



AGENDA

REGULAR MEETING OF THE CIVIL SERVICE COMMISSION

9:30 AM DECEMBER 18, 2018

CITY HALL – COUNCIL CHAMBERS

808 W. SPOKANE FALLS BLVD., SPOKANE, WA 99201

1. CALL TO ORDER/ROLL CALL

2. APPROVAL OF MINUTES

(p.3)

Action Required

3. PUBLIC COMMENT

4. CHIEF EXAMINER'S REPORT

5. PRESENTATION

- a. Open Public Meetings Act/Public Records Act Training - Update
(Piccolo)
- b. Performance Measures Update
(Martin)
- c. Training Recap
(Sullivan)

6. UNFINISHED BUSINESS

Action Required

- a. Proposed Classifications for Supported Employment
(Richards)(p.4)
- b. Rule Amendment No. 2018-02 Rule 1 Section 7
(Richards)(p.11)

7. NEW BUSINESS

Action Required

- a. Contract with Koff and Associates for Classification Plan
(Richards)(p.13)
- b. Televising Civil Service Meetings
(Richards)(p.15)

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION: The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Spokane Council Chambers in the lower level of City Hall is wheelchair accessible and is also equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of a picture ID) at the City Cable 5 production booth on the first floor, directly above the Chase Gallery or through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write or email Human Resources at:

☎ Phone: 509.625.6363

📍 Address: 808 W. Spokane Falls Blvd, Spokane, WA 99201

Email: msteinolfson@spokanecity.org

Persons who are deaf or hard of hearing may contact Human Resources through the Washington Relay Service at 7-1-1. All requests for accommodation must be made at least forty-eight (48) hours before the meeting date.

- c. SPN 094 Attractions and Retail Manager
(Bjork)(p.17)

8. ADJOURN

Notes:

- The meeting is open to the public, with the possibility of the Commission adjourning into executive session.

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REGULAR MEETING OF THE CIVIL SERVICE COMMISSION
November 20, 2018 Minutes

1. CALL TO ORDER/ROLL CALL

Chair Lindsey called the meeting to order at 9:28 a.m.
Commissioners Gilmore, DeCounter, Hult, and Stephens were present.

2. APPROVAL OF MINUTES

MOTION: Move to approve the minutes.
Hult/Gilmore: Motion passed unanimously.

3. PUBLIC COMMENT

Joe Cavanaugh-Local 270 President provided comment regarding Item 6d.

4. CHIEF EXAMINER' REPORT

Chief Examiner Richards provided updates regarding commission matters.

5. UNFINISHED BUSINESS

- a. Rule Amendment No. 2018-01 Supported Employment
MOTION: Move to approve Rule Amendment No. 2018-01 Supported Employment
Stephens/DeCounter: Motion passed 4:1 (Gilmore)

6. NEW BUSINESS

- a. SPN 11 Assistant Clerk (Formerly Clerk I) Reinstatement
MOTION: Move to adopt reinstatement of classification.
Hult/Stephens: The motion passed unanimously.
- b. SPN 953 Probation Field Services Officer Classification
MOTION: Move to adopt new classification.
Hult/Stephens: The motion passed unanimously.
- c. 2019 Commission Budget Adoption
MOTION: Move to accept budget.
Gilmore/Hult: The motion passed unanimously.
- d. Rule Amendment No. 2018-02 Rule 1 Section 7
MOTION: To approve the rule amendment.
Hult/DeCounter: The motion was withdrawn.
MOTION: Recommended Rule Amendment No. 2018-02 be sent to Rules Review Committee
Stephens/Gilmore: The motion passed unanimously.

7. ADJOURN

The commission adjourned at 10:25 a.m.



Civil Service

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CLASSIFICATIONS ELIGIBLE FOR SUPPORTED EMPLOYMENT EXCEPTED SCHEDULE

PROFESSIONAL

110	Accountant I	Graduation from an accredited four-year college or university with a major in accounting. A CPA Certificate may substitute for the education requirements.	Professional level accounting work in the maintenance and review of fiscal records.	Tasks regularly require the following abilities: <ul style="list-style-type: none">• read standard text• speak and listen to normal speech in person and on the telephone• write legibly• operate standard office equipment• use a computer and keyboard• move about a work environment
160	Business Systems Analyst I	Bachelor's degree from an accredited four-year college or university with major coursework in business or public administration, accounting, information systems, or a closely related field. An equivalent combination of education, training and experience may also be qualifying.	Information technology support work and administrative coordination, emphasizing the maintenance and general administration of specialized computer programs and business systems within a City department.	Tasks regularly require the following abilities: <ul style="list-style-type: none">• read standard text• speak and listen to normal speech in person and on the telephone• use hands to grasp, handle, or feel objects• reach with hands and arms, above the shoulders and below the waist• use a computer and keyboard• move about a work environment• stand or sit for extended periods of time• lift, carry, push and pull objects up to 20 lbs.

231	Engineer in Training	Graduation from an accredited four-year college or university with a bachelor's degree in Civil Engineering; or possession of a recognized Engineer in Training certificate based upon qualifying experience in Civil Engineering. Applicants must obtain a recognized Engineer in Training certificate based upon qualifying experience in Civil Engineering within one year of appointment. Applicants must possess a valid driver's license or evidence of equivalent mobility. Note: Students in the final (senior) year of an accredited bachelor's degree program in Civil Engineering will be allowed to apply and test, but shall not be certified for interview until they have graduated with a four-year degree in Civil Engineering. Recruiting for Engineers other than Civil will be conducted as needed.	Professional engineering work in connection with the planning, development, design, and construction of public works projects.	Tasks regularly require the following abilities: <ul style="list-style-type: none"> • read fine print • understand and write technical reports • speak and listen to normal speech in person and on the telephone • use hands to grasp, handle, or feel objects • operate a computer, keyboard, and drafting equipment • move about a work site • considerable walking for field inspections • work outdoors in heat, cold, and varying weather conditions
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TECHNICIAN

101	Cash Accounting Clerk I	High school diploma or equivalent, and one year experience as a teller, cashier, or other cash handling.	Cashier work. Receives money from the public in payment of services, taxes, and licenses, calculates change, issues receipts, and provides general and technical information.	Tasks regularly require the following abilities: <ul style="list-style-type: none"> • read fine print • converse on the telephone above the noise of various office machines or large equipment • speak with sufficient volume to be heard and understood over loud noises • repeated reaching, bending, and twisting • write legibly • operate standard office equipment • use a computer and keyboard • move about a work environment • stand or sit for up to four hours of continuous work with one 15 minute break • lift and carry objects up to 25 lbs.
271	Electronic Communications Technical Aide	High school diploma or equivalent; and, successful completion of class work in electronics at a junior college or military/trade school; <u>or</u> , at least one year of experience as an apprentice or helper in the repair and maintenance of radio or electronics equipment in the mobile communications field. All applicants must possess a valid driver's license.	Semi-skilled electronic/electrical and manual work in the construction, installation, maintenance, and repair of radio and various other electronic/electrical systems and equipment.	Tasks regularly require the following abilities: <ul style="list-style-type: none"> • visual ability to discern shades of color and work on microelectronic circuits • speak and listen to normal speech in person and on the telephone • converse on a two-way radio • climb and work from high locations • work near high voltage • work in tight spaces

				<ul style="list-style-type: none"> • use hands to grasp, handle, or feel objects • handle precision tools and supplies • work in adverse conditions, such as dust, dirt, and odors • work outdoors in heat, cold, and varying weather conditions • lift, carry, push, and pull equipment up to 50 lbs.
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PARAPROFESSIONAL

060	Public Information Assistant	Graduation from an accredited four-year college or university with a degree in journalism, English, communications, mass media, marketing, public relations, or a closely related field. All applicants must possess a valid driver's license or evidence of equivalent mobility.	Professional work assisting in the development, coordination, and implementation of programs and projects for public relations, community involvement and internal communications.	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read standard text • speak and listen to normal speech in person and on the telephone • address a group of people • write legibly • operate standard office equipment • use a computer and keyboard • move about a work environment • stand or sit for extended periods of time • lift and carry work supplies and equipment • travel between work locations
064	Education Coordinator	Graduation from an accredited four-year college or university with a degree in Education or Communications and three years of classroom teaching experience and/or experience in implementation of community involvement, public relations or related programs. Must have computer skills. Applicants must possess a valid driver's license or evidence of equivalent mobility.	Professional and technical work in developing, promoting, coordinating and conducting educational activities to communicate with students, school personnel, and the general public about specific programs and activities.	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read standard text • speak and listen to normal speech in person and on the telephone • address a group of people • operate standard office equipment • use a computer and keyboard • move about a work environment • stand or sit for extended periods of time • lift, carry, and set up work supplies and equipment up to 30 lbs. • travel between work locations
080	Marketing Assistant	Graduation from an accredited four-year college or university with a degree in marketing, public relations, communications, or related field; and six months experience in marketing, public relations, or related field. All applicants must possess a valid driver's license.	Professional work assisting in promotion, advertising, public relations and event development.	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read standard text • speak and listen to normal speech in person and on the telephone • address a group of people • write legibly • operate standard office equipment • use a computer and keyboard • move about a work environment • walk and climb stairs

				<ul style="list-style-type: none"> • stand or sit for extended periods of time • lift and carry work supplies and equipment up to 50 lbs. • travel between work locations
174	Assistant Procurement Specialist	Bachelor's degree from an accredited college or university with a major in business, purchasing, accounting, or a closely related field. Professional purchasing experience may substitute for the four-year education on a year for year basis.	Procures materials, supplies, commodities, equipment, and services, and/or administers contracts.	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read fine print • visually identify and locate objects • speak and hear normal speech in person and on the telephone • move about offices, warehouses, and other work spaces • walk, stand, bend, and sit • stoop, reach, and grasp with the hands and arms above the shoulders and below the waist • write legibly • use a computer and keyboard • grasp, handle, or feel objects • lift, carry, push, and pull various materials
256	Assistant Planner I	Bachelor's degree from a four-year college or university with a major in city, urban, regional, or environmental planning from a degree program which is accredited by the Planning Accreditation Board (PAB). One year of professional planning experience along with possession of a closely related Bachelor's degree may also be qualifying. Applicants must possess a valid driver's license or evidence of equivalent mobility.	Professional work in the areas of urban planning, zoning administration, subdivision administration, and community development.	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read fine print • discern shades of color • speak and listen to normal speech in person and on the telephone • write legibly • operate a computer and keyboard • sit through long meetings or a full work day at a desk or table • travel between work locations
670	Recreation Aide	High school diploma or equivalent, and one year of experience providing leadership and support to an organized community recreation program; driver's license required; <u>or</u> successful completion of study at an accredited college or university that included at least 6 semester or 9 quarter credit hours in courses related to recreation (e.g., physical education, arts and crafts, intramural sports, etc.)	Recreation program support work in various organized and monitored recreational activities.	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read standard text • speak and listen to normal speech in person and on the telephone • use hands to grasp, handle, or feel objects, tools, or equipment • participate in simple athletic events and program activities, which may require ability to walk, climb, crawl, kneel, reach, bend, and stoop • lift, carry, push, and pull objects up to 30 lbs. • may operate a motor vehicle

ADMINISTRATIVE SUPPORT

SPN	TITLE	MINIMUM REQUIREMENTS	GENERAL FUNCTIONS	PHYSICAL DEMANDS (with or without reasonable accommodation)
011	Assistant Clerk	High school diploma or equivalent, or six months of work experience related to clerical, office support, data entry, or customer service functions. An equivalent combination of education and/or training in the essential job-related skills may substitute for the above experience requirement.	Functions as a departmental aide, performing routine, general office support and customer service related tasks in a variety of City departments.	Assigned tasks vary, but regularly require one or more of the following abilities: <ul style="list-style-type: none"> • read standard text • speak and/or listen to others on the telephone or in person • operate a computer or office machines • use hands or other tools to process paperwork, file papers, etc. • move about an office environment • stand or sit for up to four hours of continuous work with one 15 minute break
002	Clerk II	High school diploma or equivalent, and one year of clerical, office, or data entry experience. One year of college substitutes for the experience.	Routine clerical and office support activities. Requires basic level computer skills.	Tasks regularly require the following abilities: <ul style="list-style-type: none"> • read fine print • speak and listen to normal speech in person and on the telephone • operate standard office equipment • use a computer and keyboard • write legibly • move about a work environment • sit and stand alternately for up to four hours of continuous work with one 15 minute break • lift, carry, push, and pull objects up to 25 lbs.
025	Administrative Specialist	Bachelor's degree from an accredited four-year college or university with major coursework in business or public administration or other field related to the listed duties; and six months of professional experience that emphasized executive-level administrative support. An equivalent combination of education, training and/or experience may also be qualifying.	Responsible office support work and a variety of administrative and/or analytical tasks associated with various division or public safety department programs, policies, and procedures.	Tasks regularly require the following abilities: <ul style="list-style-type: none"> • read fine print • speak and listen to normal speech in person and on the telephone • operate standard office equipment • use a computer and keyboard • write legibly • move about a work environment • lift, carry, push, and pull objects up to 10 lbs.
099	Customer Service Assistant	High school diploma or equivalent, and six months of customer service in a call center or other environment where a significant portion of the work included using a computer to enter and retrieve data.	Routine record keeping, transaction processing, telephone or written correspondence.	Tasks regularly require the following abilities: <ul style="list-style-type: none"> • read standard text • speak and listen to normal speech in person and on the telephone • operate standard office equipment • use a computer and keyboard

				<ul style="list-style-type: none"> • stand or sit for up to four hours of continuous work with one 15 minute break
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SERVICE/MAINTENANCE

414	Custodian I	Requires ability to read and write.	Routine custodial, maintenance, cleaning, building and grounds care.	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read fine print • speak and listen to normal speech in person and on the telephone • climb ladders up to 10 ft. high • walk, kneel, crouch, and bend • use hands to grasp, handle, or feel objects • use hand tools and supplies for manual work • stand while doing physical labor for up to four hours of continuous work with one 15 minute break • work in adverse conditions, such as dust, dirt, and odors • work outdoors in heat, cold, and varying weather conditions • lift, carry, push and pull objects up to 50 lbs.
501	Laborer I	High school diploma or equivalent, and one year of labor work. Driver's License required.	General manual labor.	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read standard print • speak and listen to normal speech in person and on the telephone • speak with sufficient volume to be heard and understood over loud noises • converse on a two-way radio • use sense of smell to detect equipment damage • use hand tools and supplies for manual work • use hands to grasp, handle, or feel objects and operate equipment • walk, climb, crawl, and kneel • sustained walking or standing for up to four hours of continuous work with one 15 minute break • lift, carry, push and pull objects weighing up to 100 lbs. • operate a motor vehicle
500	Mail Courier	High school diploma or equivalent. Driver's License required.	Routine courier work involving the collection and delivery of documents and other items	<p>Tasks regularly require the following abilities:</p> <ul style="list-style-type: none"> • read standard text and fine print • speak and listen to normal speech in person and on the telephone • move about a work environment • perform duties for up to four hours of continuous work with one 15 minute break

				<ul style="list-style-type: none">• lift, carry, push and pull objects up to 50 lbs.• travel between work locations• operate a motor vehicle
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RULE AMENDMENT NO. 2018-02 RULE 1, SECTION 7 RULES

BACKGROUND

The Commission discussed the intent and interpretation of Rule 1, Section 7 during the October Regular Meeting. The proposed language below is reflective of that conversation. There are no changes to the language, however the distinct sections are broken out into three parts bringing greater clarity to the rule.

CIVIL SERVICE RULE 1, SECTION 7 CURRENT LANGUAGE:

Any additions or amendments to these rules must be in writing and filed with the Secretary of the Commission at least 10 days prior to action thereon, shall be acted upon only at a regular meeting of the Commission and shall not become effective until 10 days after publication thereof in the Official Gazette of the City of Spokane. All rules shall be reviewed by a committee composed of an equal number of employee group representatives and management representatives appointed by the Secretary-Chief Examiner on a periodic basis not to exceed five years. The Rule Review Committee shall be representative of the work force. Rule changes proposed by the Committee shall be forwarded to the Civil Service Commission for their consideration. At the request of either labor or management, three employee representatives and three management representatives from the Rules Review Committee shall meet and review administrative decisions made by the Chief Examiner. The review shall be to determine the impact of these decisions on the rules.

CIVIL SERVICE RULE 1, SECTION 7 PROPOSED LANGUAGE:

7. (a) Any additions or amendments to these rules must be in writing and filed with the Secretary of the Commission at least 10 days prior to action thereon, shall be acted upon only at a regular meeting of the Commission and shall not become effective until 10 days after publication thereof in the Official Gazette of the City of Spokane.

7. (b) All rules shall be reviewed by a committee composed of an equal number of employee group representatives and management representatives appointed by the Secretary-Chief Examiner on a periodic basis not to exceed five years. The Rule Review Committee shall be representative of the workforce. Rule changes proposed by the Committee shall be forwarded to the Civil Service Commission for their consideration.

7. (c) At the request of either labor or management, three employee representatives and three management representatives from the Rules Review Committee shall meet and review administrative decisions made by the Chief Examiner. The review shall be to determine the impact of these decisions on the rules.



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CONTRACT WITH KOFF AND ASSOCIATES

We are still working with the consultant on the scope of services. Generally, we are seeking human resources consulting assistance to:

- Conduct an objective analysis of the current classification practices as well as assistance in creation of classification plan design for the City,
- Recommend of changes that result in equitable, competitive and legally defensible classification practices that will enrich the attraction and retention of qualified individuals as well as enhance opportunities for growth and professional development, and provide recommendations for adjustments.
- Consolidate some classifications, and define and differentiate levels in a methodical and uniform way across the City.

The contract amount will be approximately \$75K. A full contract will be provided as soon as it becomes available. Background information on the consultant is provided below in the interim.

BACKGROUND

Koff & Associates is an experienced Human Resources consulting firm that has been providing human resources consulting services to cities, counties, special districts, courts, educational institutions, and other public agencies for close to thirty-five (35) years. The firm has achieved a reputation for working successfully with management, employees, and governing bodies. We believe in a high level of dialogue and input from study stakeholders and our proposal speaks to that level of effort. That extra effort has resulted in close to 100% implementation of all of our classification studies.

We are familiar with the various public sector organizational structures, agency missions, operational and budgetary requirements, and staffing expectations. We have extensive experience working in both union and non-union environments (including service as the management representative in meet & confer and negotiation meetings), working with City Councils, County Commissions, Boards of Directors, Boards of Supervisors, Boards of Trustees, Merit Boards, and Joint Power Authorities.

The firm's areas of focus are classification and compensation studies (approximately 70% of our workload); organizational development/assessment studies; performance management and incentive compensation programs; development of strategic management tools; policy/procedure development and employee handbooks; training and development; executive search and staff recruitments; public agency consolidations and separations; Human Resources audits; and serving as off-site Human

Resources Director for smaller public agencies that need the expertise of a Human Resources Director but do not need a full-time, on-site professional.

Without exception, all of our studies have successfully met all of our intended commitments; communications were successful with employees, supervisors, management, and union representatives; and we were able to assist each agency in successfully implementing our recommendations. All studies were brought to completion within stipulated time limits and proposed budgets.

Our long list of clients is indicative of our firm's reputation as being a quality organization that can be relied on for producing comprehensive, sound, and cost-effective recommendations and solutions. K&A has a reputation for being "hands on" with the ability and expertise to implement its ideas and recommendations through completion in both union and non-union environments.

K&A relies on our stellar reputation and the recommendations and referrals of past clients to attract new clients. Our work speaks for itself and our primary goal is to provide professional and technical consulting assistance with integrity, honesty and a commitment to excellence. We are very proud of the fact that we have not had any formal appeals in our entire history, working with hundreds of public agency clients and completing hundreds of classification and/or compensation, organizational, and other types of studies.



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OPTIONS FOR RECORDING CIVIL SERVICE MEETINGS

BACKGROUND

Transparency in government is paramount. Implementing practices that encourage and foster transparency are essential to good governance and critical in building trust among all stakeholder groups. The Commission Office has been researching and evaluating options that will increase transparency over the last quarter. Recently implemented practices and future options are outlined below.

RECENTLY IMPLEMENTED PRACTICES

A new agenda template was introduced in August. This template is based on industry best practices. It is designed to increase transparency by clearly articulating agenda topics so matters taken up by the Commission are easy for all audiences to understand and items for which action may be taken are identified. Staff have also begun the practice of posting the entire agenda packet so that any interested party is able to access the supporting materials that are being presented. The packet is posted the same day it is emailed out to the Commission, which affords ample opportunity to review the agenda and materials, and to submit comment electronically or plan to attend the meeting to make public comment.

A new two-touch practice was introduced in August as well. This practice is a modified application of the three-touch rule, which is an industry best practice designed to increase transparency, build trust, and avoid policy-making surprises.

FUTURE OPTIONS

The Commission Office has an established practice of audio recording all public meetings. The audio recordings are available upon request, however, there are certain limitations to how the audio can be accessed because of the format of the audio file. Currently, anyone who wishes to listen to the audio must come to the Commission Office and listen on a device with the software that can translate the audio file.

The next logical option would be to post the audio on the Commission page on the City's website where it would be available to anyone wishing to listen, and accessible at any time. Initial conversations with the IT department have indicated that they cannot link audio files to the website. This appears to be

related to the inability to convert the audio into a different file format so that it can be linked. The IT department anticipates that they will have a solution by February, 2019 and have offered an interim solution which would allow us to email a link to the audio to interested parties. Linking the audio would be the lowest cost, least burdensome option available. The Parks Board has requested the same service.

Broadcast/Video recording the Commission meetings is another possible option. Initial conversations with Channel 5 have indicated that there is a larger conversation occurring within the City pertaining to broadcasting other committee and commission meetings. There are significant factors involved that need to be considered, such as staff bandwidth, compliance with new ADA requirements, and increased cost associated with these factors. There are other dynamics that should be considered as well – often broadcasting can change the dynamics of the meetings among board members and attendees because people are aware they are on television.

A request has been sent to the Administration to include Civil Service's request to broadcast/video record meetings into that conversation so that a comprehensive discussion can occur at the policy-making level. We received a favorable response from the Administration, who is supportive of the request. We are awaiting additional information from them regarding next steps. It should be noted that it does not currently appear the Commission Office would incur the costs associated with broadcasting or compliance with the ADA.

Before we move further with this option, a policy decision is needed from the Commission. Both options accomplish the same goal of increasing transparency so the decision should be based on the other factors – cost/benefit, potential change in dynamics.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	ATTRACTIONS AND RETAIL MANAGER	CLASS CODE:	094
SALARY RANGE:	A02	GRADE:	TBD
DEPARTMENT:	PARKS & RECREATION	FLSA STATUS:	E
REPORTS TO:	PARK BUSINESS DEVELOPMENT MANAGER	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	12/18

JOB SUMMARY:

Manages daily operation, promotion, and business planning for Park attractions and retail locations, including the Carrousel, Skyride, ice and roller skating, other seasonal attractions, and gift shop or other vendors.

SUPERVISION:

Work is performed under general direction with only unusual cases referred to the supervisor. General objectives are established, and employee is required to select their own method of procedure. Hires and supervises attraction and retail staff.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Directs and schedules the daily operation for all Riverfront Spokane attractions. Ensures a positive visitor experience through clean attractions, safe operation, and friendly service.
- Hires, schedules, trains, and supervises subordinate staff. Develops training material and provides training in ride or attraction operation, basic crowd control, safety, customer service, retail display, and cash handling procedures. May train subordinate supervisors in ordering, inventory control, staff training, supervisory skills and problem solving, hiring, and scheduling.
- Reduces cost and increases service and profitability through efficient staff and operations.
- Designs, evaluates, and refines merchandise offerings. Orders and maintains inventory for all retail related merchandise, and promotes inventory turnover.
- Coordinates and purchases uniforms for all Riverfront Spokane Staff.
- Ensures all attraction and retail equipment is safe and properly operational; takes action to ensure all inspections, adjustments, repairs, and orders repairs are completed.
- Performs related administrative and budget tasks: develops bid specifications, solicits bids, negotiates contracts, and prepares purchase requisitions and small service contracts.
- Maintains records related to ride operations and training, merchandise costs, and labor costs. Tracks, reports and applies consumer sales and usage data. Recommends changes to operations calendar based on current sales trends.
- Develops, plans and implements promotions and marketing efforts for Attractions and Retail. Recommends discounts and pricing changes. Creates business plans on other revenue generating opportunities.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- City and Park policies and procedures.
- Procedures for assessing, evaluating, and monitoring programs or projects for compliance with laws, regulations, guidance, and standards that are compliant or with or derived from established standards or guidelines. For this position, this includes all applicable procedures and standards related to pay-for-service attractions such as ice rinks and amusement rides, and pertaining to safe ride operations, which may include but are not limited to ASTM, RCW 67.42, ANSI, and manufacturer requirements.
- Knowledge of, and ability to apply applicable principles and practices of presenting, promoting, and selling of products and services.
- City purchasing policy and procedures.

Skill in:

- Written communication: uses correct grammar, punctuation, and spelling; communicates information in a clear and organized manner; produces messages appropriately for the intended audience.

- Oral communication: expresses information to individuals or groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.
- Interpersonal interaction: shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.
- Partnering: develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.
- Customer service: anticipates and meets the needs of both internal and external customers; delivers high-quality products and services; ensures that actions meet public needs; aligns organizational objectives and practices with public interests; shows commitment to continuous improvement.
- Problem solving and process improvement: identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Supervision: plans, distributes, coordinates, and monitors work assignments of others; evaluates work performance and provides feedback to others on their performance; ensures that staff are appropriately selected, utilized, and developed, and that they are treated in a fair and equitable manner.
- The use of computers, software applications, databases, and automated systems to accomplish work.

Physical Demands: While performing the essential functions of the job, the incumbent is regularly required to:

- Move about an office setting as well as park sites and event locations.
- Read and understand written communications, documents, and graphic materials.
- Use hands to grasp, handle, or feel objects, operate a keyboard, and use park equipment.
- Reach with hands and arms, above the shoulders and below the waist.
- Interact with staff and the public through speaking and hearing normal speech in person, on the telephone, and using a public address system.
- Lift, carry, push and pull objects or equipment up to 25 pounds.
- Operate a motor vehicle to move between work locations or respond to emergent situations.

Working Conditions:

- Work is performed in both a normal office/meeting environment with little exposure to outdoor temperatures, dirt, and dust, and in a park environment with varied outdoor sites and terrain.
- The incumbent's typical working hours are related to park locations, events, and functions, and therefore require the ability to perform required duties for the duration of events and to respond to after-hours emergencies. Some evening and weekend work will be required.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Completion of two years of education from an accredited college or university with major course work in Parks and Recreation Administration, Business Administration, or a closely related field; AND, a minimum of four years of responsible supervisory experience in a public attractions venue. Additional related experience may substitute for the education requirement on a year for year basis. A Bachelor's degree may substitute for two years of experience.

Promotional Requirements:

Current City employees with a minimum of two years in the classification of SPN 069 Riverfront Park Shift Supervisor may apply on a promotional basis.

License:

A valid driver's license, or otherwise demonstrated ability to move to and from multiple work locations, is required.

New: 12/18

PARKS AND RECREATION

SPN	TITLE	CLASSIFICATION LEVEL
069	RIVERFRONT PARK SHIFT SUPERVISOR	SENIOR/TEAM LEADER
094	ATTRACTIONS AND RETAIL MANAGER	MANAGER
093	PARK BUSINESS DEVELOPMENT MANAGER	SENIOR MANAGER