developing policy and procedures, managing departmental activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. The position formulates long-range goals for the organization; develops policy and position papers and negotiates with the chief administrative officer and/or elected officials.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Develops goals, objectives, policy and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.
- Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities and plan for future expansion to meet growth needs.
- Directs departmental activities, including engineering projects, distribution, revenue production, inspections and evaluations, contingency planning, safety, and other activities, processes, or programs.
- Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups,



**The City of Dover
ELECTRIC DIRECTOR**

Non-Bargaining Pay Grade: 141

individuals, and others on problems, strategies, policies, and procedures related to electrical services.

- Represents the City on regional and local boards or committees and at meetings concerning electricity issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant electrical issues or programs.
- Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in business management, electrical engineering, or a closely related field.
- Requires valid Delaware Driver's License.
- Requires over eight years of related experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform



**The City of Dover
ELECTRIC DIRECTOR**

Non-Bargaining Pay Grade: 141

the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ELECTRICAL ENGINEER II
Non-Bargaining Pay Grade: 131

Employment Status: Full time	Department: Electric
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Shawn Burgett	Preparation Date: 9/01/2023

Job Overview

The Electrical Engineer II is to supervise and perform electrical engineering and technical work. The position is responsible for supervising assigned personnel; planning and designing electrical projects; investigating and developing corrective action to electrical disturbances; developing, monitoring, and ensuring compliance with Reliability First/FERC reliability requirements; and periodically reporting activities and events to supervisors. The position works independently, reporting major activities through periodic meetings. Decision-making is a significant part of the position, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible for assisting in developing policy and practices.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Prepares drawings, diagrams, tracings, and schematics for the electric transmission, substation, and distribution system as well as protection schemes. Responsible for the provision of technical and engineering support services for transmission and distribution system designs; substation design and modifications; and control/monitoring systems including the related communication components.
- Responsible for the development and maintenance of records, field surveys, drawings, and prints.
- The Federal Energy Regulatory Commission (FERC) created a reporting requirement to ensure the reliability of the bulk electric system, this position is responsible for monitoring and complying with the requirements of this program through whatever channels FERC mandates.



**The City of Dover
ELECTRICAL ENGINEER II**

Non-Bargaining Pay Grade: 131

- Develop standards for the electric network, such as circuit breakers, PT/CTs, electrical transmission/distribution equipment, and similar components/materials.
- Calculates proper conductor type and size, transformer size, and proper application of equipment; specifies relay settings, fuse sizes, and reclosers for proper coordination.
- Investigate problems relating to electrical communication and control equipment and recommend solutions.
- Prepares work plans for the area of responsibility; assists supervisor in the development of the departmental budget, goals, objectives, policies, and procedures.
- Responsible for and proactively initiates and completes the development of routine and/or special studies resulting in comprehensive reports or action plans, including the evaluation of new methods, procedures, or equipment that could improve/automate the operation of the electric network.
- Answers questions and provides information to the public and City staff; investigates customer concerns and initiates/recommends corrective actions as necessary.
- Attends or conducts staff meetings; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follows oral and written documents and multi-tasks.
- Possesses excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires bachelor's degree in Electrical Engineering. Master's degree in a closely related field OR a Delaware Professional Engineer License.
- Requires Driver's License.
- Requires four years of related experience at the City of Dover.

Working Conditions, Physical Requirements

- Primarily office environment but may require time in the field during inclement weather.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.



The City of Dover
ELECTRICAL ENGINEER II
Non-Bargaining Pay Grade: 131

- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ENGINEERING SERVICES & SYSTEM OPERATIONS SUPERINTENDENT
Non-Bargaining Pay Grade: 140

Employment Status: Full time	Department: Electric
FLSA: Exempt	Supervisory Responsibility: Directly Supervises 14 Personnel
Direct Supervisor: Paul Waddell	Preparation Date: 9/01/2023

Job Overview

The Engineering Services & System Operations Superintendent manages the daily operations of the Electrical Engineering & System Operations departments. The position is responsible for staff supervision, planning, training, budgets, bids, materials and equipment, and reporting. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Performs administrative tasks such as preparing payroll, developing and maintaining schedules for the electrical system, or managing correspondence and records.
- Maintains specifications and contracts for various outsourced services; assists in substation maintenance and design.
- Prepares work plans for the area of responsibility; ensures compliance with applicable City codes, ordinances, and safety regulations in the execution of plans.
- Interacts with departmental personnel, other agencies, outside organizations, and Dover citizens to provide information, assist with the resolution of issues, or investigate problems or complaints.
- Manages the City's electrical system, ensuring quality service to customers; assists with restoration of power when outages occur.
- Performs field inspections of developer and electrical contractor installations to ensure compliance with designs, specifications, and City codes and ordinances.
- Compiles information/data and develops budgets for the area of responsibility; oversees and approves expenditures.



The City of Dover

ENGINEERING SERVICES & SYSTEM OPERATIONS SUPERINTENDENT

Non-Bargaining Pay Grade: 140

- Prepares bids and purchases large quantities of materials for electrical projects; researches ways to cut costs without compromising quality.
- Gathers and maintains information/data to support periodic and special reports documenting projects/activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical and professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Bachelor's degree in Electrical/Industrial Engineering and Construction Management. Equivalent education and experience. Strong knowledge of budgetary planning and reporting. Excellent financial, statistical, and mathematical analysis and reporting skills.
- Requires valid Driver's License. A professional Engineer (PE) License is preferred but not required.
- Seven to nine years of experience in functions related to the positions. Well-versed in Microsoft Office products to compile and analyze data, write reports, correspond with customers and others, document incidents and performance, etc. Strong communication skills and ability to collaborate with peers or co-workers. Proficient in oral and written communication and social skills. Ability to read and decipher electrical drawings and schematics. Project management experience and familiarity with AutoCAD and ArcGIS are preferred.

Working Conditions, Physical Requirements

- Primarily office environment but may require time in the field during inclement weather.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



The City of Dover
ENGINEERING SERVICES & SYSTEM OPERATIONS SUPERINTENDENT
Non-Bargaining Pay Grade: 140

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ENVIRONMENTAL SCIENTIST
Non-Bargaining Pay Grade: 124

Employment Status: Full time	Department: Public Works
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Department Head	Preparation Date: 9/01/2023

Job Overview

The Environmental Scientist is to manage and maintain all required permits related to environmental compliance within the City of Dover which includes, but is not limited to, National Pollutant Discharge Elimination System (NPDES), floodplain, and sanitary sewer overflows. The position is responsible for assigned projects, policy, ordinance and regulation compliance, and reporting activities and events to senior management. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Conducts field studies or inspections and evaluations for compliance with permit and regulatory requirements; observes, collects, analyzes, reviews, and interprets data from standard field studies; compliance inspections, various regulatory submissions or literature, and makes recommendations.
- Performs statistical analysis of data.
- Conducts technical reviews and makes recommendations on permit applications or other various regulatory submissions to ensure compliance with regulations.
- Prepares permits, technical reports, and/or enforcement case documents.
- Responds to technical/regulatory inquiries from other state, local, and federal agencies as well as public and private organizations or individuals.
- Maintains records of field surveys, drawings, and prints; prepares routine and special reports for the area of responsibility.
- Answers questions and provides information to the public and City staff; investigates complaints for the area of responsibility and recommends corrective action as necessary to resolve complaints.



The City of Dover
ENVIRONMENTAL SCIENTIST
Non-Bargaining Pay Grade: 124

- Attends staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in environmental science or a closely related field.
- Requires valid Delaware Driver's License.
- Requires six to twelve months of related experience.

Working Conditions, Physical Requirements

- 70% Office environment and 30% field work.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
EVIDENCE MANAGER
Non-Bargaining Pay Grade: 125

Employment Status: Full time	Department:
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Aaron Dickinson	Preparation Date: 9/05/2023

Job Overview

The Evidence Manager position is to serve as Evidence Technician managing crime scene evidence. The position will work under general supervision, independently developing work methods and sequences.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Receives and logs confiscated or found property/evidence; enters information into a computer database; arranges for orderly storage of property/evidence.
- Coordinates laboratory testing of seized narcotics and blood evidence with the State Medical Examiner.
- Arranges for testing of narcotics currency for narcotics residue and arrange for deposit of seized narcotics currency.
- Logs tested items back into the evidence database; arranges for destruction or return to victims of property/evidence as designated by the investigator.
- Provides officers and court personnel with evidence for trial as requested.
- Responsible for the destruction and disposal of weapons and ammunition.
- Maintains evidence room in an orderly and neat manner.

Required Skills, Knowledge, and Abilities



The City of Dover
EVIDENCE MANAGER
Non-Bargaining Pay Grade: 125

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires high school diploma or GED. One year's experience as an Evidence Technician.
- Requires valid Driver's License.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
Executive Assistant and Constituent Liaison to the Mayor
Non-Bargaining Pay Grade: 125

Employment Status: Full time	Department: Mayor
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Mayor	Preparation Date: 2/7/2024

Job Overview

Executive Assistant and Constituent Liaison to the Mayor position's primary duties are to provide administrative, organizational, and clerical support directly to the Mayor, including economic development initiatives, while assisting constituents with resolving their concerns. The Mayor is an elected position serving a term of four years.

Essential Duties and Responsibilities

- Prepares proclamations, certificates, memoranda, reports, spreadsheets, power points and other materials; some of which may be confidential in nature.
- Assists with various initiatives such as the State of the City Address and the Veteran's Task Force. Coordinates/plans parades, Farmer's Markets and other events as decided on by Mayor.
- Serves as the receptionist screening telephone calls and visitors. Provides routine and sensitive information, routing persons to the appropriate departments/personnel, or takes messages.
- Attends the Economic Development Committee meetings, records/transcribes meeting minutes, and creates agenda.
- Assists the Mayor with greetings, speeches, ads for print and special projects.
- Coordinates with Emergency Management on State of Emergency Declarations
- Compiles information/data and assists in preparation of the departmental budget. Monitors the Mayor's budget and provides monthly reports.
- Follows state legislation through the approval process for impact on City and economic development incentives.
- Maintains the Mayor's schedule and correspondence.
- Manages Committee, Commission, and Board appointments for the Mayor.
- Works with diverse groups.
- Processes invoices, collects funds, and keeps track of receipts in a timely fashion.



The City of Dover
Executive Assistant and Constituent Liaison to the Mayor
Non-Bargaining Pay Grade: 125

- Processes FOIA requests for the Mayor.
- Maintains the Mayor's website and handles meeting and room scheduling.
- Processes incoming and outgoing mail and prepares mailings.
- Orders, picks up, and sets up supplies for meetings and functions.
- Assists school groups and out-of-state visitors.
- Serves as back up for the Executive Assistant to City Manager in their absence.
- May require assisting the Mayor after hours and/or require a flexible work schedule.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follows oral and written instructions/documents and multi-tasks.
- Possesses excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.
- Ability to discuss sensitive matters with confidence and tact.
- Ability to prioritize the workload effectively to meet deadlines.
- Basic skills in power point, publisher, excel, word and outlook.
- Ability to create presentations and reports.
- Experience speaking in front of groups.

Education and Experience

- Requires associate degree or the equivalent of two years of college or specialized vocational training.
- Requires four years of related experience.

Working Conditions, Physical Requirements

- Office environment, some work may be outdoors for various events.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



The City of Dover
Executive Assistant and Constituent Liaison to the Mayor
Non-Bargaining Pay Grade: 125

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
FACILITIES MANAGER
Non-Bargaining Pay Grade: 129

Employment Status: Full time	Department: Central Services
FLSA: Exempt	Supervisory Responsibility: Supervises five full time employees
Direct Supervisor: Central Services Director	Preparation Date: 9/05/2023

Job Overview

The Facilities Manager position is to ensure the City's facilities are maintained to expected standards. The primary duties of this position are to provide management, supervision, training, and planning for the Facilities division under the direction of the Central Services Director. The position is responsible for staff supervision, planning, training, customer service, equipment, related paperwork, and reporting. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Supervises staff, included in the selection or recommended selection of new hires, administers training, assigns, and evaluates work, counsels' employees, assists in the discipline of subordinates, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Plans and organizes daily activities for area of responsibility; ensures timely completion of assignments in compliance with City policy, procedures, and safety regulations.
- Interacts with City staff and contractors to provide information, discuss and resolve issues, problems, and complaints relating to the area of responsibility.
- Sets up and maintains record systems; processes daily paperwork including work orders, memos, requisitions, and/or personnel information.
- Oversees and monitors maintenance and cleaning of equipment for the area of responsibility; requisitions new materials and equipment as required.
- Gathers and maintains information/data to support periodic and special reports for all activities within area of responsibility.



**The City of Dover
FACILITIES MANAGER**

Non-Bargaining Pay Grade: 129

- Attends or conducts staff and other professional meetings to exchange information.
- Attends in-service training and technical or professional classes or seminars to improve technical or professional skills.
- Develops and implements a culture of service excellence while working to embed such standards, behaviors, and strategies needed to bring lasting improvements to service delivery in all business areas.
- Works with other directors and senior managers to foster and increase the relationships that exist internally between the central services function and other departments.
- Work with contractors to secure repairs, quotes, contracts, and billing in accordance with the City of Dover Purchasing policy for all City buildings.
- Ensures that basic facilities, such as water, sewage, and HVAC is well-maintained.
- Ensure that facilities meet government regulations and environmental health and security standards. Overseeing building projects, renovations, or refurbishments.
- Gather information and compile reports for future CIP projects for City facilities.
- Assists and prepares bid specifications and proposals for procurement of service contracts.
- Evaluates and monitors contract performance for necessary amendments or extensions and for compliance with contractual obligations.
- Arbitrates claims or complaints occurring in the performance of contracts.
- Analyzes price proposals, financial reports, and other data to determine the reasonableness of prices.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written instruction and the ability to multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires high school diploma or GED and specialized vocational training or equivalent in experience and education.
- Requires valid Delaware Driver's License.
- Proficient computer skills to include experience with Microsoft programs such as Word, Excell, and Outlook. Experience with computer-based financial programs desired.
- Requires skills with a strong emphasis in Facilities Maintenance which includes the ability to operate and repair machinery and equipment.



**The City of Dover
FACILITIES MANAGER**

Non-Bargaining Pay Grade: 129

- A strong carpentry, plumbing, finishing, and electrical knowledge is a must.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
FIELD SUPERVISOR II
Non-Bargaining Pay Grade: 127

Employment Status: Full time	Department: Public Works
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Department Head	Preparation Date: 9/05/2023

Job Overview

The Field Supervisor II position is to supervise personnel for the assigned department. The position is responsible for staff supervision, planning, training, customer service, equipment, related paperwork, and reporting. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Plans and organizes daily activities for area of responsibility; ensures timely completion of assignments in compliance with City policy, procedures, and safety regulations.
- Interacts with customers to provide information, discuss and resolve issues, problems, and complaints relating to the area of responsibility, or provide estimates.
- Sets up and maintains record system; processes daily paperwork including work orders, memos, requisitions, and/or personnel information.
- Oversees and monitors maintenance and cleaning of equipment for the area of responsibility; requisitions new materials and equipment as required.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes or seminars to improve technical or professional skills.



**The City of Dover
FIELD SUPERVISOR II**

Non-Bargaining Pay Grade: 127

- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors, and strategies needed to bring lasting improvements in service delivery in all business areas.
- Works with other directors and senior managers to foster and increase the relationships that exist internally between the central services function and other departments.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a high school diploma or GED, and the equivalent of one year of college or specialized vocational training in management or a closely related field.
- Requires valid Delaware Commercial Driver's License.
- Fleet & Facilities: Certified Public Fleet Professional through APWA.
- Grounds & Parks: Pesticide Applicator's License.
- Requires eight years of related experience. Two years of supervisory experience is required. Proficient computer skills, Microsoft. Experience with computer-based financial programs desired.
- Fleet & Facilities: Requires skills with a strong emphasis in Fleet and Facilities Maintenance which include the ability to operate and repair machinery and equipment as well as light, medium, and heavy-duty vehicles.
- Grounds & Parks: Requires skills with a strong emphasis in Grounds and Parks Maintenance. Experience shall include horticulture, urban forestry, and turf management including pesticide application.
- Public Works: Requires skills in road infrastructure maintenance with a strong emphasis on stormwater.

Working Conditions, Physical Requirements

- Office environment.



**The City of Dover
FIELD SUPERVISOR II**

Non-Bargaining Pay Grade: 127

- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
FINANCIAL REPORTING & ACCOUNTING MANAGER
Non-Bargaining Pay Grade: 132

Employment Status: Full-time	Department: Finance
FLSA: Exempt	Supervisory Responsibility: YES
Direct Supervisor:	Preparation Date: 9/11/2023

Job Overview

The essential function of the position is to manage the preparation of all financial reporting and to manage the day-to-day general accounting operations of the Finance Department, under the general guidance of the Director. Incumbents anticipate and plan for future work programs, determine nature and scope of projects, and make staff assignments.

Responsible for providing assistance in developing and overseeing the administration of policies and procedures and work products. Formulates and communicate goals and policies to subordinates, superiors, and others throughout the City organization. The position has a primary responsibility for ensuring a high degree of accuracy and quality in all financial documents and in developing systems to efficiently and accurately make decisions.

The position is recognized as seasoned and fully proficient accountant and/or financial analyst and financial administrator. Position requires a self-directed and motivated employee. It is distinguished from other Financial Management staff by the overall responsibility for the direction of the financial reporting and general accounting operations of the Finance Department.

Essential Duties and Responsibilities

- Assists the Finance Director in carrying out the functional and operational responsibilities of the department in accordance with sound accounting and financial management principles. Evaluates effectiveness of department policies and procedures and recommends and implements needed changes. Communicates department philosophy, goals, and objectives to subordinate staff.



The City of Dover
FINANCIAL REPORTING & ACCOUNTING MANAGER
Non-Bargaining Pay Grade: 132

- Plan, direct, administer, supervise and participate in the daily operations and activities of a variety of accounting functions in the Finance Department. Prepare, monitor and coordinate the balancing and reconciliation of various accounting records. Responsible for fixed asset management and grant accounting. Assures financial accuracy and compliance for all grants. May delegate some or all of these duties to subordinate staff.
- Monitor changes in laws, regulations and technology that may affect operations for the assigned accounting functions; participate in the development of policy and procedural changes after approval. Recommend and implement internal control guidelines and best practices after review and acceptance. Performs complex accounting work.
- Organizes, coordinates, and manages the day-to-day activities of subordinate divisions/teams in the Finance Department. Administers budgets, prepares work programs and objectives for the division, trains and supervises employees, oversees selection of employees, and conducts performance appraisals.
- Serves as liaison for the Finance Department in the provision of financial information and resolution of problems with user departments.
- Ensures the accuracy of financial documents in accordance with City, State, Federal laws, and generally accepted accounting principles.
- Evaluates the effectiveness and usability of current financial systems; coordinates responses regarding financial information to user departments. Works with the Information Technology staff to design educational sessions to train clients for the use and proper interpretation of financial system products and/or services.
- Serves as the primary liaison between the auditor and City staff in order to ensure accurate and consistent data gathering for the annual audit process. Personally handles the more sensitive and most critical issues related to such audits.
- Assist with the development of the City's Operating Budget, Capital Investment Program Plan and Comprehensive Annual Financial Report. Oversees the collection, compilation, editing and publishing of official City financial documents. Ensures quality of each document for accuracy and readability.
- Monitors the financial status of the Operating Budget and Capital Investment Program to ensure that these plans are not encountering financial difficulties. Identifies, investigates and reports on deviations from financial plans.
- Manages the research, analysis, and data gathering for financial policy issues identified by the



The City of Dover
FINANCIAL REPORTING & ACCOUNTING MANAGER
Non-Bargaining Pay Grade: 132

Finance Director, City Manager, City Council, or other department directors. Oversees the preparation of reports summarizing findings and recommendations.

- Promotes the City's Mission to make Dover a city of the highest quality by providing responsive, cost- effective, and innovative government services; understands and subscribes to the Vision and Mission Statement adopted by the City.

Required Skills, Knowledge, and Abilities

- Requires responsibility and opportunity for achieving considerable economies and/or preventing major losses through the management of a large division or minor department, and/or handling of very large amounts of money.
- Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.
- Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

Education and Experience

- Requires a bachelor's degree in Accounting or Finance
- Valid Delaware Driver's License
- Four or more years of professional related experience in the public sector in areas of accounting, budgeting, purchasing, information systems, cash management or financial management.
- Two years experience in the administration of business/government financial systems and supervisory responsibility for professional, paraprofessional and support staff.

Working Conditions, Physical Requirements

- Requires sedentary work involving standing or walking for brief periods, exerting up to 10



The City of Dover
FINANCIAL REPORTING & ACCOUNTING MANAGER
Non-Bargaining Pay Grade: 132

pounds of force on a regular basis, and moderate dexterity in operating office equipment.

- Requires normal visual acuity and field of vision, hearing, speaking, and color perception.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
FLEET SERVICES COORDINATOR
Non-Bargaining Pay Grade: 128

Employment Status: Full time	Department: Central Services
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Central Services Director	Preparation Date: 9/05/2023

Job Overview

The Fleet Services Coordinator position is to orchestrate the overall daily repair and maintenance operations for City of Dover vehicles/equipment by direction of the Fleet and Facility Manager as well as provide assistance in completing repairs as needed. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Directs Fleet staff as it pertains to day-to-day operations, assists with training, and assigns and evaluates work. This position will assist with the hiring process to include the selection and/or recommendation for mechanic positions.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment and staff development. Strong understanding of leadership principles and practices.
- Plans and organizes daily activities for area of responsibility; ensures timely completion of assignments in compliance with City policy, procedures, and safety regulations.
- Interacts with in-house customers to provide information, discuss and resolve issues, problems, and complaints relating to the area of responsibility, or provide estimates.
- Sets up and maintains record system; processes daily paperwork including work orders, memos, requisitions, and/or personnel information.
- Oversees and monitors vehicle & equipment maintenance and cleaning of equipment for area of responsibility; requisitions new materials and equipment as required.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.



The City of Dover
FLEET SERVICES COORDINATOR
Non-Bargaining Pay Grade: 128

- Attends staff and other professional meetings to exchange information; attends in-service training and technical or professional classes or seminars to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written instruction and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires high school diploma or GED and specialized vocational training or equivalent education and experience in vehicle and equipment repair.
- Requires valid Delaware Commercial Driver's License.
- Requires ten years of experience in vehicle (gas and diesel) and equipment repair and maintenance.
- Requires Five (5) years of supervisory experience.
- Must be Proficient in Microsoft Word ,Excel, and Outlook.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____



The City of Dover
FLEET SERVICES COORDINATOR
Non-Bargaining Pay Grade: 128

Date: _____



The City of Dover
GIS MANAGER
Non-Bargaining Pay Grade: 132

Employment Status: Full time	Department: Public Works
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Department Head	Preparation Date: 9/05/2023

Job Overview

The GIS Manager position is to manage the City of Dover's Enterprise Geographic Information System (GIS) services for the City of Dover. This position resides in the Public Work Department and will be responsible for coordinating the overall development of GIS products among all City Departments. The GIS Manager shall also be responsible for developing and maintaining the enterprise GIS data plans, policies, procedures, and guidelines coordinating the development and advocacy of data standards, and the development of new layers, and will act as the City's Enterprise GIS Administrator. Works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Develop, maintain, and manage the City's GIS data repository; ensure the integrity, quality, and accurate content and structure of data including geo-referenced raster data.
- Collect, catalog, clean, and verify the accuracy of source, spatial, and attribute data.
- Ensure Federal Geographic Data Committee (FGDC) compliant metadata for spatial datasets.
- Test, analyze, and/or recommend available software or other IT architectural components for GIS Infrastructure.
- Provide on-site training and support to staff and other GIS users in City Departments.
- Meet with local agencies, other City departments, councils, and organizations to discuss GIS data issues. Collaborate with other parties on obtaining accurate and complete information and maximizing resources.
- Manage requests for GIS services throughout the city; Identify applications and methods for projects; act as City liaison between county and state GIS agencies.
- Functions as the Enterprise GIS Administrator.



The City of Dover GIS MANAGER

Non-Bargaining Pay Grade: 132

- Establishes data and policy standards across all city departments which will also integrate with other government agencies.
- Identify needs for, coordinate, and manage third-party GIS contract work.
- Uses self-paced study of GIS application software required for implementation of future City GIS planning.
- Gathers and maintains information/data to prepare reports of completed and pending jobs for summary and research purposes.
- Serves as the City of Dover's liaison to the Delaware Geographic Data Committee.
- Supervises Staff.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires education or training equivalent to graduation from a college or university of recognized standings with major work in business administration, mathematics, civil engineering, GIS, and management information systems. Considerable experience in GIS and spatial data programs and operations. Experience in management and coordination of enterprise-wide GIS systems, databases, and applications.
- Requires eight years of related experience in Esri GIS software and data management.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



**The City of Dover
GIS MANAGER**

Non-Bargaining Pay Grade: 132

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
GIS SPECIALIST
Non-Bargaining Pay Grade: 124

Employment Status: Full time	Department: Public Works
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Shawn Burgett	Preparation Date: 9/05/2023

Job Overview

The GIS Specialist utilizes the ArcGIS suite of products to develop and maintain Geographic Information Systems (GIS). The position also coordinates its efforts with the City's GIS Manager to ensure proper utilization of the City's Enterprise GIS.

Essential Duties and Responsibilities

- Performs technical duties in the development, implementation, operation, and maintenance of the Department's GIS; compiles, stores, inventories, and analyzes data.
- Creates maps, updates and maintains city data layers according to City policies and procedures along with data collection and field verification.
- Prepares exhibits and assists those responsible for presentations to Commissions and to Council; prepares technical reports and materials for use in presentations.
- Interprets engineering plans, plat maps, and legal descriptions for GIS database development efforts.
- Conducts global positioning system (GPS) data collection for GIS database development efforts.
- Creates and maintains GIS database metadata to support enterprise GIS efforts for the city.
- Edits, creates and maintains graphic and tabular geographic information datasets.
- Assists in the maintenance and organization of the GIS data layers.
- Ensures the integrity, quality, and accuracy of a variety of GIS information and data.
- Operates a variety of GIS input and output devices including scanners, printers, plotters, and GPS units.
- Stays abreast of new and emerging trends and changing technologies in the field of GIS; reads pertinent industry publications; attends meetings and training as required.
- Performs related duties and responsibilities as required.



**The City of Dover
GIS SPECIALIST**

Non-Bargaining Pay Grade: 124

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Graduation from an accredited four-year college or university with major coursework in Science, Geography, Engineering, or another related field. An equivalent combination of education and/or experience is acceptable.
- Valid driver's license.
- Requires two years of related experience in the ArcGIS suite of products and proficiency in Microsoft Office (Outlook, Word, Excel). Experience with Esri's Utility Network preferred.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
HUMAN RESOURCES COORDINATOR
Pay Grade: 112

Employment Status: Full time	Department: Human Resources
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Director of Human Resources	Preparation Date: 7/01/2022

Job Overview

The Human Resource Coordinator aids with and facilitates the human resource processes. This role administers employee health and welfare plans and acts as liaison between employees and insurance providers. This position resolves benefits-related problems and ensures effective use of plans and positive employee relations. The Human Resource Coordinator ensures that certain plans are administered in accordance with federal and state regulations and that plan provisions are followed. This role provides administrative support to the human resource function as needed, including record-keeping, file maintenance and HRIS entry.

Essential Duties and Responsibilities

- Administers health and welfare plans, including enrollments, changes, and terminations. Processes required documents through payroll and insurance providers to ensure accurate record-keeping and proper deductions. Facilitates open enrollment during scheduled time frames, and fully assists employees in the process.
- Conducts benefit orientation with newly hired employees.
- Performs customer service functions by answering employee requests and questions.
- Completes Forms I-9, verifies I-9 documentation and maintains I-9 files.
- Entry of all employee changes to include promotions, demotions, terminations into current ATS system via personnel action forms
- Submits online investigation requests and assists with new-employee background checks.
- Reconciles benefits statements.
- Conducts audits of payroll, benefits or other HR programs and recommends corrective action.
- Assists with processing of terminations.
- Assists with the preparation of the performance review process.



The City of Dover
HUMAN RESOURCES COORDINATOR

Pay Grade: 112

- Assists with recruitment and interview process. Tracks status of candidates in HRIS and responds with follow-up letters at the end of the recruiting process.
- Schedules meetings and interviews as requested by the Director of HR.
- Makes photocopies; mails, scans, and emails documents; and performs other clerical functions.
- Files documents into appropriate employee files.
- Responsible for running reports from ATS and HRIS system, as well as tracking within Excel.
- Coordination and scheduling of random drug testing for selected employees.
- Assists or prepares correspondence as requested.
- Processing of invoices to be paid, as well as tracking of yearly purchase orders for workers compensation funding and copier lease.
- Creating and updating of employee ID badges.
- Issue and maintain employee parking permits.
- Process HR budget amendments when necessary.
- Full management of pension program. Primary contact for retiree benefit enrollment changes and updates while maintaining a list of all retirees.
- Updating social media HR page, while maintaining up to date and current job postings on each site.
- Coordination of all required trainings for current employees.
- Prepares new-employee files, and properly scans files in internal system.
- Processes mail.
- Performs other related duties as assigned.

Required Skills, Knowledge, and Abilities

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Working understanding of human resource principles, practices, and procedures.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite, or related software.

Education and Experience

- High School Diploma or G.E.D equivalent
- At least 1 -2 years of related experience in Human Resources required
- Bachelor's degree in Human Resources preferred



The City of Dover
HUMAN RESOURCES COORDINATOR
Pay Grade: 112

Working Conditions, Physical Requirements

- Office environment
- Must be able to remain in a stationary position up to or more than 50% of time.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).
- Frequently moves boxes weighing up to 10 pounds across office for various needs.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
HUMAN RESOURCES DIRECTOR
Pay Grade: 136

Employment Status: Full time	Department: Human Resources
FLSA: Exempt	Supervisory Responsibility: YES
Direct Supervisor: Dave Hugg	Preparation Date: 4/20/2023

Job Overview

The Human Resource Director position within the organization is to direct and oversee the Human Resources Department. The position is responsible for staff supervision, establishing long-range plans, developing policy and procedures, managing human resources processes, and budgets, evaluating, and reporting. Decision-making is almost the entire focus of the job, affecting most segments of the organization and the general public; works in a highly dynamic environment, responsible for establishing goals, objectives, and policies.

Essential Duties and Responsibilities

- Supervises staff, including establishing staff standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Develops goals, objectives, policy and procedures for human resources management and improvements in consultation with senior management, department heads, and department staff to ensure efficient and fair human resources management processes.
- Serves as lead negotiator for labor contracts; conducts research work for labor negotiations; interprets labor contracts, including handling employee grievances and arbitration arising from labor contracts.
- Secures proposals and purchases employee fringe benefits, including life, disability, dental, vision, and employee and retiree health insurance; monitors worker's compensation claims and costs of City's self-insured worker's compensation program.
- Monitors and researches trends, new methodologies, laws, rules, and City policy to develop or improve human resources management processes.



The City of Dover
HUMAN RESOURCES DIRECTOR
Pay Grade: 136

- Develops, presents, and implements departmental budget; oversees and approves expenditures; prepares financial forms and reports.
- Secures proposals and purchases City property and liability insurance.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Maintains current knowledge of collective bargaining processes and City, State, and Federal labor laws.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Working understanding of human resource principles, practices, and procedures.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite, or related software.

Education and Experience

- Requires a Bachelor's degree or education and training equivalent to four years of college education in human resources, labor relations, or business.
- Master's Degree preferred.
- SPHR, SHRM-SCP, or equivalent HR certification is preferred.
- Requires a minimum of 7 - 9 years of related HR experience.
- Requires a minimum of 3 years' experience in public collective bargaining
- Requires a minimum of 3 years' experience with a supervisor or administrative leadership capacity (in municipal government preferred).

Working Conditions, Physical Requirements

- Office environment
- Must be able to remain in a stationary position up to or more than 50% of time.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.



The City of Dover
HUMAN RESOURCES DIRECTOR
Pay Grade: 136

- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).
- Frequently moves boxes weighing up to 10 pounds across office for various needs.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
HUMAN RESOURCES GENERALIST
Pay Grade: 127

Employment Status: Full time	Department: Human Resources
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Director of Human Resources	Preparation Date: 4/20/2023

Job Overview

The Human Resource Generalist provides technical services in the areas of Human Resources Administration. This position provides assistance to employees, retirees and the public. This position handles a wide variety of responsibilities, including recruitment, benefits (FMLA, pension and retirement plans, short term disability, etc), training programs, and updating City-wide policies, procedures and handbooks.

Essential Duties and Responsibilities

- Performs benefit administration, including worker's compensation, Family Medical Leave Act, COBRA, disability, health, dental, pension, and vision.
- Assist with risk management, labor relations, compensation as well as assisting the director/department with any special need or project.
- Creating and participating in employee morale and team building ideas and functions.
- Coordinate supervisor training as required. Facilitating the training of HR and Safety related topics.
- Interprets City policies, procedures, and labor contracts; reviews, analyzes, and interprets language, personnel laws, and City policies and procedures to present the situation and a possible solution to the Human Resources Director.
- Provides customer service relating to human resources to co-workers, retirees, and the public; provides counseling and advice in accordance with City and state ordinances, regulations, policies, and laws.
- Recruits new employees for the city and presents new employee orientation.
- Prepares and processes retirements specific pensions and 401 plans.



The City of Dover
HUMAN RESOURCES GENERALIST
Pay Grade: 127

- Performs administrative tasks such as preparing correspondence, special reports for the area of responsibility.
- Participates in collective bargaining negotiations as needed, including impasse, mediation, and/or arbitration processes.
- Interacts with department heads and supervisors to gather information to change or create new personnel policy; makes recommendations to Director.
- Manage, conduct, and coordinate Human Resources trainings to inform City employees of Department policies and processes, State and Federal labor laws.
- Oversee and facilitate development programs for employees.
- Assist with customer inquiries, collect and process documents, record and report department processes.
- Employee Relations management, and resolution as needed.
- Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.
- Adding on: Onboarding, I-9, Conducts benefit orientation with newly hired employees. Submits online investigation requests and assists with new-employee background checks.
- Entry of all employee changes to include promotions, demotions, terminations into current ATS system via personnel action forms.
- Assist with data entry of employee electronic filing as needed.
- Performs other related duties as assigned.

Required Skills, Knowledge, and Abilities

- Maintains current knowledge of collective bargaining processes and City, State and Federal labor laws.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Working understanding of human resource principles, practices, and procedures.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite, or related software.

Education and Experience

- Requires Bachelor's Degree in Human Resources, Business Management, Public Administration or a related field.
- Three (3) to Five (5) years of experience directly related to the position.



The City of Dover
HUMAN RESOURCES GENERALIST
Pay Grade: 127

Working Conditions, Physical Requirements

- Office environment
- Must be able to remain in a stationary position up to or more than 50% of time.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).
- Frequently moves boxes weighing up to 10 pounds across office for various needs.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
INFORMATION TECHNOLOGY DIRECTOR
Non-Bargaining Pay Grade: 137

Employment Status: Full time	Department: Information Technology
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 9/05/2023

Job Overview

The Information Technology position is to oversee and direct the City's information systems. The position is responsible for supervising staff, establishing goals, objectives, policies and procedures, planning information system infrastructure and architecture, designing operating processes, managing system operations, evaluating system performance, negotiating for improved system capabilities, developing annual operating and capital improvement budgets for the department, and coordinating or reporting on activities to senior management and elected or appointed officials. Decision-making is the main focus of the job, affecting the entire organization.

Essential Duties and Responsibilities

- Supervise staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; as well as recommending the proper level of staffing and assignment of tasks.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices to promote intra- and interdepartmental teamwork. Facilitates communication with the City Administration regarding successes and areas of concern.
- Responsible for promoting a culture of excellent customer service to other departments by seeking input from other department heads, internal project teams, and interactions with external consultants and teams.
- Responsible for maintenance or cooperation with the technical staff of city contractors for the following major areas as well as other duties as assigned related to information technology:



The City of Dover
INFORMATION TECHNOLOGY DIRECTOR

Non-Bargaining Pay Grade: 137

- Network hardware including servers, switches, cabling, routers, fiber optic equipment, and accessories.
- Individual workstations (desktops and laptops), monitors and accessories, and city-owned mobile devices including tablets and cell phones.
- City-owned software including Enterprise Resource Planning (Tyler-MUNIS) software, databases, office suite, email archive software, GIS, SCADA, and other technical proprietary software solutions, data storage solutions, security software (detailed below), email archive, VPN and other external access connections, and other software.
- Network risk management and cybersecurity which includes employing a comprehensive strategy of technical solutions including firewalls, antivirus, and malware protections, logging and analyzing network probes and attacks, training in social engineering defenses, and other cyber defense strategies, and continuation of operations planning.
- Telephone system operation and maintenance,
- Maintains the contract for building security system and access control and video surveillance equipment and serves as City administrator by processing requests for building access.
- Assesses emerging technology solutions and trends to provide input into management decisions at the organizational level.
- Coordinates and develops a rolling five-year capital improvement program to maintain the city information infrastructure and from that plan develops RFPs and selects equipment accordingly.
- Develops policies and procedures in consultation with senior management, staff, and system users to ensure efficient and economical operations; ensures promulgation of policies and procedures to all levels and evaluates to ensure compliance and identify deficiencies.
- Conducts needs analysis and consults with information system users to establish long-range goals and objectives; monitors and researches trends in information technology, laws, rules, and City policy to develop strategies to achieve long-range goals.
- Deploy short-term and long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies.
- Assess emerging technologies for applicability to City information system needs; oversee, identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.
- Coordinates and develops bid requirements for all IT hardware, software purchases, and future upgrades; reviews submitted bids for compliance with stated requirements; authorizes and oversees the development, monitoring, maintenance, development, and support of all hardware/software as needed; develop business case justifications and cost/benefit analysis for IT spending and initiatives.



The City of Dover
INFORMATION TECHNOLOGY DIRECTOR
Non-Bargaining Pay Grade: 137

- Monitors information system operating parameters and performance indicators to assess system performance levels; consults with system users on adequacy and timeliness of information services; takes corrective action when system deficiencies are identified.
- Oversees administrative matters such as developing budgets, administering expenditures, conducting special studies, preparing routine or special reports, developing and other administrative duties.
- Represent the City on boards or committees involved in information systems planning at the regional or state level; provide advice and assistance to City business technology planning efforts.
- On-call availability twenty-four (24) hours a day, seven (7) days a week, with appropriately trained backup when necessary.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires bachelor's degree in computer or management information systems, computer science or business administration with technology or related field as a core, or related field, or a master's degree in public administration (or a closely related discipline) and five or more years of applied knowledge of information technology.
- Master's with a specialization in Information Technology preferred.
- Any combination of education and experience that demonstrates the required skill and knowledge for successful performance may be acceptable.
- Valid Driver's License accepted in the State of Delaware.
- Requires over ten years of leadership experience in a complex information technology department.
- Experience exchanging information among various cloud-based applications.
- Experience in leadership and management in a public entity, or at least with FOIA law is desirable.

Working Conditions, Physical Requirements

- Office environment.



The City of Dover
INFORMATION TECHNOLOGY DIRECTOR
Non-Bargaining Pay Grade: 137

- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
INSPECTOR III
Non-Bargaining Pay Grade: 128

Employment Status: Full time	Department: Planning, Inspections, and Community Development
FLSA: Exempt	Supervisory Responsibility: Oversees the Code Enforcement Division
Direct Supervisor: Planning, Inspections and Community Development Director	Preparation Date: 9/05/2023

Job Overview

The Inspector III position is to perform and oversee inspections for code compliance. The position is responsible for supervising staff, planning, training, performing inspections, reviewing plans, code compliance, permits, licenses, and reporting. The position works independently under the general supervision of the Planning, Inspections and Community Development Department Director reporting major activities through periodic meetings, reports, and presentations to the Director, City officials, and Council.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Performs review of commercial and residential building plans to ensure compliance with applicable codes and ordinances.
- Conducts property maintenance inspections, including determination of suitability for occupancy, structural stability, dangerous condition, and need for demolition, and orders repairs or condemnation as appropriate.
- Performs periodic review of permits and licenses to determine requirements for and to ensure currency of same.
- Interacts with the general public, architects, and engineers to provide code-related information regarding such matters as zoning, licensing, building construction, and occupancy and to assist with resolution of issues/complaints.
- Sets up and maintains record system; processes daily paperwork including follow-up and other reports, memos, and personnel information; prepares correspondence as required.



The City of Dover INSPECTOR III

Non-Bargaining Pay Grade: 128

- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility including appeals to the Construction and Property Management Board of Appeals and the City Council.
- Stays abreast of changes in codes and ordinances affecting the area of responsibility and educates staff on the same.
- Oversees and assists with maintenance of equipment of responsibility.
- Attends or conducts meetings with staff, architects, engineers, the general public, and other professionals to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.
- Presents before the City Council.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires associate degree or the equivalent of two years of college or vocational school education in construction, architecture, engineering, or a closely related field.
- Requires valid Delaware Driver's License.
- Requires national certification (BOCA, ICC, or equivalent) in at least one of the following major areas of responsibility: Basic building code; plumbing code; mechanical systems; fire protection systems; and property maintenance.
- Requires minimum of three years' experience in supervisory and/ or project management experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



**The City of Dover
INSPECTOR III**

Non-Bargaining Pay Grade: 128

- Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating, machinery, tools, or office equipment.
- Exposure to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, electrical shock, and traffic.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
INSPECTOR III/FIRE MARSHALL
Non-Bargaining Pay Grade: 131

Employment Status: Full time	Department:
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor:	Preparation Date: 9/05/2023

Job Overview

The Inspector III/Fire Marshall position is to perform and oversee inspections for code compliance. The position is responsible for supervising staff, planning, training, performing inspections, reviewing plans, code compliance, permits, licenses, fire investigations, and reporting. The position works independently, reporting major activities through periodic meetings. Responsible for the actions of others. This position is subject to the annual appointment of a Fire Marshal by the City Council.

Essential Duties and Responsibilities

- Performs annual fire and life safety inspections
- Conducts acceptance tests on fire alarm systems, fire suppression systems, hood, and hood suppression systems
- Performs Certificate of Occupancy inspections
- Issues Notice of Violations for code-related issues
- Reviews fire alarm systems, fire suppression systems, hood, and hood suppression systems plan and permits.
- Conducts acceptance tests for fire alarm systems, fire suppression systems, hood, and hood suppression systems.
- Conducts site plan and building plan review
- Duties shall also include those indicated in the City of Dover Ordinance, Chapter 46 – Fire Prevention and Protection, Article III. Fire Code, Section 46-124.
- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination. Completes employee evaluations.



The City of Dover
INSPECTOR III/FIRE MARSHALL
Non-Bargaining Pay Grade: 131

- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors, and strategies needed to bring lasting improvements in service delivery in all business areas.
- Leads and Performs review of commercial and residential building plans to ensure compliance with applicable codes and ordinances.
- Leads and performs field inspections on buildings and such systems as fire protection, for code/ordinance compliance.
- Performs review of permits and licenses to ensure currency of same.
- Performs inspections of properties to ensure compliance with city code requirements.
- Conducts fire investigations; determines and documents origin and cause of fire; writes reports; testifies in court as required.
- Reviews site development plans for compliance with fire and life safety codes; reviews fire protection system plans, on such systems as fire suppression, hood suppression, fire alarms, and other similar systems.
- Performs testing of fire systems.
- Interacts with the general public, contractors, architects, and engineers to provide code-related information regarding such matters as zoning, licensing and fire protection, and building construction, and to assist with the resolution of issues/complaints. Utilizes the City of Dover Code of Ordinances, State of Delaware Fire Prevention Regulations, National Fire Protection Association codes and standards, International Property Maintenance Code, and International Building Code.
- Prepares routine schedules and reports for the area of responsibility; maintains required logs, forms, and records.
- Sets up and maintains record system; processes daily paperwork including follow-up and other reports, memos, and personnel information; prepares correspondence as required.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Stays abreast of changes in codes and ordinances affecting the area of responsibility and educates staff on the same.
- Oversees and assists with maintenance of equipment of responsibility in a clean, functioning manner.
- Works with other inspection functions to coordinate inspections and enforcement.
- Attends or conducts meetings with staff, architects, engineers, the general public, and other professionals to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.



The City of Dover
INSPECTOR III/FIRE MARSHALL
Non-Bargaining Pay Grade: 131

- Building & Fire: Performs review of commercial and residential building plans to ensure compliance with applicable codes and ordinances.
- Fire: Reviews sprinkler system and fire protection plans; performs testing of fire systems; performs surveys of residential areas.
- Conducts fire investigations; determines and documents origin and cause of fire; writes reports; testifies in court
- Rotating on-call responsibilities to include weekends and holidays. Must be able to respond safely within thirty (30) minutes of contact as defined in the office Standard Operating Guideline.
- Required to work special events. For example, the 4th of July celebration race weekend, festivals and concerts, and other special events within city limits.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires an associate degree, the equivalent of two years of college or vocational school education or related experience in construction, architecture, engineering, fire science, criminal justice, or a closely related field.
- Requires valid Delaware Driver's License, and job-specific certification.
- Requires national certification (National Fire Prevention Association or National Board on Fire Service Professional Qualification) in at least one of the following major areas of responsibility: fire inspector, plans examiner, or fire investigator.
- Requires national certification (NFPA, National Fire Academy, or equivalent) in at least one of the following major areas of responsibility: Basic building code, fire plans reviewer, and fire investigator.
- Must be able to obtain and maintain DELJIS and LEISS access. which requires an SBI background check.
- Obtain National Fire Protection Association Fire Inspector I, National Fire Academy Fire Investigation Essentials, National Fire Academy Fire Investigation: Interview and Testimony, Emergency Vehicle Operator, Incident Command System 100, 200, 700, and 800, and Emergency Medical Responder and CPR AED or equivalent. within 1 year of employment



The City of Dover
INSPECTOR III/FIRE MARSHALL
Non-Bargaining Pay Grade: 131

- Obtain National Fire Protection Association Fire Inspector II, National Fire Academy Fire Inspection Principles I and II within 3 years of employment
- Obtain a Certified Fire Investigator within 6 years of employment
- Any/all training completion dates are subject to acceptance, availability, and funding.
- Requires five years of related experience.
- Inspectors will be subject to a psychological exam and physical if required to carry a defensive weapon. Inspectors would also be subject to Safety Sensitive Random Drug and Alcohol Testing.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
LIBRARY DIRECTOR
Non-Bargaining Pay Grade: 134

Employment Status: Full time	Department: Library
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Dave Hugg	Preparation Date: 9/07/2023

Job Overview

The Library Director's position is to oversee and direct operations of the Dover Public Library. The position is responsible for staff supervision, planning, training, budget, policy, procedures, the facility, library materials, and reporting. The position develops and implements programs within organizational policies; and reports major activities to executive level administration through conferences and reports. This position is responsible for the actions of others requiring the development of procedures and constant decisions affecting subordinate workers, customers, clients, or others in the public, work in a very fluid environment with guidelines but significant variation.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Oversees a comprehensive library program, including technology and material services, children and youth services, adult services and programming, circulation functions, and passport acceptance facility.
- Supervises and participates in the development and administration of the library budget; directs the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures.
- Develops, plans, and implements library goals and objectives; recommends and administers policy and procedures.
- Oversees and participates in the acquisition and maintenance of library materials; oversees maintenance of the library facility and equipment.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.



**The City of Dover
LIBRARY DIRECTOR**

Non-Bargaining Pay Grade: 134

- Performs public relations work with the media, the public, various organizations and agencies, and public officials to create awareness of library programs and resources.
- Serves as liaison with the Delaware Division of Libraries and Delaware Libraries Consortium.
- Assists the public at the public service circulation and reference desks as required.
- Attends or conducts staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires ALA-accredited Master of Library Science Degree.
- Requires a minimum of eight years of Library experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
LINE CREW SUPERINTENDENT
Non-Bargaining Pay Grade: 140

Employment Status: Full time	Department: Electric
FLSA: Exempt	Supervisory Responsibility: Directly Supervises 23 personnel
Direct Supervisor: Paul Waddell	Preparation Date: 9/07/2023

Job Overview

The Line Crew Superintendent's position is to oversee and direct operations of the Transmission and Distribution Department. The position is responsible for supervising staff, planning, project development and management, training, policy, procedures, safety regulation compliance, equipment, budget, and reporting. The position develops and implements programs within organizational policies; and reports major activities to executive-level administrators through conferences and reports. Decision-making is a significant part of the job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible for assisting in developing policy and practices.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Responsible for project development and management. Ensure projects are completed to expectations, including budget, and ensure scheduled guidelines are met or exceeded. Focus on safety, EPA guidelines, quality, procurement, cost management, schedule management, work performance, and overall progress against the original plan.
- Directs, oversees and instructs apprentice training.
- Develops, presents, and implements annual budget; oversees and approves expenditures; prepares financial forms and reports.



The City of Dover
LINE CREW SUPERINTENDENT
Non-Bargaining Pay Grade: 140

- Develops and implements policy and procedures for area of responsibility; enforces and interprets same for staff as required.
- Maintains specifications and contracts for various outsourced services; assists in substation maintenance and design.
- Maintains specifications for electrical equipment and prepares specifications for fleet replacements.
- Performs administrative tasks such as preparing payroll, developing and maintaining schedules for the electrical system, or managing correspondence and records.
- Gathers and maintains information/data to support periodic and special reports documenting activities and projects for the area of responsibility.
- Interacts with departmental personnel, other agencies, outside organizations, and Dover citizens to provide information, assist with resolution of issues, or investigate problems or complaints.
- Attends or conducts staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires an associate degree in business management, public administration, finance, accounting, or a closely related field or specialized training that is equivalent to satisfactory completion of two years of college education. A bachelor's degree is preferred.
- Requires valid Delaware Driver's License. A Journey Lineman certification is required.
- Requires a minimum of ten (10) years related experience. Requires a minimum of five (5) years of progressive management experience.

Working Conditions, Physical Requirements

- Office and field environment.
- Operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.



The City of Dover
LINE CREW SUPERINTENDENT
Non-Bargaining Pay Grade: 140

- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
PARKS AND RECREATION DIRECTOR
Non-Bargaining Pay Grade: 135

Employment Status: Full time	Department: Parks and Recreation
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 9/07/2023

Job Overview

The Parks and Recreation Director position is to oversee and direct the City's Parks and, Recreation department. The position is responsible for supervising staff, establishing goals, objectives, policies, and procedures, planning, managing recreational activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. The position develops and implements programs within organizational policies; and reports major activities to executive-level administrators through conferences and reports. Decision-making is a major part of the job, affecting the general public; works in a dynamic environment, is responsible for developing policy and practices.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Responsible for parkland planning and management; including proper maintenance of parks and recreational facilities, grounds, and ball fields.
- Carries out comprehensive research for available grants. Completes the grant application, clearly and effectively.
- Visits Park sites for project status review or equipment evaluation; directs construction, management, and maintenance of the department's physical resources including parks,



The City of Dover
PARKS AND RECREATION DIRECTOR

Non-Bargaining Pay Grade: 135

buildings, and other recreational facilities; and establishes priorities, policies, and procedures to ensure an acceptable level of maintenance and repair.

- Oversees department's capital improvement projects; assists with design for facilities; recommends selection of consulting firms; and negotiates and administers contracts with consultants, engineers, architects, or other service providers.
- Establishes and maintains partnerships and effective working relationships with other departments, agencies, community groups, schools, state and federal agencies, and professional organizations; and collaborates with parties to maximize resources to meet the community's needs.
- Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities, and plan for future expansion to meet growth needs.
- Directs departmental activities, including recreational center and programs, park events, inspections and evaluations, safety, and marketing of park programs including the website, recreation brochure, and social media.
- Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to park and recreational services.
- Represent the City on regional and local boards or committees and at meetings concerning parks and recreation issues; make presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant park and recreation issues or programs.
- Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, preparing departmental CIP, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience



The City of Dover
PARKS AND RECREATION DIRECTOR
Non-Bargaining Pay Grade: 135

- Requires a bachelor's degree in recreation, physical education, public administration, or related field. A master's degree is preferred.
- Valid driver's license. Evidence of a good driving record.
- Certified Park and Recreation Professional (CPRP) desired.
- Requires a minimum of eight years of related experience. Experience shall be of progressive responsibility in recreation, park management, or a related field including 5 years of senior management experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
PASSPORT CLERK
Non-Bargaining Pay Grade: 118

Employment Status: Part- time	Department: Library
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Brian Sylvester	Preparation Date: 9/11/2023

Job Overview

The Passport Clerk position is to provide customer assistance with the processing and submission of U.S. Department of State Passport applications. This position reports to the Library Director

Essential Duties and Responsibilities

- Accept and process Passport applications in accordance with training and instructions provided by U. S. Department of State Passport Services.
- Provides prompt, courteous, and friendly assistance to the public using one-on-one interaction in the library, via phone, and or other electronic means to ensure customer satisfaction.
- Provide passport customers with applications, forms, and brochures.
- Ensures that customers submit completed applications.
- Ensures that customers submit photos, citizenship documentation, and correct fees.
- Take passport photos in accordance with Department of State regulations.
- Administers the Passport oath to customers.
- Witnesses customers' signatures on applications.
- Records customer's identification documentation on application forms.
- Receives payment for fees and issues receipts as necessary.
- Completes all paperwork necessary to maintain an accurate accounting of financial and application processes.
- Orders, organizes, and maintains material and supplies for Passport Services
- Maintains records as required by the U.S. Department of State.

Required Skills, Knowledge, and Abilities



The City of Dover
PASSPORT CLERK
Non-Bargaining Pay Grade: 118

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires high school degree or GED.
- A minimum of one (1) year customer service experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
PAYROLL SPECIALIST
Non-Bargaining Pay Grade: 126

Employment Status: Full time	Department: Finance
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor:	Preparation Date: 9/07/2023

Job Overview

The Payroll Specialist position is to coordinate, lead, and perform complex clerical accounting work within the payroll section to ensure timely and accurate payment for all of the City's payroll obligations. Performs related and other work as required, all within the context of the City's Mission.

The position requires a working knowledge of modern financial record-keeping principles, procedures, methods, and terminology pertinent to the municipal accounting office, including complex computerized financial systems; of related general clerical filing, indexing, and cross-referencing methods and procedures. Must have a working knowledge of preparation and filing procedures for federal and state quarterly and annual payroll reports. Must be familiar with benefit maintenance, reconciliation, premium payment, and reporting procedures.

Ability to interpret, and explain policies and procedures pertaining to the work including reports produced by data processing equipment; to use expenditure and revenue code procedures; to understand and reconcile payroll records; to balance and reconcile accounts; to perform machine calculations with speed and accuracy; to do complex clerical work; to provide lead direction and training to others; to carry out oral and written instructions; and to establish and maintain cooperative relationships with those encountered in the course of work.

Essential Duties and Responsibilities

- Coordinate the process of the generation, reconciliation, and recording of the biweekly payroll and ensure appropriate wage/benefit cost distribution for general ledger purposes.
- Monitors status of events; performs necessary coordination, and adjustments to schedules, interventions, and assignments.



**The City of Dover
PAYROLL SPECIALIST**

Non-Bargaining Pay Grade: 126

- Prepares journal entries to accurately record all payroll transactions prepares justifications and makes recommendations for the adjustment of journals or transfer of entries to make revenue or expenditure corrections.
- Prepare Quarterly and Yearly reports to Federal and State Agencies. Researches and solves a variety of problems related to assigned activity.
- Maintain the process for history files for employees for salary and benefits, including authorized payroll deductions; maintain accounting records to reflect personnel transactions and position control such as changes in pay rates, classification or departmental assignment, new hires, and separations from payroll; reconciles details records of employee earnings, deductions and leave usage. Respond to employee inquiries regarding pay calculations, posting errors, vacation extensions, cashouts, and W4 processing.
- Provides information and assistance to other City personnel and the general public regarding applicable departmental policies, rules, and procedures. Works closely with management of City departments, interpreting financial policy, providing recommendations, and solving financial problems of a complex and/or sensitive nature.
- Posts, and computers, compare and balance a variety of financial, accounting, and statistical information.
- Coordinates workflow; provides assistance and training to other clerical accounting employees; and, as assigned, provides backup support during periods of vacation and illness.
- Interprets computer reports related to assigned activities.
- Maintains desk manuals of procedures and practices related to assigned activities.
- Plans, prioritizes and assigns work to support staff.
- Responsible for the auditing and verification of time sheets for accuracy and compliance with various policies, procedures, and FLSA.
- Promotes the City's Mission to make Dover a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Mission Statement adopted by the city.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience



**The City of Dover
PAYROLL SPECIALIST**

Non-Bargaining Pay Grade: 126

- Associate degree in accounting or at least one year of college-level accounting courses with five years experience in payroll procedures, payroll taxes, and accounting principles.
- Five years of bookkeeping or statistical recordkeeping experience, preferably including responsibility for providing work direction in municipal accounting operations with two of the four years of experience in the payroll function.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
PLANNING, INSPECTIONS AND COMMUNICATION DEVELOPMENT DIRECTOR
Non-Bargaining Pay Grade: 138

Employment Status: Full time	Department: Inspections and Community Development
FLSA: Exempt	Supervisory Responsibility: Oversee the Planning, Inspections, and Community Development Department
Direct Supervisor: City Manager	Preparation Date: 9/07/2023

Job Overview

The Planning, Inspections and Community Development Director position is to oversee and direct the City's Planning, Inspections, and Community Development Department (Planning Building Inspections, Code Enforcement, Licensing and Permitting, Fire Marshal's Office). The position is responsible for supervising staff, establishing long-range plans, developing goals, objectives, policy and procedures, preparing budgets, managing revenues, and evaluating, documenting, and reporting on events and activities to the City Manager, senior management and elected or appointed officials. The position develops and implements programs within organizational policies; and reports major activities to executive-level administrators through conferences and reports. Decision-making is the main focus of the job, affecting the entire organization and surrounding population.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Develops goals, objectives, policy, and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, the City Manager, Senior management, and department heads.
- Monitors and research trends, studies, statistics, new methodology and technology, laws, rules, and City policy to develop and enhance City planning and inspection processes and activities; monitors and interprets codes and ordinances for enforcement.
- Directs planning activities including developing comprehensive and multi-year plans, coordinating local and regional planning, drafting planning ordinances or resolutions, monitoring



The City of Dover

PLANNING, INSPECTIONS AND COMMUNICATION DEVELOPMENT DIRECTOR

Non-Bargaining Pay Grade: 138

federal or state laws and programs to coordinate functional or special planning, and other management functions to foster planned and coordinated growth and development. As well as assisting the City Manager by providing planning input for economic development.

- Plans and manages inspection operations by coordinating with other departments, the City Manager, senior management, and staff, reviewing or scheduling work requirements, evaluating progress, and recording significant events and activities.
- Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, the City Manager, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to planning and inspection services.
- Represents the City on regional and local boards or committees and at meetings concerning planning and inspection issues; make presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant planning and inspection issues or programs.
- Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, forecasting and managing revenues, conducting special studies or inspections, managing correspondence and records, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a master's degree in a professional field such as planning, public administration, business administration, law, engineering, architecture, or a closely related field or equivalent experience.
- American Institute of Certified Planners certification preferred.
- Requires minimum of five years' experience in supervisor/administrative leadership capacity.
- Requires a minimum of eight years' experience.
- Experience in municipal government or public service preferred.
- Excellent verbal and written communication skills.



The City of Dover

PLANNING, INSPECTIONS AND COMMUNICATION DEVELOPMENT DIRECTOR

Non-Bargaining Pay Grade: 138

Working Conditions, Physical Requirements

- Office environment with occasional visits to the field.
- Exposure to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, electrical shock, and traffic.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
PUBLIC WORKS DIRECTOR
Non-Bargaining Pay Grade: 135

Employment Status: Full time	Department: Public Works
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Dave Hugg	Preparation Date: 9/07/2023

Job Overview

The Public Works Director position is to oversee and direct the Department of Public Works. Divisions include Sanitation, Streets, Stormwater, Administration, and GIS. The position is responsible for supervising staff, establishing long-range plans, developing policy and procedures, managing departmental activities and events, preparing budgets, and evaluating, documenting, and reporting on events and activities to senior management and elected or appointed officials. Decision-making is a major part of the position, affecting a major segment of the organization and the general public.

Essential Duties and Responsibilities

- Supervises staff including establishing staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Provides leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviors, and strategies needed to bring lasting improvements in service delivery in all business areas.
- Develops goals, objectives, policy, and procedures for departmental activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.
- Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities.



The City of Dover
PUBLIC WORKS DIRECTOR
Non-Bargaining Pay Grade: 135

- Directs departmental activities, including street maintenance, drainage, solid waste collection, storm sewer collection, contingency planning, safety, and other activities, processes, or programs.
- Advises and consults with elected and appointed officials, commissions, federal or state regulatory agencies, department heads, staff agencies, developers, civic or private groups, individuals, and others on problems, strategies, policies, and procedures related to public works services.
- Represents the City at meetings concerning public works issues; makes presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant public works issues or programs.
- Oversees administrative matters such as developing and defending departmental budgets, administering expenditures, conducting special studies, managing correspondence and records, reviewing contracts and bills, preparing routine and special reports, administering training, providing for staff technical or professional growth, and other administrative duties.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a bachelor's degree in business management, business administration, public administration, or a closely related field.
- Requires valid Delaware Driver's License.
- Requires six years of related experience with two of those years being in a supervisory or managerial capacity.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.



The City of Dover
PUBLIC WORKS DIRECTOR
Non-Bargaining Pay Grade: 135

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
RECREATION CENTER COORDINATOR
Non-Bargaining Pay Grade: 124

Employment Status: Full-Time	Department: Parks & Recreation
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Parks & Recreation Director	Preparation Date: 9/11/2023

Job Overview

The essential function of the position within the organization is to plan, organize, and oversee the operation of the City of Dover Recreation Centers. The position is responsible for supervising assigned personnel, program and event planning, training, policy, procedures, and reporting. The position develops and implements programs within organizational policies; and reports major activities to executive level and administration through conferences and reports.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination
- Assists with the development, organization, promotion, and implementation of recreational programs and special events
- Coordinates events and programs; secures/schedules and sets up/prepares facilities or fields; orders and prepares required supplies, materials, and equipment
- Recruits, trains, and supervises volunteers to assist with programs and events
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility
- Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills
- Oversees the daily operations of Recreation Center



The City of Dover
RECREATION CENTER COORDINATOR
Non-Bargaining Pay Grade: 124

Required Skills, Knowledge, and Abilities

- Requires considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety
- Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, and software programs such as word processing or spreadsheets
- Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure

Education and Experience

- Requires education or training equivalent to a bachelor's degree in business administration, recreation, public relations, or a closely related field (Ex: Sports Management)

Working Conditions, Physical Requirements

- Requires light to medium work involving standing or walking most of the time, exerting up to 20 pounds of force on a regular basis, and up to 50 pounds of force on an occasional basis; requires moderate dexterity in operating machinery, tools, and office equipment
- The position is exposed to extreme heat/cold, wet, or humid conditions, bright/dim lights, dust or pollen, and traffic

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
Senior LAN ANALYST
Non-Bargaining Pay Grade: 122

Employment Status: Full-time	Department: IT
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: IT Director	Preparation Date: 4-3-2023

Job Overview

The Senior LAN Analyst supports the city's voice and data network, and supervises subordinate LAN Analysts in this support. This position is responsible for PC hardware and software, networking hardware, servers, related equipment of responsibility, and user support. This position also works independently, reporting major activities through periodic meetings. Decision making is a significant part of the job, affecting a large segment of the organization and the public; works in a dynamic environment, responsible to assist in developing policy and practices.

Essential Duties and Responsibilities

- Supervise the LAN Analysts.
- Configures, programs, and maintains computer network equipment including but not limited to, switches, routers, firewalls, PCs, servers, VOIP telephone system, printers, and wireless networks. Configures and maintains network infrastructure including but not limited to repairing network cables.
- Manages the annual implementation of the PC and Printer Lifecycle Policy.
- Supervise the set up and configuration of PC's and software; troubleshoots and performs repairs on hardware and software as required; plans for system improvements
- Configures, programs, and maintains computer network equipment including but not limited to, switches, routers, firewalls, PC's services, telephone voice-mail system, printers, and wireless networks.
- Develops data backup and recovery plan and restores damaged or deleted data as needed; performs daily backup of data of responsibility and administers virus protection software to prevent loss of data



**The City of Dover
Senior LAN ANALYST**

Non-Bargaining Pay Grade: 122

- Plans, installs, and trains users on data and telephone system upgrades; performs scheduling tasks/calendar
- Checks status of network and backup; evaluates network performance; performs network/domain maintenance such as moves, add-ons, changes, or permissions; maintains reliable backup data.
- Establishes and maintains network security, both internal and external.
- Creates database queries to retrieve & present data in organized & meaningful reports to meet criteria provided by City personnel
- Researches, recommends, and bids computer related equipment and software.
- Recommends policy changes regarding computer usage and procedures.
- Provides training and support to computer users; develops procedural manuals as directed
- Documents network changes/maintenance; gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility
- Attends staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills
- Ability to work outside normal work hours
- Performs other related duties as assigned

Education and Experience

- Associate degree or the equivalent of four (4) years of college or equivalent training in computer science, computer programming, network administration, or a closely related field
- Five (5) years of related experience
- Must be able to obtain security clearance for entrance into the Dover Police Department
- Familiar with management of Active Directory, hybrid Azure environments, and Office 365
- Certification in A+/Network+/Security+ preferred

Working Conditions, Physical Requirements

- Requires light to medium work that involves walking or standing virtually all of the time and also involves exerting between 25 to 50 pounds of force on a regular and recurring basis or considerable skill, adeptness and speed in the use of the fingers, hands or limbs in tasks involving close tolerances or limits of accuracy
- Exposed bright/dim light; dusts and pollen
- Normal visual acuity and field of vision, hearing, speaking, color perception, and sense of smell



**The City of Dover
Senior LAN ANALYST**

Non-Bargaining Pay Grade: 122

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
SERVICE CENTER CLERK
Non-Bargaining Pay Grade: 102

Employment Status: Part-Time	Department: Human Resources
FLSA: Non-Exempt	Supervisory Responsibility: None
Direct Supervisor: Recreation Center Coordinator	Preparation Date: 3/31/2023

Job Overview

The Service Center Clerk is to answer public and internal inquiries, screens and direct phone calls, and directs visitors to Recreation Center. This position reports to the Recreation Center Coordinator.

Essential Duties and Responsibilities

- Performs set-up of facilities
- Assists guests with services and inquiries regarding facility policies and procedures
- Performs cash handling tasks including opening and closing procedures
- Provides clerical and administrative support for Center
- Processes class registrations
- Answers public and internal inquiries
- Answers telephone and directs calls to proper staff

Required Skills, Knowledge, and Abilities

- Requires minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible
- Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health



The City of Dover
SERVICE CENTER CLERK
Non-Bargaining Pay Grade: 102

Education and Experience

- High School Diploma or G.E.D equivalent
- Six (6) months of related experience
- Knowledge of recreational activities
- CPR and First Aid certification (City will provide within the first 3 months)
- Experience with community or group activities

Working Conditions, Physical Requirements

- Handles machines, tools, equipment, or work aids involving little or no latitude for judgment regarding attainment of standard or in selecting appropriate items, such as sports equipment, brooms, or mops
- Requires minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
WATER PRODUCTION MANAGER
Non-Bargaining Pay Grade: 133

Employment Status: Full time	Department: Water/Wastewater
FLSA: Exempt	Supervisory Responsibility: Yes (Direct supervision of the Water Production Supervisor and indirect supervision of Water Treatment and Production Staff)
Direct Supervisor: Director of Water & Wastewater / Engineering Services	Preparation Date: 9/07/2023

Job Overview

The Water Production Manager position is to assist the Director of Water & Wastewater / Engineering Services in overseeing and directing the Water Production and Treatment Division. The position is responsible for supervising staff, training, engineering design, and review, overseeing operations of the water production facilities, establishing long-range plans, developing policy and procedures, preparing budgets, and evaluating, documenting, and reporting events and activities to senior management. The position develops and implements programs within organizational policies, reporting major activities to senior management through periodic meetings and reports. Decision-making is almost the entire focus of the job, affecting most segments of the organization and the general public; works in a highly dynamic environment, and is responsible for establishing goals, objectives, and policies.

Essential Duties and Responsibilities

- Supervises staff, including organizing, selecting, or recommending selection, providing or coordinating staff training, motivating and evaluating personnel, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Responsible for creating and maintaining a productive, harmonious, and respectful work environment. Genuine concern for employees' success, hiring, training, empowerment, and staff development. Strong understanding of leadership principles and practices.
- Evaluates designs, improvements, and upgrades for water production and distribution system, ordinances, regulations, and laws. Provides mark-up drawings/lists or acceptance letters related to the proposed documents.
- Fulfill the role of Direct Responsible Charge for the City of Dover, and meet all regulatory requirements outlined with the position.



The City of Dover
WATER PRODUCTION MANAGER
Non-Bargaining Pay Grade: 133

- Interacts with staff and citizens to provide information and respond to questions and complaints relating to the area of responsibility.
- Performs administrative functions such as developing and defending divisional budgets, administering expenditures, conducting special studies, preparing divisional CIP, managing correspondence and records, reviewing contracts and bills, preparing routine and special reports, and determining cost-effectiveness of parts, supplies, and repairs.
- Develops goals, objectives, policy, and procedures for divisional activities and programs in consultation with regulatory agencies, elected or appointed officials, senior management, department heads, and department staff.
- Monitors and researches trends, new methodology and technology, laws, rules, and City policy to develop and enhance public service processes and activities and plans for future expansion to meet growth needs.
- Directs divisional activities including water treatment and distribution and other activities, processes, or programs.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Represent the City on regional and local boards or committees and at meetings concerning water treatment activities; make presentations to elected or appointed officials, department heads and staff, and other public or private agencies or groups on significant divisional issues or programs.
- Attends or conducts staff and other professional meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.
- Oversight of operation of water production facilities to ensure policy, procedure, and regulation compliance by staff.
- Monitors water treatment processes to ensure standard-quality water, including operation of chemical and physical processes; develops and oversees plan of action to correct difficulties.
- Researches, develops and implements plans for water disinfecting, fluoridation, sampling, monitoring, and equipment upgrades to meet increasing industry standards, regulations, and requirements.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.



The City of Dover
WATER PRODUCTION MANAGER
Non-Bargaining Pay Grade: 133

Education and Experience

- Requires a bachelor's degree in engineering.
- Requires a Delaware Water Operator License, a valid Delaware Driver's License, and a Delaware Professional Engineer License.
- Requires a minimum of six years of related experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 50 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
WATER PRODUCTION SUPERVISOR
Non-Bargaining Pay Grade: 129

Employment Status: Full time	Department: Water/Wastewater
FLSA: Exempt	Supervisory Responsibility: Yes (Water Treatment and Production Staff)
Direct Supervisor: Water Production Manager	Preparation Date: 9/07/2023

Job Overview

The Water Production Supervisor position is to oversee water production operations. The position is responsible for staff supervision, planning, training, water quality, facilities and equipment maintenance, policy and regulation compliance, maintaining logs and records, and preparing reports. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Oversees operation of water production facilities to ensure policy, procedure, and regulation compliance by staff.
- Monitors water treatment processes to ensure standard-quality water, including operation of chemical and physical processes; develops and oversees the plan of action to correct difficulties.
- Researches, develops and implements plans for water disinfecting, fluoridation, sampling, monitoring, and equipment upgrades to meet increasing industry standards, regulations, and requirements.
- Maintains inventory of materials and supplies for chemical additions and equipment installation and repair; orders replacement materials and equipment as required.
- Monitors maintenance of facilities and equipment for the area of responsibility, performing periodic inspections to ensure optimal functioning.
- Reviews and maintains required logs and records for plant operations; sets up and maintains record system; processes daily paperwork including reports, memos, requisitions, and personnel information.



The City of Dover
WATER PRODUCTION SUPERVISOR
Non-Bargaining Pay Grade: 129

- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a high school diploma or GED, and the equivalent of one year of college or specialized vocational training in chemistry, water treatment, or a closely related field.
- Requires Delaware Water Treatment Plant Operator License and valid Delaware Driver's License.
- Requires eight years of related experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 50 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
WATER/WASTEWATER MAINTENANCE SUPERINTENDENT
Non-Bargaining Pay Grade: 129

Employment Status: Full time	Department: Water/Wastewater
FLSA: Exempt	Supervisory Responsibility: None
Direct Supervisor: Director of Water & Wastewater / Engineering Services	Preparation Date: 9/07/2023

Job Overview

The Water/Wastewater Maintenance Superintendent position is to oversee water distribution and wastewater transmission operations and maintenance as well as water and/or wastewater projects performed by City staff. The position is responsible for staff supervision, planning, training, customer service, policy and regulation compliance, maintaining logs and records, and reporting. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, terminating or recommending termination, and preparing payroll information.
- Oversees operation and maintenance of water distribution, wastewater transmission, and sewer lift station facilities to ensure policy, procedure, and regulation compliance by staff.
- Oversee the installation and construction of water and/or wastewater projects by the staff to ensure policy, procedure, and regulation compliance.
- Monitors maintenance of facilities and equipment for the area of responsibility, performing periodic inspections to ensure optimal functioning.
- Review and maintain required logs and records; set up and maintain record system; process daily paperwork including reports, and memos. Requisitions, and personnel information.
- Gathers and maintains information/ data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.



The City of Dover

WATER/WASTEWATER MAINTENANCE SUPERINTENDENT

Non-Bargaining Pay Grade: 129

- Interacts with customers to provide information, discuss and resolve issues, problems, and complaints relating to the area of responsibility, or provide estimates.
- Performs public relations with the general public to provide information and assist with the resolution of issues, problems, and complaints relating to Public Works construction projects.
- Assists with the preparation of new standards and specifications and revision of existing standards and specifications.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written documents and multi-task.
- Possess excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires high school diploma or GE and formal training, special courses, or self-education that is equivalent to satisfactory completion of one year of college education or specialized advanced training.
- Requires valid Delaware Commercial Drivers's License (Class B minimum with Tanker Endorsement).
- Requires eight years of related experience.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 50 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.



The City of Dover
WATER/WASTEWATER MAINTENANCE SUPERINTENDENT
Non-Bargaining Pay Grade: 129

Employee Signature: _____

Date: _____