

311 CALL CENTER MANAGER

CLASS NUMBER: 11325
EEO CATEGORY: Administrative Support

GRADE: OR05
FLSA: Exempt

JOB OBJECTIVE

Performs managerial, administrative and supervisory duties involved in overseeing day-to-day operations of the 311 Call Center. Performs related duties as required.

DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Performs various supervisory duties.

- Manages the daily operation of the 311 Call Center/HUB Nashville.

- Assigns and reviews work.

- Evaluates employee performance and metrics.

- Develops and maintains policies and procedures for staff members.

- Approves leave requests.

- Counsels with and corrects employees as needed.

Performs various administrative and managerial duties.

- Works directly with Mayor's Office, ITS and Metro contractors on integrations, changes and recommendations.

- Attends community meetings to promote Hub Nashville.

- Oversees and participates in design and implementation of various management and efficiency studies.

- Studies and recommends needs for effective internal organization, staffing patterns, workflow, work simplification, equipment specifications, or procurement.

- Directs, coordinates, and participates in more complex personnel, financial, or administrative programs.

- Provides data and reporting as needed.

- Writes or directs preparation of reports.

- May assist with preparation and/or presentation of annual budget.

- Reviews and analyzes statistical and financial information.

Attends meetings, training sessions and re-certification programs as required.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Supervises professional and support personnel.

Receives direction from and reports to a department head or designee, who reviews completed assignments and tasks.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work area is adequately lighted, heated, and ventilated. Employee works primarily in an office setting under generally favorable working conditions.

Page 2 – 311 CALL CENTER MANAGER

Work is sedentary; however, there may be some walking, standing, bending, carrying of light items, sitting for extended periods wearing a headset and monitoring two computer screens, typing information into a computer; coordinating eye/hand movements while handling calls for the efficient use of console and computer; speaking calmly and clearly in order to elicit information and give instructions to a continuous flow of callers, listening carefully, making responsible judgments where timing is critical, and sitting within hearing distance of other call-takers working under similar conditions.

NOTE: This classification is required to work various shifts, holidays and weekends during city-wide or geographical emergencies.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Any combination of education and experience that would prepare the incumbent to perform duties of the position at the appropriate level. Employees would typically have a bachelor's degree plus considerable professional experience in an administrative, financial, technical, or related field.

More specific education, experience or certification requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Experience operating call center software packages and programs.
- Knowledge with preparing and maintaining documents, records, or reports.
- Experience leading and/or training others on 311 call center operations.
- Experience reading and locating service areas using an atlas, maps, and related documents.
- Experience multitasking while answering a multi-line telephone system and entering data into a computer.
- Thorough knowledge of the principles and practices of business management
- Thorough knowledge of office practices and policies.
- Working knowledge of Civil Service and department rules, policies, and procedures.
- Working knowledge of budgeting practices and procedures.
- Skill using a personal computer.
- Ability to write concise and informative reports.
- Ability to analyze administrative problems and recommend improvements.
- Ability to prepare financial or statistical reports.
- Ability to use independent judgement to apply policy to specific situations.
- Ability to communicate effectively, both orally and in writing.
- Ability to supervise and coordinate the work of others.
- Ability to keep accurate records.
- Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

None

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

311 CALL CENTER SUPERVISOR

CLASS NUMBER: 11326

GRADE: OR03

EEO CATEGORY: Administrative Support

FLSA: Non-Exempt

JOB OBJECTIVE

Supervises and coordinates activities of personnel of the 311 hubNashville call center. Receives and responds to routine and complex city-wide non-emergency calls and requests for services and/or information within Metro Government's consolidated 311 call center. Provides accurate and effective communication to multiple level personnel to provide direct service to the clients. Performs related duties as required.

DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Performs various supervisory duties.

- Reviews work of 311 Call Center Specialist and 311 Call Center Specialist Senior.
- Approves leave requests.
- Counsels with and corrects employees as needed.
- Evaluates employee performance.
- Trains and/or establishes training requirements for employees.
- Handles escalated calls from citizens that other reps need assistance with
- Handles customer inquiries both telephonically and by email.
- Researches required information using available resources.
- Provides customers with service information.
- Enters customer information into Cityworks.
- Answers calls from general public and Metro agencies, responds to emails requesting services.

Performs various administrative duties.

- Reviews telephone traffic data to determine assignment of resources.
- Interprets rules, policies, and procedures for staff members.
- Assists in developing and providing basic and in-service training for hubNashville Personnel.
- Assists 311 Call Center Manager.
- Processes complaint results by reviewing and recommending any action to be taken for final disposition.
- Implements departmental and/or divisional policies and procedures.
- Recommends staff improvements where necessary.
- Writes reports and maintains records.
- Attend community meetings to promote hubNashville.
- Attends meetings and trainings.

SUPERVISION EXERCISED\ SUPERVISION RECEIVED

Exercises direct supervision over 311 Call Center Specialists.

This classification receives general supervision and report directly to 311 Call Center Manager or designee, who is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work area is adequately lighted, heated, and ventilated. Employee works primarily in an office setting under generally favorable working conditions.

Work is sedentary; however, there may be some walking, standing, bending, carrying of light items, sitting for extended periods wearing a headset and monitoring two computer screens, typing information into a computer; coordinating eye/hand movements while handling calls for the efficient use of console and computer; speaking calmly and clearly in order to elicit information and give instructions to a continuous flow of callers, listening carefully, making responsible judgments where timing is critical, and sitting within hearing distance of other call-takers working under similar conditions.

NOTE: This classification is required to work various shifts, holidays and weekends during city-wide or geographical emergencies.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Any combination of education and experience that would prepare the incumbent to perform duties of the position at the appropriate level. Employees would typically have a Bachelor's Degree plus some professional experience in an administrative or technical field.

More specific education, experience or certification requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Thorough knowledge of principles and practices of business management.
- Thorough knowledge of office practices and policies.
- Working knowledge of Civil Service and department rules, policies, and procedures.
- Working knowledge of accounting principles and practices.
- Working knowledge of budgeting practices and procedures.
- Skill in the use of a personal computer.
- Ability to write concise and informative reports.
- Ability to locate, classify, and interpret a variety of financial, statistical, and related information.
- Ability to analyze administrative problems and recommend improvements.
- Ability to prepare financial or statistical reports.
- Ability to use independent judgment in applying policies to specific situations.
- Ability to communicate effectively, both orally and in writing.
- Ability to keep accurate records.
- Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

None

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

CRIMINAL INTELLIGENCE ANALYST 1

CLASS NUMBER: 11327
EEO CATEGORY: Professional

GRADE: OR04
FLSA: Non-Exempt

JOB OBJECTIVE

Performs crime and intelligence analysis for reporting and presenting crime information, statistical trends, and criminal intelligence in support of the Police Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Collects, analyzes, and interprets data received from various departmental units and other law enforcement agencies.
Prepares and disseminates intelligence to investigative units and other agencies.
Assists detectives in active caseloads by conducting research analysis to identify potential suspect leads.
Produces information related to crime trends to assist in preventing and suppressing criminal activities, aid the investigative process, and increase the apprehension of offenders.
Creates a variety of products to assist in investigations, including research reports, association link charts, organizational charts, timelines, phone analysis, and open-source analysis.
Ensures necessary information is effectively communicated in a timely, thorough, and accurate manner, using clear and concise communication methods.
Attends and participates in local and regional meetings and workshops.
Identifies training opportunities to improve skills.
Completes all training to maintain compliance with requirements.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

This is a non-supervisory classification.

Receives supervision and typically reports to a Criminal Intelligence Supervisor or their designee, who is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Work involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, etc.. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university with major course work in Criminal Justice or a related field, or equivalent analytical experience in a related field.

More specific education, certification, and experience requirements will be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

Knowledge of the methods and techniques of research, statistical analysis, and report presentation.
Knowledge of Criminal Intelligence Systems Operating Policies including 28 CFR Part 23 regulations.
Knowledge of Civil Service and departmental rules and procedures.
Skill in using computers, various software programs, and other technology.
Skill in investigating, compiling, and summarizing a variety of informational and statistical data.
Skill in oral and written communication.
Skill at analyzing data and drawing meaningful conclusions.
Ability to maintain confidential and sensitive information.
Ability to use judgment in interpreting and applying procedures and precedents to specific cases.
Ability to communicate effectively, both orally and in writing.
Ability to write clear and accurate reports.
Ability to analyze complex data and generate reports from various databases.
Ability to make sound recommendations based on factual information.
Ability to apply rules and policies to complex situations.
Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

A valid Driver License may be required for some positions in this classification.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

CRIMINAL INTELLIGENCE ANALYST 2

CLASS NUMBER: 11328
EEO CATEGORY: Professional

GRADE: OR06
FLSA: Non-Exempt

JOB OBJECTIVE

Performs complex crime and intelligence analysis for reporting and presenting crime information, statistical trends, and criminal intelligence in support of the Police Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Leads work of less-experienced Criminal Intelligence Analysts.
Collects, analyzes, and interprets data received from various departmental units and other law enforcement agencies.
Prepares and disseminates intelligence to investigative units and other agencies.
Assists detectives in active caseloads by conducting research analysis to identify potential suspect leads.
Produces information related to crime trends to assist in preventing and suppressing criminal activities, aid the investigative process, and increase the apprehension of offenders.
Creates a variety of products to assist in investigations, including research reports, association link charts, organizational charts, timelines, phone analysis, and open-source analysis.
Ensures necessary information is effectively communicated in a timely, thorough, and accurate manner, using clear and concise communication methods.
Attends and participates in local and regional meetings and workshops.
Seeks out training opportunities to improve skills.
Completes all training to maintain compliance requirements.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

This is a non-supervisory classification. Leads and trains less-experienced employees.

Receives supervision and typically reports to a Criminal Intelligence Supervisor or his/her designee, who is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Work involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, etc.. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university with major course work in Criminal Justice or a related field, and two (2) years of related analytical experience.

Employee must obtain one (1) of the following certifications within one (1) year of hire date:

- The International Association of Crime Analysts (IACA) – CLEA or LEAF Certification
- The Alpha Group Center – Crime and Intelligence Analysis Certification
- The International Association of Law Enforcement Intelligence Analysts (IALEIA) Certification

More specific degree, certification, and experience requirements will be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

Knowledge of the methods and techniques of research, statistical analysis, and report presentation.

Knowledge of Criminal Intelligence Systems Operating Policies including 28 CFR Part 23 regulations.

Knowledge of Civil Service and departmental rules and procedures.

Skill in using computers, various software programs, and other technology.

Skill in investigating, compiling, and summarizing a variety of informational and statistical data.

Skill in oral and written communication.

Skill at analyzing data and drawing meaningful conclusions.

Ability to maintain confidential and sensitive information.

Ability to use judgment in interpreting and applying procedures and precedents to specific cases.

Ability to communicate effectively, both orally and in writing.

Ability to write clear and accurate reports.

Ability to analyze complex data and generate reports from various databases.

Ability to make sound recommendations based on factual information.

Ability to apply rules and policies to all but the most unusual situations.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

A valid Driver License may be required for some positions in this classification.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

CRIMINAL INTELLIGENCE UNIT MANAGER

CLASS NUMBER: 11330
EEO CATEGORY: Professional

GRADE: OR10
FLSA: Top Level Mgt.

JOB OBJECTIVE

Manages work performed in the Criminal Intelligence Unit of the Metropolitan Nashville Police Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

- Defines and establishes work standards and operational objectives within the unit.
- Advises senior leadership in all aspects related to crime and intelligence to aid in understanding and decision-making.
- Performs various managerial and administrative duties in the Criminal Intelligence Unit
 - Develops long- and short-term goals and objectives for the unit.
 - Directs preparation of administrative, statistical, and intelligence reports.
 - Develops policies and standards for recruitment and development of staff.
 - Monitors productivity, evaluates the effectiveness of systems and procedures and, makes adjustments as needed.
 - Interprets rules, policies, and procedures for staff members.
 - Compiles and verifies data from various sources.
 - Coordinates work with other sections or divisions.
 - Answers inquiries from employees and the public.
 - Writes detailed reports and maintains accurate records.
 - Attends meetings as needed
- Performs supervisory duties:
 - Assigns and reviews work.
 - Evaluates employee performance.
 - Approves leave requests.
 - Counsels with and corrects employees as needed.
 - Ensures staff completes all mandatory training within established deadlines.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Supervises professional and support staff in the Criminal Intelligence Unit.

Receives general supervision and reports to a designated supervisor who provides assistance and guidance with unusual or difficult situations.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves the everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. There may be some walking standing, bending, carrying light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university with major course work in Criminal Justice or a related field, and six (6) years of relevant analytical experience with at least one (1) year of supervisory responsibility..

Employee must obtain one (1) of the following certifications within one (1) year of hire date:

- International Association of Crime Analysts (IACA) – Certified Law Enforcement Analyst (CLEA) or Law Enforcement Analyst – Foundational (LEAF) Certification
- Alpha Group Center – Crime and Intelligence Analysis Certification
- International Association of Law Enforcement Intelligence Analysts (IALEIA) Certification

More specific degree, certification, and experience requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

Thorough knowledge of managerial and administrative principles and practices.

Knowledge of Civil Service and departmental rules and procedures.

Knowledge of the methods and techniques of research, statistical analysis, and report presentation.

Knowledge of the goals and objectives of the department.

Knowledge of Criminal Intelligence Systems Operating Policies including 28 CFR Part 23 regulations.

Skill in using computers and various software programs.

Skill in investigating, compiling, and summarizing a variety of informational and statistical data.

Skill in oral and written communication.

Skill at analyzing data and drawing meaningful conclusions.

Ability to analyze problems, consider options, formulate strategies, and make practical recommendations.

Ability to maintain confidential and sensitive information.

Ability to use judgment in interpreting and applying procedures and precedents to specific cases.

Ability to communicate effectively, both orally and in writing.

Ability to keep accurate records and write detailed reports.

Ability to analyze complex data using a computer and generate reports from various databases.

Ability to make sound recommendations based on factual information.

Ability to monitor and evaluate the work of others.

Ability to apply rules and policies to all but the most unusual situations.

Page 3 – CRIMINAL INTELLIGENCE UNIT MANAGER

Ability to analyze and evaluate programs and to measure their effectiveness.

Ability to implement program changes in an efficient manner.

Ability to allocate resources.

Ability to train others.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

A valid Driver License may be required for some positions in this classification.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

CRIMINAL INTELLIGENCE UNIT SUPERVISOR

CLASS NUMBER: 11329
EEO CATEGORY: Professional

GRADE: OR08
FLSA: Exempt

JOB OBJECTIVE

Supervises professional and support staff in the Criminal Intelligence Unit of the Metropolitan Nashville Police Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Performs various administrative duties.

- Assists with developing goals and objectives for the unit.

- Interprets rules, policies, and procedures for staff members.

- Compiles and verifies data from various sources.

- Coordinates work with other sections or divisions.

- Develops and provides guidance on analytical products to ensure needs of the department and staff are met.

- Assists the Unit Manager with recruitment activities to including developing hiring documents, interviewing applicants, and selecting qualified employees.

- Answers inquiries from employees and the public.

- Writes detailed reports and maintains accurate records.

- Attends meetings as needed.

Performs various supervisory duties:

- Assigns and reviews work.

- Evaluates employee performance.

- Approves leave requests.

- Counsels with and corrects employees as needed.

- Trains employees and identifies outside training opportunities for staff.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Supervises professional and support staff in the Criminal Intelligence Unit.

Receives general supervision and reports to a management-level supervisor who provides assistance and guidance with unusual or difficult situations.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves the everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. There may be some walking standing, bending, carrying light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university with major course work in Criminal Justice or a related field, or 4 years of crime analysis experience.

Employee must obtain one (1) of the following certifications within one (1) year of hire date:

- International Association of Crime Analysts (IACA) – Certified Law Enforcement Analyst (CLEA) or Law Enforcement Analyst – Foundational (LEAF) Certification
- Alpha Group Center – Crime and Intelligence Analysis Certification
- International Association of Law Enforcement Intelligence Analysts (IALEIA) Certification

More specific degree, certification, and experience requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

Thorough knowledge of managerial and administrative principles and practices.

Thorough knowledge of statistics.

Knowledge of Civil Service and departmental rules, policies, and procedures.

Knowledge of Criminal Intelligence Systems Operating Policies including 28 CFR Part 23 regulations.

Knowledge of goals and objectives of the department.

Skill in collecting and presenting information from various types of research materials.

Skill at analyzing data and drawing meaningful conclusions.

Skill in oral and written communication.

Ability to analyze complex problems and recommend solutions.

Ability to analyze problems, consider options, formulate strategies, and make practical recommendations.

Ability to maintain confidential and sensitive information.

Ability to use judgment in interpreting and applying procedures and precedents to specific cases.

Ability to develop policies independently.

Ability to coordinate various activities.

Ability to evaluate situations effectively.

Ability to interpret statistical data.

Ability to use computers and other technology to facilitate analysis and implementation.

Ability to supervise, train, and lead the work of others.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

A valid Driver License may be required for some positions in this classification.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

FAMILY SAFETY ADVOCATE

CLASS NUMBER: 11322
EEO CATEGORY: Professionals

GRADE: OR02
FLSA: Non-Exempt

JOB OBJECTIVE

Performs professional and technical duties involved in assisting victims of interpersonal violence by providing them with services, information, and support. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Provide crisis intervention and advocacy services for victims of interpersonal violence including:

- Completes Safety planning
- Completes needs assessments.
- Makes referrals to connect clients to resources and services.
- Risk/Danger Assessment

Assists clients with Ex Parte Order of Protection Paperwork and presents to the Court Commissioner.
Assists clients in navigating the court systems.
Evaluates risk for clients and educates clients on level of risk.
Prepares client information for high-risk case review.
Assist partners with client coordination and services.
Assist with Victims' Compensation applications.
Performs other duties as necessary.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Employee receives general supervision and guidance and reports to a designated supervisor, who reviews completed assignments and is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves high exposure to trauma of victims of interpersonal violence at risk for homicide. The risk of vicarious trauma is high.

There may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university.

More specific degree, certification, language skills, and experience requirements will be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Working knowledge of basic principles, methodologies and ethics involved in social work.
- Knowledge of counseling resources, organizational, and community resources.
- Knowledge of Victim’s Compensation processing procedures.
- Knowledge of counseling and de-escalation techniques.
- Knowledge of a wide range of community resources and outside agencies and the services which they provide.
- Ability to communicate effectively, both orally and in writing.
- Ability to keep accurate records.
- Ability to accurately record information, case activity and case progress.
- Ability to establish and maintain effective working relationships.
- Ability to compile, evaluate and maintain accurate records and statistics.
- Ability to accurately record information, case activity and case progress.
- Skill in explaining program requirements and services to the public.
- Skill in gathering relevant and useful social information.

LICENSES REQUIRED

Valid Driver License may be required for some positions in this classification.

Date Approved: 04/22/2024
Date Effective: 07/01/2024
Date Revised:

FAMILY SAFETY ADVOCATE SENIOR

CLASS NUMBER: 11323
EEO CATEGORY: Professionals

GRADE: OR04
FLSA: Exempt

JOB OBJECTIVE

Performs the more responsible professional and technical duties involved in assisting victims of interpersonal violence by providing them with services, information, and support. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Provide crisis intervention and advocacy services for victims of interpersonal violence including:

- Completes Safety planning

- Completes a needs assessments.

- Makes referrals to connect clients to resources and services.

- Completes a Risk/Danger Assessment

Assist clients with Order of Protection Paperwork and submits this information to the Court Commissioner.

Assist clients in navigating the court systems.

Evaluates risk for clients and educates clients on level of risk.

Prepare client information for high-risk case review.

Assist partners with client coordination and services.

Assist with Victims' Compensation applications.

Assist with the implementation of program policies, procedures and protocols.

Act as on-site supervisor when the Assistant Director of Advocacy is unavailable.

Supervise all program interns.

Serve as on-boarding supervisor for all new team members throughout the probationary period and ensures successful transition into the advocacy role.

Perform other duties as necessary.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Employee receives direction from and reports to a designated supervisor, who informs the employee of overall goals of program or services areas, and assists in reaching those goals. Supervisor provides assistance with any unusual or exceptionally difficult problems or circumstances.

May lead or supervise employees as assigned.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves high exposure to trauma of victims of interpersonal violence at risk for homicide. The risk of vicarious trauma is high. The office environment is favorable and only normal safety precautions typical of offices, meeting and training rooms, etc.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor’s Degree from an accredited college or university and two years’ experience working or volunteering with victims of interpersonal violence or related issues.

More specific degree, certification, language skills, and experience requirements will be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Knowledge of basic principles, methodologies and ethics involved in social work.
- Knowledge of counseling resources, organizational, and community resources.
- Knowledge of Victim’s Compensation processing procedures.
- Knowledge of counseling resources and victim’s compensation.
- Knowledge of counseling and de-escalation techniques.
- Knowledge of a wide range of community resources and outside agencies and the services which they provide.
- Knowledge of specialized field or program assigned.
- Ability to communicate effectively, both orally and in writing.
- Ability to clearly explain initiatives and programs to a wide range of audiences.
- Ability to keep accurate records.
- Ability to accurately record information, case activity and case progress.
- Ability to establish and maintain effective working relationships.
- Skill in managing advanced casework.
- Skill in gathering relevant and useful social information.

LICENSES REQUIRED

Valid Driver License may be required for some positions in this classification.

Date Approved: 04/22/2024
Date Effective: 07/01/2024
Date Revised:

HELICOPTER MECHANIC

CLASS NUMBER: 11332

EEO CATEGORY: Skilled Craft Workers

GRADE: TG17

FLSA: Non-Exempt

JOB OBJECTIVE

Performs skilled maintenance and repair work on helicopters in the Metro Nashville Police Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Maintains aircraft standards according to FAA Rules and Regulations
Performs daily maintenance and repair of helicopters
 Performs pre- and post-flight inspections
 Diagnoses and repairs malfunctions of systems
 Removes, repairs, and/or installs all parts and systems of aircraft as needed
 Performs welding and machine lathe work as needed
Installs and adjusts flight control systems, engine and related engine control systems, rotor systems, search lights, cameras, and other equipment and systems on section aircraft
Installs special equipment as needed
Performs refueling of helicopters
Maintains accurate records and aircraft logs
 Orders helicopter parts
 Maintains maintenance manuals with up-to-date revisions
Keeps tools, equipment, and shop area clean and orderly
Attends training seminars as needed
Maintains and uses ground support equipment
Performs other duties as directed by the maintenance supervisor

SUPERVISION EXERCISED/SUPERVISION RECEIVED

May lead and train less experienced mechanics and other maintenance and repair employees.

Receives limited supervision and reports to the section maintenance supervisor who reviews work assignments and is consulted on unusual or complex problems.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves moderate risks or discomforts associated with vehicle/equipment maintenance. These include working in indoor and outdoor environments to include extreme temperatures, working around potentially dangerous equipment, moving parts, carts, or machines, working around grease and oil, etc. The work area is adequately lighted, heated, and ventilated.

Work of this classification requires physical exertion such as: frequently lifting objects up to 25 pounds; occasional lifting heavy objects from 26 to 50 pounds yet seldom from 51 to 100 pounds; occasional crawling, frequent standing, walking, sitting, listening, talking, use of hands, driving, bending, climbing, squatting, push/pull seated and standing, and reaching above shoulder level. The

incumbent may be exposed to a variety of irritant chemicals, lubricants, and exhaust fumes. Accordingly, employees are required to use protective clothing or gear such as masks, coats, goggles, gloves, or shields and to take other precautions as necessary to minimize risks of personal injury.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma or GED and five (5) years of military/civilian experience as an Airframe and Powerplant repairer, including three (3) years of helicopter repair and maintenance experience.

More specific degree, certification, and experience requirements may be included in departmental announcements of specific positions as vacancies occur.

PERFORMANCE STANDARDS

Knowledge of FAA Rules and Regulations pertaining to helicopter maintenance
Knowledge of the tools and equipment used in the servicing helicopters
Knowledge of the techniques and methods used in the repair and maintenance of helicopters
Knowledge of the basic theory, operation, and maintenance of aircraft engines, transmissions, and other helicopter systems
Knowledge of occupational hazards and preventive safety measures
Skill in using tools and diagnostic equipment
Ability to install and operate diagnostic equipment
Ability to analyze data received from diagnostic equipment
Ability to correct equipment problems
Ability to make daily visual inspection of helicopters prior to first flight of the day
Ability to read and understand wiring diagrams and symbols
Ability to understand charts and tables
Ability to use calibrated tools
Ability to calculate numbers
Ability to work on helicopters while they are running
Ability to operate and maintain ground support equipment
Ability to communicate effectively, both orally and in writing
Ability to establish and maintain effective working relationships

LICENSES REQUIRED

Valid Driver License

Airframe and Powerplant license

Must attain an IA rating within 12 months of employment

More specific aircraft experience, certification, or endorsement requirements may be included in position announcements as vacancies occur.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

HELICOPTER MAINTENANCE SUPERVISOR

CLASS NUMBER: 11331

GRADE: TS15

EEO CATEGORY: Skilled Craft Workers

FLSA: Exempt

JOB OBJECTIVE

Supervises and performs skilled maintenance and repair work on helicopters in the Metro Nashville Police Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Supervises employees

Assigns duties to employees.

Trains employees.

Ensures employees perform work in a correct and efficient manner.

Evaluates employee performance.

Counsels with and corrects employees as needed.

Directs repair and maintenance of helicopters and related equipment

Maintains accurate records and logs

Orders parts and equipment

Maintains manuals

Performs maintenance and repair of helicopters

Maintains aircraft standards according to FAA Rules and Regulations

Performs pre- and post-flight inspections

Diagnoses and repairs malfunctions of systems

Removes, repairs, and/or installs all parts and systems of aircraft as needed

Performs welding and machine lathe work as needed

Installs and adjusts flight control systems, engine and related engine control systems, rotor systems, search lights, cameras, and other equipment and systems on section aircraft

Installs special equipment as needed

Performs refueling/defueling of helicopters

Attends training seminars as needed

Maintains and uses ground support equipment

Performs other duties as directed by the section commander

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Supervises helicopter mechanics and may supervise other employees in the helicopter maintenance section.

Receives limited supervision and reports to the Aviation Section Commander supervisor who provides direction for the section and is consulted on unusual or complex problems.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves moderate risks or discomforts associated with vehicle/equipment maintenance. These include working in indoor and outdoor environments to include extreme temperatures, working around potentially dangerous equipment, moving parts, carts, or machines, working around grease and oil, etc. The work area is adequately lighted, heated, and ventilated.

Work of this classification requires physical exertion such as: frequently lifting objects up to 25 pounds; occasional lifting heavy objects from 26 to 50 pounds yet seldom from 51 to 100 pounds; occasional crawling, frequent standing, walking, sitting, listening, talking, use of hands, driving, bending, climbing, squatting, push/pull seated and standing, and reaching above shoulder level. The incumbent may be exposed to a variety of irritant chemicals, lubricants, and exhaust fumes. Accordingly, employees are required to use protective clothing or gear such as masks, coats, goggles, gloves, or shields and to take other precautions as necessary to minimize risks of personal injury.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma or equivalent and ten (10) years of experience repairing aircraft, including five (5) years of increasingly responsible supervisory or lead experience.

More specific degree, certification, and experience requirements may be included in departmental announcements of specific positions as vacancies occur.

PERFORMANCE STANDARDS

Knowledge of FAA Rules and Regulations pertaining to helicopter maintenance
Knowledge of the tools and equipment used in the servicing helicopters
Knowledge of the techniques and methods used in the repair and maintenance of helicopters
Knowledge of the basic theory, operation, and maintenance of aircraft engines, transmissions, and other helicopter systems
Knowledge of occupational hazards and preventive safety measures
Knowledge of Civil Service and departmental rules, policies, and procedures
Skill in using tools and diagnostic equipment
Ability to supervise and train employees
Ability to evaluate the work of mechanics and other section employees
Ability to install and operate diagnostic equipment
Ability to analyze data received from diagnostic equipment
Ability to correct equipment problems
Ability to make daily visual inspection of helicopters prior to first flight of the day
Ability to read and understand wiring diagrams and symbols
Ability to understand charts and tables
Ability to use calibrated tools
Ability to calculate numbers
Ability to work on helicopters while they are running
Ability to operate ground support equipment
Ability to communicate effectively, both orally and in writing
Ability to establish and maintain effective working relationships

LICENSES REQUIRED

Valid Driver License

Airframe and Powerplant license

Must attain an IA rating within 12 months of employment

More specific aircraft experience, certification, or endorsement requirements may be included in position announcements as vacancies occur.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

INDUSTRIAL CONTROL SYSTEMS SPECIALIST

CLASS NUMBER: 11333
EEO CATEGORY: Skilled Craft Workers

GRADE: TS14
FLSA: Non-Exempt

JOB OBJECTIVE

Serves as department expert for Industrial Control Systems and Networking Infrastructures. Leads and performs highly skilled work designing, installing, and maintaining various industrial control systems for water and/or wastewater collection and distribution systems. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Installs, develops, and maintains Distributed Control Systems (DCS) or Supervisory Control and Data Acquisition (SCADA) software configurations and control logic in support of utility operations. Maintains accurate documentation of all industrial control system computers and network configuration. Develops and maintains industrial control system historical databases. Administers user access controls in industrial control system computers and network equipment. Tracks component life cycles and develops replacement plans prior to obsolescence. Monitors systems for suspicious activity or anomalies. Develops and implements corrective actions for industrial control system issues or problems. Performs annual audits of operation controls systems for compliance with industry standards and departmental policies. Participates in development of departmental cybersecurity policies and guidelines. Provides technical support and guidance to others related to industrial control systems. May supervise technicians and other staff. Communicates with intradepartmental personnel, customers, and the public as needed to perform assignments

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Leads and may supervise work of technicians and/or clerical support personnel in the section or division. Employee receives direction and reports to a designated management-level supervisor, who is consulted on complex or unusual matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Employees typically work indoors. May occasionally work outside in all weather conditions including potentially hazardous conditions and may be exposed to chemicals and other contaminants. May work in confined spaces, vaults, pipe galleys, or elevated platforms. May be required to use protective clothing or gear such as masks, coats, goggles, gloves, or shields.

This classification requires some physical exertion such as walking, climbing, bending, stooping, stretching, or similar activities.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Any combination of education and experience that would prepare the incumbent to perform the duties of the position at the appropriate level. Employees would typically have an associate degree in a related field and ten (10) years of experience in Industrial Control Systems and Networking Infrastructures, including five (5) years of increasingly responsible supervisory/lead experience and/or project management experience.

More specific education, experience or certification requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Thorough knowledge of techniques, methods, materials used in Industrial Control Systems and Networking Infrastructures.
- Thorough knowledge of all federal, state, and/or local laws, regulations and policies affecting Industrial Control Systems and Networking Infrastructures.
- Knowledge of equipment, infrastructure and/or systems specific to Department.
- Knowledge of Civil Service and departmental policies and procedures.
- Knowledge of contract administration.
- Knowledge of National Institute of Standards and Technology (NIST) Framework for Critical Infrastructure Cybersecurity
- Working knowledge of budgetary practices and procedures.
- May require knowledge of supervisory practices and principles.
- Skill in problem-solving.
- Ability to detect deviations from established procedures.
- Ability to identify improperly performed procedures.
- Ability to accurately evaluate test results and calculations.
- Ability to devise and execute corrective actions for problems affecting Industrial Control Systems and Networking Infrastructures.
- Ability to perform maintenance inspections on equipment and instruments.
- Ability to gather information and analyze statistical data.
- Ability to prepare and review authoritative documents pertaining to area of specialization.
- Ability to communicate effectively, both orally and in writing.
- Ability to interpret technical specifications and related documents.
- Ability to maintain accurate records and write detailed reports.
- Ability to establish and maintain effective working relationships.
- May require ability to plan and supervise work of employees.

LICENSES REQUIRED

Valid Driver License

Depending upon assignment, employees appointed to this classification may be required to obtain certain certifications and/or licenses as described in the position announcement. Failure to meet or maintain the certification and/or license requirements shall result in disciplinary action.

Page 3 - INDUSTRIAL CONTROL SYSTEMS SPECIALIST

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

LOGISTICS SUPERVISOR

CLASS NUMBER: 11334
EEO CATEGORY: Service-Maintenance

GRADE: TS05
FLSA: Non-Exempt

JOB OBJECTIVE

Directs, plans, supervises, and inspects work of mailroom and/or delivery staff assigned to deliver to public buildings and grounds at various locations. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

- Plans and directs all delivery services.
 - Confers with supervisor to ensure that proper amounts of staffing, equipment, and supplies are available.
 - Inspects all delivery services performed at various locations to ensure that services meet departmental standards.
 - Promotes compliance of all safety rules and regulations.
 - Evaluates overall efficiency of services and implements necessary changes to improve service delivery.
 - Oversees preparation for all special functions.
 - Inspects equipment and supplies.
 - May preform delivery driver duties when necessary.
- Performs responsible administrative duties.
 - Reviews and plans work schedules.
 - Coordinates equipment and vehicle maintenance.
 - Keeps complete records and writes detailed reports.
- Performs personnel-related duties.
 - Interviews prospective employees.
 - Processes necessary paperwork.
 - Approves all leave requests.
 - Assigns work.
 - Evaluates employee performance.
 - Trains employees.
 - Counsels with and corrects employees as necessary.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Oversees and directs work of all logistic/mailroom personnel.

Receives direction and typically reports to an upper-level manager, who evaluates performance and is consulted on unusual or complex problems.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Work involves moderate risks or discomforts which require special safety precautions, e.g., working under extreme outdoor weather conditions. Employees may be required to use protective clothing or gear such as masks, coats, goggles, gloves, or shields.

Requires some physical exertion such as: frequent lifting, standing, walking, driving, use of hands, bending, squatting, pushing/pulling and reaching above shoulder level. Occasionally lifting bins up to 30 lbs. Pushing/pulling carts up to 130 lbs.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma or equivalent and seven (7) years of mailroom or logistics experience, including four (4) years of supervisory experience.

More specific degree, certification, and experience requirements may be included on the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Knowledge of supervisory principles and practices.
- Knowledge of safety rules and regulations.
- Knowledge of Civil Service and departmental rules, policies, and procedures.
- Knowledge of purchasing procedures.
- Ability to maintain adequate supplies and equipment.
- Ability to follow oral and written instructions.
- Ability to maintain complete records and write detailed reports.
- Ability to enforce safety rules and regulations.
- Ability to deal effectively with the public.
- Ability to plan and schedule work assignments.
- Ability to instruct and train employees on the proper use of equipment, tools, and supplies.
- Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Drivers License
Endorsements may be required

Date Approved: 04/22/2024
Date Effective: 07/01/2024
Date Revised:

OFFICE OF FAMILY SAFETY ASSISTANT DIRECTOR

CLASS NUMBER: 11324

GRADE: OR11

EEO CATEGORY: Officials/Administrators

FLSA: Top-Level Mgt.

JOB OBJECTIVE

Performs administrative and supervisory duties involved in assisting the Office of Family Safety Director with planning, organizing, and directing interpersonal violence programs and facilities of the Metropolitan Government of Nashville and Davidson County. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Performs various administrative duties.

- Assists with the preparation of local and federal budgets for review with the Office of Family Safety Director.

- Coordinates preparation of grant applications and reimbursement requests.

- Serves as the liaison to the Budget Office and auditors.

- Oversees and participates in day-to-day personnel activities.

- Coordinates preparation of personnel documents.

- Interprets rules and policies for staff.

- Conducts disciplinary hearings and takes other disciplinary actions as designated by the Director.

- Participates in policy setting.

- Directs program planning, development, and implementation.

- Oversees data processing activities of the department.

- Assists staff members with computer problems.

- Serves as the liaison between the Office of Family Safety and other Metro agencies and non-profits.

Performs various supervisory duties.

- Participates in staff selection and assignment.

- Assigns and monitors work.

- Approves leave requests.

- Evaluates employee performance.

- Reviews performance evaluations given by employees under his/her supervision.

- Determines employees' training needs.

- Counsels with and disciplines employees as needed.

Performs related professional duties.

- Represents Office of Family Safety and/or the Office of Family Safety Director at various activities.

- Prepares and/or oversees preparation of various types of reports and documents.

- Participates in conferences, workshops and meetings as needed.

- Keeps abreast of trends and developments in the interpersonal violence field.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Employee directly supervises administrative staff and specific Program Manager positions and has supervisory responsibility for all employees in Office of Family Safety at the discretion or in the absence of the Office of Family Safety Director.

Employee receives general direction and reports to the Office of Family Safety Director, who outlines overall goals and objectives for social service programs, and informs the Office of Family Safety Assistant Director of the role he/she plays in achieving those goals and objectives.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university and eight (8) years of progressively responsible professional experience, including two (2) years of experience working in an administrative, financial, technical, or other related field.

More specific degree, certification, and experience requirements will be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Knowledge of principles, practices, and ethics involved in social work.
- Knowledge of the development and operation of family safety programs.
- Knowledge of community resources, agencies and services they provide.
- Knowledge of laws, regulations, policies and procedures governing interpersonal violence programs.
- Knowledge of administrative and budgeting principles and practices.
- Knowledge of supervisory principles and practices.
- Skill in working with the public.
- Skill in explaining laws, rules and regulations governing social service programs.
- Skill in problem solving.
- Skill in evaluating employee performance.
- Skill in setting goals.
- Ability to coordinate a large number of activities.
- Ability to plan, assign, and monitor work of others.
- Ability to write and administer grants.
- Ability to communicate effectively, both orally and in writing.
- Ability to assess situations accurately.
- Ability to plan, implement and evaluate services.
- Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver License may be required for some positions in this classification.

Date Approved: 04/22/24

Date Effective: 07/01/24

Date Revised:

POLICE ASSISTANT CHIEF

CLASS NUMBER: 11344
EEO CATEGORY: Officials/Administrators

GRADE: PS10
FLSA: Top-Level Mgt.

JOB OBJECTIVE

Assists the Police Chief with planning, direction, and administration of the law enforcement programs and activities of the Police Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Provides direct support and assistance to the Chief of Police in managing operations of the department
Assists the Chief in establishing long- and short-range goals and objectives for the department
Facilitates effectiveness of departmental operations
Facilitate and monitor department-wide crime-reduction strategies, community engagement programs, and precision policing programs
Oversees development, implementation, and maintenance of detailed department manuals of procedures
Assumes oversight of bureaus or divisions of the department as deemed necessary by the Police Chief
Confers with citizens and city officials on law enforcement issues and assists in the development of municipal law enforcement policies
Develops or directs the development and maintenance of special projects designed to optimize departmental operations and evaluate effectiveness of programs
Assists with annual budget preparation and administration of the budget
Maintains liaison with other governmental agencies, as well as private organizations concerned with law enforcement issues
May respond to media requests for information
Attends meetings and conferences
Performs supervisory duties:
 Assigns and reviews work.
 Evaluates employee performance.
 Approves leave requests.
 Counsels and corrects employees as needed.
 Provides appropriate training for staff.
 Documents, reports, and takes appropriate disciplinary action as needed.
 Motivates and coaches personnel to achieve organizational goals.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Directly supervises Deputy Chiefs and exercises direct or indirect supervisory responsibility over other sworn and civilian personnel in the Metropolitan Nashville Police Department.

Receives general direction from the Police Chief, who sets the overall goals for the Metropolitan Police Department. Employee exercises discretion and judgment and has a high level of personal accountability.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Work involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university and 10 years of experience in law enforcement, including 3 years of upper-level management experience. Must have attained rank of Police Captain or above in the Metropolitan Police Department.

No Substitution

***NOTE: "As per Civil Service Policy 7.2C-I, this classification is designated as an assignment classification. Employees who are assigned to this classification shall hold the classification and be compensated at the assigned grade level until such time as the assignment ends; at which time the employee's classification and pay grade revert back to that of their permanently assigned position."**

PERFORMANCE STANDARDS

Thorough knowledge of the principles and practices of police administration and of accepted procedures of police science.

Thorough knowledge of managerial and administrative principles and practices.

Thorough knowledge of budget preparation and personnel administration.

Thorough knowledge of criminal law and of the limitations for Police Officers.

Working knowledge of proper effective methods in deploying police officers in accordance with anticipated and actual emergencies.

Working knowledge of investigative techniques used in law enforcement.

Skill in oral and written communications.

Skill in public relations.

Ability to review the operating effectiveness of the department and to institute necessary improvements.

Ability to analyze law enforcement problems and adopt effective courses of action.

Ability to analyze and interpret statistical information.

Ability to supervise and train employees.

Ability to instruct and advise personnel on pertinent phases of law enforcement, police procedures, and/or departmental policies.

Ability to evaluate written and oral reports and to make recommendations for improving police services.

Ability to prepare accurate and comprehensive reports.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver License

P.O.S.T. Commission

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

RISK AND COMPLIANCE MANAGER

CLASS NUMBER: 11335

GRADE: OR12

EEO CATEGORY: Officials and Administrators

FLSA: Top-Level Mgt.

JOB OBJECTIVE

Assesses and monitors various investment and non-investment risks for the Metropolitan Government.
Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Manages daily risk management function.

- Analyzes investment activities and holdings relative to legal and/or policy requirements.

- Researches investments in equity, fixed income and alternative assets.

- Researches derivative assets to the above and other hedging activities.

- Serves as subject-matter expert for public and private investments made by the Division.

- Monitors and analyzes investment exception reports related to pre- and post-trade parameters.

- Manages multiple projects related to investment activities and holdings based on various events.

- Manages investment contract compliance and tracks fee compliance.

- Performs risk assessments, controls testing, and gap analysis.

- Reviews, updates or creates desk level procedures.

- Directs or performs periodic testing of the Investment Policy Statements.

- Directs or performs periodic testing of Cash Management/Liquidity Procedures.

- Requests and reviews System and Organization Controls (SOC) reports and/or compliance testing by vendors and other parties.

- Assists in development of written policies, procedures and correction processes.

- Oversees and prepares presentations.

- Attends meetings and workshops as needed.

Performs various supervisory duties.

- Assigns and monitors work.

- Approves leave requests.

- Reviews performance evaluations and evaluates employee performance.

- Interprets rules and polices as needed.

- Counsels with and corrects employees as needed.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Supervises professional and support employees in the division.

Receives direction and is supervised by the Metropolitan Treasurer, who serves as the custodian for the Pension Trust.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. Work is sedentary; however, there may be some walking, standing, bending, carrying light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Master of Business Administration, Master of Finance or Master of Economics from an accredited college or university and eight (8) years of progressively responsible experience in risk management and compliance, including experience with fixed income analytics, alternative investments management, and investment consultants, and experience with private equity and/or private credit markets

Preferred professional designation in compliance, risk management and/or financial analysis may include Certified Financial Risk Manager (FRM); Chartered Financial Analyst (CFA); Professional Risk Manager (PRM); Chartered Alternative Investment Analyst (CAIA).

PERFORMANCE STANDARDS

Knowledge of the principles, practices, rules, regulations, and laws related to institutional investments and pensions.

Knowledge of principles and practices of supervision.

Knowledge of developing research documents.

Skill in working with portfolio managers.

Skill in tracking policies, procedures, and principles.

Skill in performing research.

Ability to perform various types of financial analysis.

Ability to interpret statistical and financial information.

Ability to establish policies and procedures.

Ability to answer questions and resolve problems.

Ability to evaluate situations and information effectively.

Ability to coordinate and direct the work of others.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

None

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

SERVICE AND SECURITY OFFICER 1

CLASS NUMBER: 11336

GRADE: ST08

EEO CATEGORY: Protective Service Workers

FLSA: Non-Exempt

JOB OBJECTIVE

Serves warrants, subpoenas, and other legal documents and maintains the safety and security of court-related activities, facilities, and property. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Serves warrants, summonses, and subpoenas on persons professionally and efficiently.

Notifies individuals of their court dates as part of the legal process.

Places individuals under arrest and conducts searches and transportation when required.

Ensures safety in courtrooms and other facilities

Maintains a visible and attentive presence, greeting staff, guests, and vendors courteously and attentively.

Provides surveillance and observation of persons in and around the property to ensure adherence to safety protocols.

Collaborates with the security team to actively patrol and enforce strict access control, creating a secure environment within court facilities and property.

Operates and monitors various security devices and systems to detect and respond to potential threats or breaches.

Provides security services throughout all court-related facilities and property.

Responds promptly and appropriately to distress calls, panic alarms, emergencies, and incidents.

Ensures that weapons are always well-maintained and secure.

Maintains the ability to utilize a handgun in times of extreme attack when non-violent options have been exhausted.

Performs various administrative duties.

Receives complaints and takes appropriate actions.

Maintains accurate records and prepares reports as needed.

Attends certification training in weapons use.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

This is a non-supervisory classification.

The employee receives close supervision and reports to a management level supervisor, who assigns cases and is consulted on complex or unusual situations.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work involves high risks with exposure to potentially dangerous situations or unusual environmental stress which require a range of safety and other precautions.

Work requires physically demanding tasks, including regular patrols, response to emergencies, and potential physical confrontations.

Work may require working in restricted areas and defending oneself or others against physical attack.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma or equivalent and one (1) year of public contact experience.

PERFORMANCE STANDARDS

Knowledge of principles and accepted practices of serving civil documents.

Skill in problem-solving.

Ability to explain and interpret policies and procedures affecting the serving of civil documents.

Ability to communicate effectively, both orally and in writing.

Ability to maintain accurate records and write detailed reports.

Ability to deal firmly but courteously with the public.

Ability to practice and use good judgment in a variety of situations.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver License.

Handgun Permit and compliance with the conditions of the Metropolitan Government’s Civil Service Policy 6.7-1 (Carrying of Firearms) regarding possession of a firearm as part of their job description.

NOTE ON TARGETED CLASSIFICATION:

Employees in this classification shall be automatically upgraded to the next level in this classification series provided all the criteria in the job description for Service and Security Officer 2 are met in accordance with Policy 5.6 B-I “Upgrades for Targeted Classifications”.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

SERVICE AND SECURITY OFFICER 2

CLASS NUMBER: 11337

GRADE: ST09

EEO CATEGORY: Protective Service Workers

FLSA: Non-Exempt

JOB OBJECTIVE

Serves warrants, subpoenas, and other legal documents and maintains the safety and security of court-related activities, facilities, and property. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Serves warrants, summonses, and subpoenas on persons professionally and efficiently.

Notifies individuals of their court dates as part of the legal process.

Places individuals under arrest and conducts searches and transportation when required.

Ensures safety in courtrooms and other facilities

Maintains a visible and attentive presence, greeting staff, guests, and vendors courteously and attentively.

Provides surveillance and observation of persons in and around the property to ensure adherence to safety protocols.

Collaborates with the security team to actively patrol and enforce strict access control, creating a secure environment within court facilities and property.

Operates and monitors various security devices and systems to detect and respond to potential threats or breaches.

Provides security services throughout all court-related facilities and property.

Responds promptly and appropriately to distress calls, panic alarms, emergencies, and incidents.

Ensures that weapons are always well-maintained and secure.

Maintains the ability to utilize a handgun in times of extreme attack when non-violent options have been exhausted.

Performs various administrative duties.

Receives complaints and takes appropriate actions.

Maintains accurate records and prepares reports as needed.

Attends certification training in weapons use.

May train employees when needed.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

This is a non-supervisory classification.

The employee receives close supervision and reports to a management level supervisor, who assigns cases and is consulted on complex or unusual situations.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work involves high risks with exposure to potentially dangerous situations or unusual environmental stress which require a range of safety and other precautions.

Work requires physically demanding tasks, including regular patrols, response to emergencies, and potential physical confrontations.

Work may require working in restricted areas and defending oneself or others against physical attack.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma or equivalent and (3) years of experience in serving civil processes or warrants.

OR

Two years of college and (1) year of experience in serving civil processes or warrants

PERFORMANCE STANDARDS

Knowledge of principles and accepted practices of serving civil documents.

Skill in problem-solving.

Ability to explain and interpret policies and procedures affecting the serving of civil documents.

Ability to communicate effectively, both orally and in writing.

Ability to maintain accurate records and write detailed reports.

Ability to deal firmly but courteously with the public.

Ability to practice and use good judgment in a variety of situations.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver License.

Handgun Permit and compliance with the conditions of the Metropolitan Government's Civil Service Policy 6.7-1 (Carrying of Firearms) regarding possession of a firearm as part of their job description.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

WASTE SERVICES ASSISTANT DIRECTOR

CLASS NUMBER: 11341

GRADE: OR13

EEO CATEGORY: Officials and Administrators

FLSA: Top-Level Mgt.

JOB OBJECTIVE

Assists the Waste Services Director with planning, organizing, and overseeing activities of the Waste Services Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Performs departmental managerial duties.

- Develops short- and long-range plans to meet community needs.

- Assists with preparation of the annual operating budget.

- Assists with coordination funding from various Local, State, and Federal sources.

- Prepares or directs the preparation of administrative and technical reports.

- Assists with development of departmental policies, procedures, rules, regulations, and work methods.

- Preplans emergencies with departmental personnel and various governmental departments/agencies.

- Attends meetings with public officials and citizens groups to enlist their cooperation and to explain various functions.

Directs, plans, and coordinates activities within an assigned division or section.

- Oversees the administration of the division or section budget.

- Evaluates operating procedures and makes recommendations for improvement.

- Evaluates staff procedures on a continuous basis and implements improvements where necessary.

- Interprets rules, policies, and procedures for staff members.

Performs supervisory duties.

- Assigns and reviews work.

- Evaluates employee performance.

- Counsels with and disciplines employees as needed.

- Approves leave requests.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Directly supervises managers or supervisors within a division and has indirect supervisory responsibility over all employees in the division.

The employee works under broad administrative guidance, with latitude for making decisions on daily operations under the direction of the Waste Services Director.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves the everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree and extensive experience in waste services, public administration, environmental services, or a related field, including 5 years of management experience.

More specific education, experience or certification requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Knowledge of regulations, systems, and equipment used in waste collection and disposal.
- Knowledge of the current practices used in the areas of waste collection, landfill design, recycling services, and related systems.
- Knowledge of solid waste management, including collection and disposal techniques, recycling collection and marketing techniques, contract management, public relations, and research.
- Knowledge of local, state, and federal regulations affecting collection and disposal of solid waste.
- Knowledge of planning, forecasting, and budgeting techniques.
- Knowledge of Civil Service and departmental rules, policies, and procedures.
- Knowledge of supervisory and performance management practices.
- Skill in directing the activities of a large organization.
- Skill in setting goals.
- Skill in data analysis and problem solving.
- Ability to perform complex problem analysis.
- Ability to perform cost/benefit, usage and other kinds of analyses.
- Ability to oversee municipal projects from conception to completion.
- Ability to engage the public and other stakeholders.
- Ability to write and communicate detailed reports.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

None

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

WASTE SERVICES DIRECTOR

CLASS NUMBER: 11342

GRADE: DP02

EEO CATEGORY: Officials and Administrators

FLSA: Top-Level Mgt.

JOB OBJECTIVE

Directs and performs the administrative and supervisory duties involved in overseeing all activities of the Waste Services Department. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Directs all activities in the department.

- Develops short- and long-range plans to meet the community needs.

- Prepares and justifies the budget for the department.

- Coordinates the funding of Waste Services projects from various Local, State, and Federal sources.

- Consults with the Mayor, the Metropolitan Council and other officials concerning Waste Services issues.

- Prepares or directs the preparation of administrative and technical reports.

- Develops departmental policies, procedures, rules, regulations, and work methods.

- Coordinates and oversees the preparation of the departmental budget.

- Preplans emergencies with departmental personnel and various governmental departments/agencies.

- Attends meetings with public officials and citizens groups to enlist their cooperation and to explain various functions.

- Travels to and attends meetings at various times and locations as required.

- Evaluates operating procedures and makes recommendations for improvement.

- Evaluates staff procedures on a continuous basis and implements improvements where necessary.

- Interprets rules, policies, and procedures for staff members.

Administers personnel policies.

- Assigns and reviews work.

- Evaluates employee performance.

- Counsels with and disciplines employees as needed.

- Approves leave requests.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Employee directly supervises top leadership in Waste Services department and has indirect supervisory responsibility over all employees in the Waste Services Department.

Employee receives general direction from the Mayor, who sets the overall goals for the Metropolitan Government and the role of the Waste Services Department in meeting those goals. This class exercises discretion and judgment and has a high level of personal accountability.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves the everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

Employee works primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree and 8 years of experience in waste services, public administration, environmental services, or a related field, including 6 years of management experience.

More specific education, experience or certification requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Knowledge of regulations, systems, and equipment used in waste collection and disposal.
- Knowledge of the current practices used in the areas of waste collection, landfill design, recycling services, and related systems.
- Knowledge of solid waste management, including collection and disposal techniques, recycling collection and marketing techniques, contract management, public relations, and research.
- Knowledge of local, state, and federal regulations affecting collection and disposal of solid waste.
- Knowledge of planning, forecasting, and budgeting techniques.
- Knowledge of Civil Service and departmental rules, policies, and procedures.
- Knowledge of supervisory and performance management practices.
- Skill in directing the activities of a large organization.
- Skill in setting goals.
- Skill in data analysis and problem solving.
- Ability to perform complex problem analysis.
- Ability to perform cost/benefit, usage and other kinds of analyses.
- Ability to oversee municipal projects from conception to completion.
- Ability to engage the public and other stakeholders.
- Ability to write and communicate detailed reports.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

None

Date Approved: 04/22/2024
Date Effective: 07/01/2024
Date Revised:

YOUTH CASE MANAGER 1

CLASS NUMBER: 11338
EEO CATEGORY: Professionals

GRADE: OR01
FLSA: Non-Exempt

JOB OBJECTIVE

Provides support, intervention, and accountability to various court-related programs and cases within the youth justice system. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

- Coordinates with the Metro Nashville Police Department for police accompanied by room searches and curfew checks.
- Verifies student attendance through school by obtaining school records.
- Assess community partners' programming and advise staff on available resources.
- Manages assigned caseloads for various court programs.
- Maintains case files, ensuring all necessary forms and documentation are complete.
- Implements individualized case plans and refers youth and families to evidence-based services when necessary.
- Performs various assessments and develops individualized case plans based on assessment results.
- Attends all court reviews, hearings, and settlement dockets involving youth and families.
- Provides appropriate case summaries to relevant parties and assists youth in completing court-ordered conditions.
- Properly closes out cases as per court orders or supervisor approval.
- Attends court-approved and job-related training and conferences to stay up to date on best practices and legal requirements.
- Performs other court-related duties as assigned in various court programs.
- Operates and navigates various electronic databases.
- Enters case notes in the system within 48 hours of contact and scans supporting documents as needed.
- Submits timely case reviews and summaries to supervisors, attorneys, and other stakeholders as required.
- May lead and coordinate other Youth Case Managers and support staff.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

This is a non-supervisory classification.

Receives general supervision and reports directly to a designated supervisor for consultation on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Employee works in an office and/or courtroom environment and may perform field work requiring possible exposure to violent or unruly individuals. There may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.

Work involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meetings, and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university.

More specific education, experience or certification requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

Knowledge of local, state, and federal laws pertaining to juveniles and adults.

Knowledge of the goals and objectives of various probation programs.

Knowledge of the methods and practices of probation work.

Knowledge of juvenile delinquency, human behavior, and social problems.

Knowledge of courtroom procedures in both Juvenile and Criminal Courts.

Knowledge of available community resource agencies.

Ability to compile and maintain accurate records and reports.

Ability to communicate effectively, both orally and in writing.

Ability to counsel individuals and their families.

Ability to maintain control of all situations.

Ability to work in a stressful and physically demanding environment.

Ability to deal courteously with the public.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver License may be required for some positions in this classification.

NOTE ON TARGETED CLASSIFICATION:

Employees in this classification shall be automatically upgraded to the next level in this classification series provided all of the criteria for Youth Case Manager 2 are met in accordance with Policy 5.6 B-I "Upgrades for Targeted Classifications".

Date Approved: 04/22/2024
Date Effective: 07/01/2024
Date Revised:

YOUTH CASE MANAGER 2

CLASS NUMBER: 11339
EEO CATEGORY: Professionals

GRADE: OR03
FLSA: Non-Exempt

JOB OBJECTIVE

Provides support, intervention, and accountability to various court-related programs and cases within the youth justice system. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

- Coordinates with the Metro Nashville Police Department for police accompanied by room searches and curfew checks.
- Verifies student attendance through school records.
- Assess community partners' programming and advise staff on available resources.
- Manages assigned caseloads for various court programs.
- Maintains case files, ensuring all necessary forms and documentation are complete.
- Implements individualized case plans and refers youth and families to evidence-based services when necessary.
- Performs various assessments and develops individualized case plans based on assessment results.
- Attends all court reviews, hearings, and settlement dockets involving youth and families.
- Provides appropriate case summaries to relevant parties and assists youth in completing court-ordered conditions.
- Properly closes out cases as per court orders or supervisor approval.
- Attends court-approved and job-related training and conferences to stay up to date on best practices and legal requirements.
- Performs other court-related duties as assigned in various court programs.
- Operates and navigates various electronic databases.
- Enters case notes in the system within 48 hours of contact and scans supporting documents as needed.
- Submits timely case reviews and summaries to supervisors, attorneys, and other stakeholders as required.
- May lead and train other Youth Case Managers and support staff.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

This is a non-supervisory classification.

Receives limited supervision and reports directly to a designated supervisor for consultation on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Employee generally works in an office setting, although employees may be required to work in the community, on occasion, to resolve problems or to act as a backup to staff members. Some positions may be required to be on 24-hour call.

Work involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meetings, and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university and three (3) years' experience in probation or counseling.

More specific education, experience, and certification requirements may be included in the position announcement as vacancies occur.

TO BE ELIGIBLE FOR TARGETING

- 3 years of full-time equivalent experience as a Youth Case Manager 1 in the Davidson County Juvenile Court
- Performance evaluation of 2.0 or better in the previous year (12 months)

PERFORMANCE STANDARDS

Knowledge of local, state, and federal laws pertaining to juveniles and adults.

Knowledge of the goals and objectives of various probation programs.

Knowledge of the methods and practices of probation work.

Knowledge of juvenile delinquency, human behavior, and social problems.

Knowledge of courtroom procedures in both Juvenile and Criminal Courts.

Knowledge of available community resource agencies.

Ability to compile and maintain accurate records and reports.

Ability to communicate effectively, both orally and in writing.

Ability to counsel individuals and their families.

Ability to maintain control of all situations.

Ability to work in a stressful and physically demanding environment.

Ability to deal courteously with the public.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver's License may be required for some positions in this classification.

Date Approved: 04/22/2024

Date Effective: 07/01/2024

Date Revised:

YOUTH CASE MANAGER 3

CLASS NUMBER: 11340

GRADE: OR05

EEO CATEGORY: Professionals

FLSA: Exempt

JOB OBJECTIVE

Performs duties involved in overseeing the activities of a division or coordinating youth support, intervention, and accountability programs. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Supervises Case Managers, other professionals, and support personnel assigned to the division.

Reviews case assignments and work activities for compliance with court and grant program standards.

Establishes goals and objectives for the program and determines methods of operation and resources.

Works with administrative staff on the formulation of departmental policies, preparing reports, and performing statistical analyses.

Conducts group in-service and individual training as needed.

Establishes, implements, and modifies policies and procedures within established guidelines.

Plans, implements, and evaluates programs or activities.

Makes referrals to and works with public and private agencies.

Answers questions and resolves complaints.

Attends and speaks occasionally at community meetings.

Designs programs to address the needs of individuals and groups in the community.

May write grants and/or administer any grant monies received.

May carry a caseload and perform all duties of Youth Case Manager 1 and Youth Case Manager 2.

May be required to conduct or accompany field staff while conducting room searches and/or after-hour curfew compliance checks.

May visit children and families at their home, school, etc.

Evaluates the performance of the employees directly under his/her supervision.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Supervises all Youth Case Managers, other professionals, and support personnel assigned to his/her respective division or department.

Receives direction from and reports to a designated management-level supervisor, who is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Employee works in an office and/or courtroom environment and may perform field work requiring possible exposure to violent or unruly individuals. There may be some walking, standing, bending, carrying of light items, etc. Positions may be required to be available 24 hours per day. No special physical demands are required to perform the work.

Work involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meetings, and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Bachelor's Degree from an accredited college or university and four (4) years of experience in probation or counseling including two (2) years of supervisory or lead experience.

More specific degree, certification, and experience requirements may be included in the position announcement as vacancies occur.

Employees must register for the Metro Human Resources Supervisory Training Program prior to completion of the probationary period or work test and must complete all coursework within a 12-month period.

PERFORMANCE STANDARDS

- Thorough knowledge of juvenile delinquency, human behavior, and social problems.
- Thorough knowledge of courtroom procedures in both Juvenile and Criminal Courts.
- Thorough knowledge of the rights and responsibilities of juveniles and adults.
- Thorough knowledge of local, state and federal laws affecting adult and juvenile probation work.
- Working knowledge of the development and operation of social service programs.
- Working knowledge of the laws, regulations, policies and procedures governing social service programs.
- Working knowledge of social work skills such as interviewing, making assessments, counseling with and assisting clients in goal formulation and realization, and making referrals.
- Working knowledge of significant problems in human behavior and community living.
- Working knowledge of the goals and objectives of various probation programs.
- Working knowledge of Civil Service and departmental rules, policies, and procedures.
- Working knowledge of available community resource agencies.
- Skill in setting goals.
- Ability to counsel individuals and their families.
- Ability to work in a stressful and physically demanding environment.
- Ability to determine the needs of the public being served.
- Ability to implement programs consistent with established goals.

- Ability to write grants and administer grant monies.
- Ability to allocate resources.
- Ability to train employees.
- Ability to analyze and evaluate casework reports and related materials.
- Ability to compile and maintain accurate records and reports.
- Ability to communicate effectively, both orally and in writing.
- Ability to supervise employees.
- Ability to deal courteously with the public.
- Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver's License may be required for some positions in this classification

Date Approved: 04/22/2024
Date Effective: 07/01/2024
Date Revised:

ZONING EXAMINER 2

CLASS NUMBER: 11343

GRADE: OR06

EEO CATEGORY: Officials/Administrators

FLSA: Non-Exempt

JOB OBJECTIVE

Participates in enforcement of the Metropolitan Zoning Ordinance, reviews and certifies Building, Sign, and Use and Occupancy Permits. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Participates in permit issuance and the appeal application process.

- Reviews each stage of plans before application for permit is issued.

- Examines building, sign, and use and occupancy permits.

- Analyzes and interprets changes in the zoning ordinance.

- Certifies permit requirements and approval for permit issuance.

Conducts and follows up on complex zoning inspections.

- Inspects locations before permits are issued to ensure compliance with Metro regulations.

- Takes photographic evidence and documents each deficiency in detail.

- Determines measures necessary to comply with applicable ordinances.

- Follows-up with re-inspections to verify compliance with regulations.

- Verifies compliance with regulations.

- Meets with Architects, Engineers, and others as needed.

Performs administrative duties.

- Maintains accurate records and files.

- Handles inquiries and resolves complaints and problems.

- Researches and reviews departmental records on properties and buildings.

- Reviews field inspection reports, as needed.

- Uses a computer to input and retrieve information.

Assists with zoning appeal hearings as needed.

Stays current with technical publications.

Attends various meetings.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

This is a non-supervisory classification.

Employee receives general supervision and reports to the Zoning Examination Chief and Zoning Administrator, who gives general direction on routine matters and provides assistance with unusual or complex problems.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

The employee works in an office setting under generally favorable working conditions, and in the field performing inspections. Work is sedentary; however, there may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Any combination of education and experience that would prepare the incumbent to perform the duties of the position at the appropriate level. Employees would typically have a Bachelor's Degree in Engineering Technology or related field from an accredited college or university and two (2) years' of codes inspection, zoning code enforcement, land use development, or permit- related experience.

More specific education, experience or certification requirements may be included in the position announcement as vacancies occur.

PERFORMANCE STANDARDS

- Knowledge of the Metro Comprehensive Zoning Ordinance.
- Knowledge of the Land Division, Use, Advertising, and Property laws.
- Knowledge of the general permit issuance structure.
- Knowledge of the Storm Water Management Act.
- Skill in using audio/visual equipment.
- Ability to inspect sites and apply zoning ordinances.
- Ability to enforce, interpret, and explain codes and regulations.
- Ability to detect deviations from regulatory codes.
- Ability to work with the public.
- Ability to read maps and construction plans and to have a fundamental understanding of construction specifications and techniques.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver License

Certified by the International Code Council (ICC), as follows:

- Certified Zoning Inspector (ICC)
- Certified Permits Technician (ICC)

Any employee appointed to this classification shall obtain such certification within two (2) years from the effective date of their appointment.

Failure to meet the certification requirements within the two (2) year period shall result in disciplinary action.

Date Approved: 04/22/2024
Date Effective: 07/01/2024
Date Revised: