POLICIES & PROCEDURES COMMITTEE MEETING
PAYNESVILE CITY HALL
JULY 10, 2015
10:00 A.M.

AGENDA

I. CALL TO ORDER

II. CONSENT AGENDA
   A. Minutes (page 1)

III. NEW BUSINESS

IV. OLD BUSINESS
   A. Personnel Policy – will be distributed at meeting
   B. Employee Evaluation Form – will be distributed at meeting
   C. Customer Service Specialist Position (page 4)

V. INFORMATIONAL

VI. ADJOURN

Please contact Renee Eckerly at 320-243-3714 ext. 227 or at renee@paynesvillemn.com if you can't attend the meeting.

Members: Kay McDaniel, Donavan Mayer & Renee Eckerly

This agenda has been prepared to provide information regarding an upcoming meeting of the Policies & Procedures Committee. This document does not claim to be complete and is subject to change.

BARRIER FREE: All Policies & Procedures Committee meetings are accessible to the handicapped. Attempts will be made to accommodate any other individual need for special services. Please contact City Hall (320) 243-3714 early, so necessary arrangements can be made.

REQUEST FOR COMMITTEE/COUNCIL ACTION

COMMITTEE/COUNCIL NAME: Policies & Procedures Committee

Committee/Council Meeting Date: July 10, 2015

Agenda Section: Consent

Originating Department: Administration

Item Number: II - A

ITEM DESCRIPTION: Minutes

Prepared by: Staff

COMMENTS:

Please review the minutes from the May 14, 2015 Policies & Procedures Committee meeting.

ADMINISTRATOR COMMENTS:

COMMITTEE/COUNCIL ACTION:

Motion to approve the minutes from the May 14, 2015 Policies & Procedures Committee meeting.

MINUTES
POLICIES & PROCEDURES COMMITTEE MEETING

MAY 14, 2015

Chairperson Donavan Mayer called the meeting to order at 4:10 p.m. Other members present were Renee Eckerly, City Administrator and Kay McDaniel.

> **Motion was made by Mayer to approve the minutes from the December 2, 2014 and February 17, 2015 Policies & Procedures Committee Meetings. Seconded by McDaniel and unanimously carried.**

EMPLOYEE EVALUATION FORMS

This item was not discussed.

PAID TIME OFF (PTO)

Eckerly distributed the current payroll leave summary report which shows how much PTO time each employee has accrued to date and the City Administrator employment agreement dated January 1, 2014. There was a discussion when the City Administrators contract was being negotiated regarding possible moving the Department Heads to 350 hour maximum instead of 325 maximum for PTO. The Committee discussed the pros and cons of adjusting the PTO maximum and concluded to leave it at 325. Eckerly will research with other cities what their maximum level is and how they deal with people hitting the maximum.

HR & PAYROLL/CUSTOMER SERVICE SPECIALIST POSITION

Eckerly distributed a draft job description for a City Clerk to replace the Payroll Specialist position. Eckerly reviewed with the Committee a new structure for the Administration office to have a Zoning Administrator, who would take care of all the building permits, zoning and addressing issues. Have a Treasurer position that would take care of all the financial processes for the City including payroll (in a 6 month to year time frame after other two positions are filled) except balancing the liquor store. City Clerk would have the duties under the State Statute and be a backup for other positions in the office. This would eliminate a couple of titles that Eckerly now has. The Committee also discussed the amount of customers that are coming in to the Deputy Registrar office and how there is a need for someone to just handle them. The Committee would like to see what a job description would be for a 67 day Seasonal Customer Service person. All revised job descriptions will come back to the next meeting for review.

BUILDING OFFICIAL POSITION

Eckerly informed the Committee that two internal staff are interested in the position. One would be the Part-Time Building Official and the other could be Assistant Building Official (part time). If both are doing the Building Official work it was discussed that when either of them does the Building Official duties that they would get the hourly wage of that position.

The Committee reviewed the job description that matches the wage grade/step and no changes are recommended. It was recommended to bring forward to the Council to have Brad Mehlhop begin training to become a Part-Time Building Official/Part-Time Public Works Intermediate employee. The Part-Time Building Official would be at a rate of $22.22 per hour.

The job description will be revised for the second interested employee and brought back to the next meeting.

NEXT MEETING

The next meeting will be May 28, 2015 at 4:00 p.m.

There being no further business, the meeting was adjourned at 5:40 p.m.

POSITION: Customer Service Specialist draft July, 2015

DEPARTMENT: Administration

Description of Work

General Statement of Duties: Perform the first line of contact by greeting all customers either in person or over the telephone. Inquiring what their needs are and assisting them accordingly with various transactions such as to renew and register vehicles, renew driver licenses, obtain DNR licenses, pet licenses, utility bills, and answer any questions. Additional duties to provide transcription and data entry for the Police Department.

Supervision Received: Works under the general and technical supervision of the City Administrator.

Supervision Exercised: None.

Duties and Responsibilities

* Provides customer assistance to anyone entering the City Hall for either city or motor vehicle business. This includes but is not limited to registering and transferring motor vehicles, boats, snowmobiles, four wheelers, etc.
* Renewing and issuing driver licenses
* Assist Motor Vehicle Specialist with entering transactions information into computer for Motor Vehicle, Drivers' license and DNR.
* Provide assistance with answering both the Motor Vehicle and the City Hall telephone lines and providing customer service to the public.
* Accept and process payment for city services such as but no limited to pet licenses, water/sewer payments, administrative fine tickets and miscellaneous transactions.
* Process paid invoices including scanning and filing.
* Performs data entry and processes reports, citations and records into the computer data base record management system (RMS) and into the criminal justice reporting system (CJRS).
* Transcribes reports, statements, interviews, and supplements from a recording device into work processor or law enforcement software.
* Responds to complaints and/or refers as appropriate.
* Other duties as assigned or apparent

Essential Knowledge, Skills and Abilities

Communications: Must have the ability to actively listen to others for understanding of their needs and situations; ability to speak and write English clearly. Must be able to assertively control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient. Be able to read and understand correspondence, memoranda, and directives.

Decision Making: Must act in a decisive manner, using good judgment. Must be able to assess problems and situations, able to anticipate needs and evaluate alternatives. Must have knowledge of the utilization of appropriate resources and the willingness to initiate use of available resources.

Interpersonal Relationships: Must be consistent in dealing with people; must have the ability to accept criticism and/or discipline; must have tact and diplomacy; must strive to promote a cooperative atmosphere in the department; must have a positive attitude.

Professional Attitude: Must have commitment to the organization; willingness to take initiative; dependability; maturity in relationships with others; and self-confidence. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and professional attitude.

Quality of Work: Must be able to produce quality, accurate work. Must be able to detect and correct errors. Must be able to prioritize and perform multiple tasks simultaneously. Must be able to utilize work time properly and productively. Must be able to coordinate and follow through on projects to completion. Must be able to work independently on a wide variety of projects and assignments.

Physical Abilities: Must have the ability to read and discern visual images on a variety of media. Must have the ability to remain seated or standing at the same work station during the work period with appropriate breaks within that time frame. Must have the ability to type accurately on a computer keyboard. Must have ability to record names and numbers accurately (e.g., not transpose numbers and/or letters). Must have ability to hear while answering telephone and receiving visitors at counter. Must have ability to bend to file items regularly. The employee must occasionally lift and/or move up to 50 pounds.

Desirable Training and Experience

- Experience with State of MN Motor Vehicle, Driver license and Department of Natural Resources processes.
- Experience with the operation of a computer, credit card machine, computerized cash register, 10-key adding machine, and transcription machine.
- Experience in dealing with the public.
- Experience with Microsoft Office Professional.

Minimum Qualifications

Minimum job requirements include one year of customer service experience including public contact.

Key job characteristics include ability to deal courteously with the public in person or by telephone and at all times maintaining confidentiality throughout the office, knowledge of state programs and policies; database skills; ability to keyboard at least 50 wpm with extreme accuracy; ability to prioritize work; strong detail skills; confidentiality; ability to work effectively with others; and good grammar skills.

The duties listed above are intended only as illustrations of the various types of work that may be 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.