



## AGENDA

### REGULAR MEETING OF THE CIVIL SERVICE COMMISSION

9:30 AM JANUARY 21, 2020

CITY HALL – COUNCIL CHAMBERS

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

**1. CALL TO ORDER/ROLL CALL**

**2. APPROVAL OF MINUTES**

*Action Required*

- a. December 17, 2019 Minutes  
(p. 2)

**3. PUBLIC COMMENT**

**4. CHIEF EXAMINER'S REPORT**

**5. NEW BUSINESS**

*Action Required*

- a. Requests for Indefinite Leave of Absence  
(Richards)(p. 4)
- b. Resolution 2020-01 Classification Actions  
(Sullivan)(p. 8)
- c. Conceptual Discussion – Modernizing Civil Service  
(Richards)

**6. UNFINISHED BUSINESS**

*Action Required*

- a. Investigation of M Decker Claim  
(Richards/Piccolo)
- b. Chief Examiner Performance Review/Feedback  
(DeCounter)

**7. ADJOURN**

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

**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](mailto: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.



**REGULAR MEETING OF THE CIVIL SERVICE COMMISSION  
DECEMBER 17, 2019**

**1. CALL TO ORDER/ROLL CALL**

- a. Commissioner Lindsey called the meeting to order at 9:35 a.m.
- b. All Commissioners present.

**2. APPROVAL OF MINUTES**

- a. Motion: Move to approve November 19, 2019 Minutes.  
Gilmore/Hult: Motion passed unanimously.

**3. PUBLIC COMMENT**

- a. Joe Cavanaugh - Local 270 President provided comment regarding Agenda Item 5a-5d
- b. Meghann Steinolfson - Labor Relations Manager provided comment regarding Agenda Item 5a-5d.
- c. Natalie Hilderbrand - Council 2 Staff Representative provided comment regarding Agenda Item 5a-5d.
- d. Christine Cavanaugh - Human Resources Director provided comment regarding Agenda Item 5a-5d.
- e. Kristopher Honaker - Police Guild President provided comment regarding Agenda Item 5e.

**4. CHIEF EXAMINER'S REPORT**

Chief Examiner Richards provided updates regarding Civil Service Department operations.

**5. NEW BUSINESS**

- a. Administrative Complaint re Minimum Qualifications - Sascha Hoffman
- b. Administrative Complaint re Minimum Qualifications - Jon Klapp
- c. Administrative Complaint re Minimum Qualifications - Adi McGee
- d. Claim re Failure to Meet Minimum Qualifications - Christa Boone  
The Commission heard the complaints and claims presented.  
The Commission adjourned into Executive Session at 11:15 a.m. and resumed open session at 11:30 a.m.  
The administrative complaints and claim were dismissed. No action was taken.
- e. ~~Request to Void Assistant Planner II Eligibility List~~ Revision to Police Disqualifiers  
Agenda modified to address item 5f prior to item 5e.  
MOTION: Approve the pre-modifications of disqualifier list as proposed.  
Stephens/DeCounter: Motion passed 3:2 (Lindsey/Gilmore).
- f. ~~Revision to Police Disqualifiers~~ Request to Void Assistant Planner II Eligibility List  
Agenda modified to address item 5f prior to item 5e.  
No action taken.

- g. Resolution 2019-05 Rule V Section 10 and Rule VI Section 14  
MOTION: Move to accept this resolution of rule changes for Rule V Section 10 and Rule VI Section 14.  
Gilmore/DeCounter: Motion passed unanimously.
- h. Resolution 2019-06 - Classification Actions  
MOTION: Move approval of the classification action as submitted.  
Hult/Gilmore: Motion passed unanimously.
- i. Findings of Fact, Conclusions of Law and Decision in the R Smawley Appeal  
MOTION: Move to accept Conclusions of Law and Decision in the R Smawley Appeal.  
Hult/DeCounter: Motion passed unanimously.
- j. Chief Examiner Performance Evaluation/Feedback  
MOTION: Move to modify the agenda to reflect moving Agenda Item 5j to January meeting.  
Hult/Gilmore: Motion passed unanimously.

**6. UNFINISHED BUSINESS**

- a. Investigation of M Decker Claim  
Chief Examiner Richards provided an update and will provide a final report in January 2020 at the regularly scheduled Commission Meeting.
- b. Customer Satisfaction Survey Plan of Action  
Chief Examiner Richards provided an update.

**7. ADJOURN**

The Commission adjourned at 12:25 p.m.



Civil Service

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## REQUESTS FOR INDEFINITE LEAVE OF ABSENCE

### BACKGROUND

The Commission received three requests for indefinite leave of absence as a result of the change of administration.

#### **Attachments:**

12302019 Request for Indefinite Leave of Absence - Garrett Jones

01022020 Request for Indefinite Leave of Absence - Paul Ingiosi

01022020 Request for Indefinite Leave of Absence - Tija Danzig

December 30, 2019

Amber Richards, Director of Civil Service  
808 W. Spokane Falls BLVD  
Spokane, WA 99201

Dear Ms. Richards,

Recently Mayor-elect Woodward is recommending me to be confirmed by City Council as the next Director of Parks and Recreation. I have currently have been filling the role as the Interim Parks and Recreation Director since February 10<sup>th</sup>. The City Council is planning to take action of the confirmation January 6<sup>th</sup>.

My current position is a classified, Civil Service Position, Parks Planning and Development Manager. Pending the City Council confirmation vote January 6, 2020, I am requesting an indefinite leave of absence from the Civil Service, per Civil Service Rule X Section 4 (f) effective January 6, 2020.

Please let me know if you have any questions or need additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Garrett Jones", with a long horizontal flourish extending to the right.

Garrett Jones  
Interim Director of Parks and Recreation

CC: Christine Cavanaugh, Human Resources Director

January 2, 2020

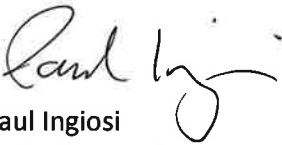
Amber Richards, Chief Examiner  
Civil Service  
City of Spokane

Ms. Richards, I am writing to you to request an Indefinite Leave of Absence pursuant to Rule X, Section 4(f).

The reason for this request is to assume a position within the City's Finance and Administration Division as the Director of Management and Budget. This job is classified as an exempt position in the City.

Thank you in advance.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Ingiosi". The signature is fluid and cursive, with a large loop at the end of the last name.

Paul Ingiosi  
Budget Analyst  
509-625-6061



January 2, 2020

City of Spokane  
Civil Service Department  
808 West Spokane Falls Boulevard  
Spokane, Washington 99201

To the Civil Service Commission or Who It May Concern:

I am writing to request an indefinite leave of absence from the classified service under Civil Service Rule X, Section 4(f). As the rule states, “an indefinite leave of absence is granted by the Commission upon request of any classified employee who elects to leave the classified service to accept an appointive position. The employee shall not be deprived, due to acceptance of the appointive position, of any standing under the Civil Service Rules the employee may have had before accepting the appointive position. The employee shall retain the seniority status they had when they left the classified service, but shall not accrue any classified seniority during their leave of absence.”

I have held the position of Program Manager (CHHS) since February 2017 but was offered an exempt position as Senior Manager of the Community, Housing, and Human Services Department in January 2020, which I have accepted. As such, the rule applies and I am now requesting it to be extended to me.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tija Danzig', written in a cursive style.

Tija Danzig



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## RESOLUTION 2020-01 – CLASSIFICATION ACTIONS

### BACKGROUND

Staff are bringing forward three revised classifications, one new classification, and one classification for reactivation only.

In 2019, Civil Service conducted in-depth studies of all employees in the Accountant I (SPN 110), Accountant II (SPN 111), and Division Accountant (SPN 114) positions. The recommended changes include new titles of Accountant, Senior Accountant, and Accounting Manager. Both the current and proposed classifications are in the Commission packet.

Civil Service developed the new job class of Water Efficiency Specialist (SPN 090) to monitor and promote conservation programs for City water customers. A project employee was initially hired to conduct the work so that a classification could be developed.

Finally, Human Resources has requested that we reactivate the classification of Claims Specialist (SPN 030) with no changes at this time. The Commission deleted this job class in January 2017.



*(current classification)*

**ACCOUNTANT I**

**SPN: 110**

**NATURE OF WORK:**

Performs professional level accounting work in the maintenance and review of fiscal records. Duties require considerable knowledge of accounting functions to determine the proper action to be taken within the limits of standard procedure. Work is subject to checks and controls through review by a supervisor or review by periodic audit. If not detected, errors could result in a significant loss of time and money. Employee has routine contact with other employees and outside sources. Duties are sedentary in nature, are performed under normal work conditions and require concentrated attention to prevent errors.

**SUPERVISION:**

Plans and arranges own work, referring unusual cases to a supervisor. Duties may involve supervision of employees engaged in subsidiary operations for purposes of compiling special financial reports and making related financial analyses.

**ESSENTIAL JOB FUNCTIONS:**

Prepares financial analyses of departmental operations; supervises the work of subordinate personnel.

Maintains records and accounts, including control accounts, and some ledgers covering varied financial transactions; prepares financial and statistical reports and statements; audits claims for correctness, legality and proper expenditure accounts.

Performs a variety of control functions within the data processing operation to ensure the accuracy of input and output data.

Maintains records of bonded indebtedness; prepares schedules of debt and bond retirements; conducts cash audits of departments; participates in preliminary budget development. Processes contracts for payment.

Independently develops statistics and prepares forms, charts, and graphs for presentations.

Determines allowable and indirect cost rates for grant administration.

Assembles detailed estimates of revenues and expenditures from each department, examines for accuracy and verifies amounts to be within acceptable limits.

Estimates costs of salary and range increases and audits payroll reports.

Operates personal computers and printers.

Operates calculator and other standard office machines.

Performs related work as required.

*(current classification)*

**Accountant I  
Page two**

**REQUIREMENTS OF WORK:**

- Considerable knowledge of professional accounting principles and procedures.
- Considerable knowledge of governmental accounting principles.
- Working knowledge of modern office methods and the use of standard office equipment.
- Knowledge of computerized accounting methods and software.
- General knowledge of functions of all City departments.
- Ability to develop and install improved accounting procedures.
- Ability to work independently from general instructions.
- Ability to direct the work of subordinates.

**PHYSICAL REQUIREMENTS:**

- Ability to see, with or without corrective lenses, well enough to read computer printouts.
- Ability to hear, with or without a hearing aid, and speak well enough to converse on a telephone.
- Enough body mobility to move about an office.
- Enough manual dexterity to write and use office machines.

**MINIMUM EDUCATION AND EXPERIENCE:**

Open Entry Requirements: Graduation from an accredited four-year college or university with a major in accounting. A CPA Certificate may substitute for the education requirements.

Promotional Requirements: Completion of the probationary period with the City of Spokane in the classification of Accounting Clerk or similar classification and completion of all accounting courses required for a four-year college degree in accounting. A CPA Certificate may substitute for the education requirements.

New: 6/64

Revised: 4/76, 3/79, 12/80, 10/81, 12/82, 10/83, 5/84, 6/86, 5/90, 6/92, 9/94, 9/96, 12/98

Reviewed: 2/77, 5/88, 12/00, 12/02, 11/04, 11/06, 11/09, 11/11

Union: M&P

Range: 35

EEO: 2

**CLASS SUMMARY**

Performs the full range of professional accounting tasks; processes a variety of financial transactions, analyzes and reconciles accounting information, and prepares financial records and reports. Duties are generally repetitive and restricted in scope, but may be of substantial intricacy. Work product is typically reviewed upon completion for conformity to policy and requirements, and is subject to external audit. A high level of concentration and attention to detail are required.

**CLASS CHARACTERISTICS**

This is the full-skill level professional class in the Accounting series. Incumbents initially work under close supervision, but as experience is gained, incumbents are expected to complete more varied, complex, and difficult assignments. After training, positions at this level perform the full range of assigned duties, work independently, and exercise judgment and initiative. This class is distinguished from the Senior Accountant in that the latter performs advanced-level professional governmental accounting analysis, review, and consultation with Accounting and department management in the decision-making process. The Senior Accountant may also provide technical and functional direction over subordinate staff.

**SUPERVISION RECEIVED AND EXERCISED**

Receives close supervision (at hire) to general supervision (with experience) from assigned supervisory or management personnel. Receives only occasional instruction or assistance as new or unusual situations arise. Provides training and technical review to subordinate staff.

**EXAMPLES OF JOB FUNCTIONS**

*This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.*

- Provides responsible professional accounting expertise and assistance for various City departments and functions. Responds to requests for information and resolves issues within the scope of authority; refers matters requiring policy formation or interpretation to supervisor for resolution.
- Maintains fiscal accountability and ensures compliance with rules, regulations, standards, policies, and procedures. Evaluates transactions routed for approval in the financial system. Performs routine audits of financial records and transactions, identifies and researches discrepancies, and resolves or makes recommendations for corrective actions.
- Provides budget coding and system transaction advice and expertise. Guides, trains, and reviews work of subordinate staff, and approves minor process updates or adjustments to facilitate daily work.
- Reconciles general ledger and subsidiary accounts related to revenues and expenses, and assets and liabilities, including postings from payroll, accounts payable, cash receipts, and accounts receivable.
- Prepares periodic financial statements, including monthly revenue and expenditure reports for departments; prepares monthly financial reports and periodic checks of budgets, encumbrances, carryover, etc.

- Analyzes, calculates, and compiles financial data and statistics, manipulating large amounts of data, some of which may be from multiple systems; prepares reports for historical records and business decision-making by senior staff and management. Provides support to the development of the Comprehensive Annual Financial Report (CAFR).
- Reviews, analyzes, and administers contract terms, ensuring compliance with purchasing and legal policy and procedures. Verifies and ensures availability of funds.
- Monitors and tracks financial status of projects and programs. Applies procedures and controls for receipt and disbursement of special funds and grants.
- Participates in grants accounting and administration; reviews funding agreements, sets up tracking spreadsheets, compiles supporting documentation, and prepares periodic billings for grants; posts payments or drawdowns of accounts; updates financial information for periodic grant reports.
- Conducts and monitors financial audits of agencies receiving money through the City to determine compliance with fiscal requirements; interprets and evaluates financial reporting requirements.
- Performs preliminary budget development or assists in the preparation of annual budgets.
- Tracks financial resources and details, including balancing cash and debt, reviewing bank accounts, reconciling payments and receipts, and monitoring investments or obligations. Prepares, allocates, and submits tax payments.
- Performs accounting for assets, which may include preparation of general ledger transactions; identifies and records capital assets such as equipment, vehicles, and structures; determines assets to be capitalized or expensed; ensures physical descriptions match records, and compiles supporting documentation. Conducts inventory counts and assists with maintaining inventory records.
- Maintains records and files; coordinates with other jurisdictions and auditors on the submission of data and reports as required.
- Performs related work as required.

## **COMPETENCIES**

### Knowledge of:

- Principles of cost, fund, financial, and governmental accounting, including the Generally Accepted Accounting Principles as adopted by the Governmental Accounting Standards Board.
- State and local accounting requirements, including the Washington State Budgeting, Accounting, and Reporting System; the Revised Code of Washington; the Washington Administrative Code; and the Spokane Municipal Code.
- Mission, programs, policies, procedures, rules, and regulations of the City, the Accounting Department, and the departments or divisions served.
- Accounting best practices regarding cash receipting, accounts payable, contract compliance, small and attractive assets, etc.
- Principles, procedures, and requirements for maintaining control and accountability of obligations and expenditures for all fund accounts.
- Types of grants and contracts, and policies and procedures for grant accounting and contract administration.
- Clerical procedures.
- Microsoft Office Suite, particularly MS Word, Excel, and Outlook.
- Business English and financial accounting terms and concepts.

- Mathematical functions.

Skill at:

- Typing, entering data, and maintaining records.
- Conducting research related to contracts, state and federal grants, laws, regulations, and policies that govern municipal accounting procedures.
- Oral and written communication.

Ability to:

- Organize work, set priorities, and meet deadlines.
- Pay attention to complex details in large quantities of data.
- Assess and monitor programs for compliance with laws, regulations, and standards.
- Understand, create, and analyze complex mathematical and spreadsheet formulas.
- Retrieve and input data using various computer applications.
- Take responsibility for behavior and to show commitment to performing work.
- Anticipate and meet the needs of both internal and external customers.
- Make sound and effective decisions.
- Adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles.
- Display high standards of ethical conduct and behave in an honest and fair manner.
- Maintain confidentiality of data and information.
- Establish and maintain effective working relationships.
- Receive, interpret, and respond to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.
- Gather, organize, and maintain information; determine the importance and accuracy of information; and communicate it to others.
- Develop, understand, and use complex mathematical and statistical functions to solve practical problems.
- Recall information that has been presented or observed previously.
- Analyze large quantities of data to identify problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; and make recommendations.
- Analyze information and make correct inferences or draw accurate conclusions.
- Deal calmly and effectively with tight deadlines, difficult situations, and pressure due to multiple contacts and priorities.
- Communicate complex concepts using non-technical terms for diverse audiences.

**TYPICAL EQUIPMENT USED**

Personal computer and associated software, telephone, photocopier, FAX machine, image scanner, 10-key calculator.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file

information. Employees must possess the ability to transport a computer laptop from one work location to another.

#### **WORK ENVIRONMENT**

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Occasional help with physical inventory at storage sites may require moderate activity. Travel to offsite work locations may be required.

#### **MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

##### **Open Entry Requirements:**

- Education: Bachelor's degree in Accounting.

##### **Promotional Requirements:**

- Education: Bachelor's degree in Accounting.
- Experience: Two years of experience in the classification of Accounting Clerk (SPN 106).

##### **Licenses and Certifications:**

- None.

New: 6/64

Revised: 4/76, 3/79, 12/80, 10/81, 12/82, 10/83, 5/84, 6/86, 5/90, 6/92, 9/94, 9/96, 12/98, TBD

Reviewed: 2/77, 5/88, 12/00, 12/02, 11/04, 11/06, 11/09, 11/11

Title Change: TBD

Union: M&P

Range: 35

EEO: 2

(current classification)  
**ACCOUNTANT II**

**SPN: 111**

**NATURE OF WORK:**

Performs advanced professional-level accounting work and independently performs highly technical and varied professional accounting tasks. Employee exercises considerable independent professional judgment within departmental policy and procedures and within applicable municipal, state, and federal laws and regulations. Some checks and controls exist, but undetected errors could cause financial loss and embarrassment to the department and City. Employee has regular contact with both inside and outside sources, requiring professionalism and technical competence. Work is sedentary in nature, is performed under normal working conditions, and requires concentrated attention to prevent errors.

**SUPERVISION:**

Employee plans and arranges own work, referring unusual cases to a supervisor. Employee supervises and trains professional and clerical subordinates.

**ESSENTIAL JOB FUNCTIONS:**

Reviews, audits, and maintains municipal accounts, including general and subsidiary ledgers. Prepares technically complex financial and statistical reports, statements and tax returns in accordance with city, state, and federal requirements.

Reviews and audits a variety of systems or processes that record financial transactions. Reconciles various accounts such as bank reconciliations and general ledger accounts.

Prepares and presents financial management reports and projections to customer departments; prepares and presents complex business, financial and regulatory concepts to the City Council, Mayor, City officials, staff, and the general public.

Prepares or assists with preparation of ad hoc financial reports at the request of a supervisor or customer departments as needed.

Ensures all financial transactions and reports prepared or reviewed are supported by professional-level workpapers.

Performs technically complex financial forecasts, research and analysis.

Prepares major departmental financial statements, including supporting schedules. Performs or reviews accounting transactions and reconciliation of the City's capital assets.

Performs budget to actual analyses and maintenance of budgets; prepares major departmental budgets. Participates in preparing the Citywide Six Year Capital Plan.

Prepares and reviews fiscal grant reports; determines allowable costs and application of indirect cost rates for grant administration.

Initiates and leads accounting projects as well as process and system improvements.

Performs accounting project manager functions for various city projects.

Performs related work as required.

*(current classification)*

**Accountant II**  
**Page two**

**REQUIREMENTS OF WORK:**

Considerable knowledge of professional and governmental accounting principles and procedures and the principles of fund accounting.

Considerable knowledge of and ability to interpret the laws, regulations, and policies that govern accounting procedures in City operations and in state and federal grants.

Considerable ability in the use of personal computers, standard office software, and accounting software, including the ability to create and understand complex formulas.

Knowledge of payroll functions and activities, and ability to perform estimates and reviews of payroll information.

Ability to plan, organize, instruct and supervise the work of professional accounting and clerical employees.

Ability to establish and maintain harmonious working relationships with employees, department representatives, government officials and the general public.

Ability to communicate with individuals and groups effectively.

Ability to quickly analyze and synthesize complex and diverse information.

Ability to work independently and meet established deadlines.

**PHYSICAL REQUIREMENTS:**

Ability to view a computer monitor and written materials to prepare and analyze data and figures.

Ability to communicate and exchange accurate information with individuals and groups.

Ability to operate a computer, computer printer, and other standard office machinery.

Ability to perform sedentary work in an office setting for long periods and to occasionally travel to other locations within the City.

**MINIMUM EDUCATION AND EXPERIENCE:**

Open Entry Requirements: Graduation from an accredited four-year college or university with a major in Accounting, AND three years of professional accounting experience. A current CPA license may substitute for the education requirement.

Promotional Requirements: Two years of experience with the City in the classification of Accountant I (SPN 110), AND graduation from an accredited four-year college or university with a major in Accounting. A current CPA license may substitute for the education requirement.

New: 6/64

Revised: 4/79, 2/81, 10/81, 10/83, 10/85, 2/93, 2/95, 2/97, 11/07, 5/15

Reviewed: 8/73, 10/75, 10/86, 10/88, 10/90, 3/99, 2/01, 2/03, 2/05, 2/07, 2/11, 4/13

Union: M&P

Range: 41

EEO code: 2



*(current classification)*

**CLASS SUMMARY**

Performs advanced professional accounting tasks, including creating, reviewing, auditing, and analyzing fiscal records and reports, as well as simultaneous coordination of several complex, varied functions, programs, or projects. Exercise of judgment is required to select the most pertinent guideline or precedent, adapt standard practices to differing situations, and recommend alternative actions in situations without clear guideline or precedent. Work is subject to accounting management review and external audit. A high level of concentration and attention to detail are required.

**CLASS CHARACTERISTICS**

This is the advanced-level class in the Accounting series. Incumbents independently perform the full range of routine to complex accounting functions and review of the work of others. Senior Accountant is distinguished from the Accounting Manager in that the latter has full management and supervisory responsibility and authority in planning, organizing, and directing professional accounting operations within their assigned area.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over, and provides training to, subordinate staff.

**EXAMPLES OF JOB FUNCTIONS**

*This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.*

- Manages specialty areas in accounting work and financial transaction systems. Communicates with and advises department directors and client departmental staff.
- Guides complex purchasing activities involving multiple accounts or excessive costs. Performs complex financial calculations and analysis involving manipulation of large amounts of data, which may be taken from multiple systems.
- Reviews and audits complex financial records and transactions; identifies and researches discrepancies, and resolves or makes recommendations for corrective actions. Consults with client groups to resolve accounting discrepancies and guide decision making.
- Addresses and resolves problems where interpretation of guidelines, data or procedures is necessary. Interprets and evaluates financial reporting requirements for various funding sources.
- Evaluates and audits internal controls to ensure accuracy of financial reporting and accounting processes.
- Reconciles complex discrepancies and reporting errors related to journal and accounting transactions, documents corrections within accounting systems, and performs or guides others through corrective actions required. Trains and alerts staff on proper procedures and use of financial systems.
- Performs debt accounting and reporting activities, including maintaining financial systems and records with regard to bonds and capitalized lease transactions and records.

- Develops annual budgets, analyzing any revenue by source. Provides cost analysis, and confirms budget detail in cooperation with program staff. Maintains and adjusts budgets through transfers.
- Manages financial aspects of grant funds received by client groups. Provides review and analysis of financial details related to grant funds and the grants management process; creates reports and gives updates, including providing analyses for management review.
- Analyzes financial performance, prepares financial reports according to required schedules, forecasts expenditures, guides management in fiscal compliance and analytical planning, and anticipates potential problems. Assists client groups with data submissions and compliance reporting.
- Prepares various financial statements such as balance sheets, revenue and cash flow statements, workpapers on capital assets, investments and debt positions, and working with client groups to ensure financial statements and activities are accurate. Prepares sections of the City's Comprehensive Annual Financial Report (CAFR).
- Prepares budget-to-actual reports and other analyses as requested by client departments.
- Prepares specialized and ad-hoc financial reports, briefing papers, spreadsheets, and statements. Prepares comprehensive financial and accounting studies, and conducts assigned special projects related to financial procedures and processes.
- Works with external auditors to support the annual audit process.
- Performs related work as required.

## **COMPETENCIES**

### Knowledge of:

- Principles of cost, fund, financial, and governmental accounting, including the Generally Accepted Accounting Principles as adopted by the Governmental Accounting Standards Board.
- State and local accounting requirements, including the Washington State Budgeting, Accounting, and Reporting System; the Revised Code of Washington; the Washington Administrative Code; and the Spokane Municipal Code.
- Mission, programs, policies, procedures, rules, and regulations of the City, the Accounting Department, and the departments or divisions served.
- Accounting best practices regarding cash receipting, accounts payable, contract compliance, small and attractive assets, etc.
- Principles, procedures, and requirements for maintaining control and accountability of obligations and expenditures for all fund accounts.
- Types of grants and contracts, and policies and procedures for grant accounting and contract administration.
- Clerical procedures.
- Microsoft Office Suite, particularly MS Word, Excel, and Outlook.
- Business English and financial accounting terms and concepts.
- Mathematical functions.

### Skill at:

- Typing, entering data, and maintaining records.
- Conducting research related to contracts, state and federal grants, laws, regulations, and policies that govern municipal accounting procedures.
- Oral and written communication.

- Creating and providing clear and convincing oral and visual presentations.

Ability to:

- Organize work, set priorities, and meet deadlines.
- Pay attention to complex details in large quantities of data.
- Assess and monitor programs for compliance with laws, regulations, and standards.
- Understand, create, and analyze complex mathematical and spreadsheet formulas.
- Retrieve and input data using various computer applications.
- Take responsibility for behavior and to show commitment to performing work.
- Anticipate and meet the needs of both internal and external customers.
- Make sound and effective decisions.
- Adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles.
- Display high standards of ethical conduct and behave in an honest and fair manner.
- Maintain confidentiality of data and information.
- Establish and maintain effective working relationships.
- Receive, interpret, and respond to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.
- Gather, organize, and maintain information; determine the importance and accuracy of information; and communicate it to others.
- Develop, understand, and use complex mathematical and statistical functions to solve practical problems.
- Recall information that has been presented or observed previously.
- Analyze large quantities of data to identify problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; and make recommendations.
- Analyze information and make correct inferences or draw accurate conclusions.
- Deal calmly and effectively with tight deadlines, difficult situations, and pressure due to multiple contacts and priorities.
- Communicate complex concepts using non-technical terms for diverse audiences.
- Work with the most complex accounting data and solve related problems.
- Recommend, develop, and implement work plans.
- Develop budgets for client departments.
- Independently manage assigned programs, projects, and studies.
- Lead assigned team including planning, organizing, coordinating, and reviewing the work of assigned team members.

**TYPICAL EQUIPMENT USED**

Personal computer and associated software, telephone, photocopier, FAX machine, image scanner, 10-key calculator.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally

bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to transport a computer laptop from one work location to another.

**WORK ENVIRONMENT**

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Occasional help with physical inventory at storage sites may require moderate activity. Travel to offsite work locations may be required.

**MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

**Open Entry Requirements:**

- Education: Bachelor’s degree in Accounting.
- Experience: Three years of full performance professional level accounting experience.

**Promotional Requirements:**

- Education: Bachelor’s degree in Accounting.
- Experience: Three years of experience in the Accounting progression line, including at least one year as an Accountant (SPN 110).

**Licenses and Certifications:**

- None

New: 6/64

Revised: 4/79, 2/81, 10/81, 10/83, 10/85, 2/93, 2/95, 2/97, 11/07, 5/15, TBD

Reviewed: 8/73, 10/75, 10/86, 10/88, 10/90, 3/99, 2/01, 2/03, 2/05, 2/07, 2/11, 4/13

Title Change: TBD

Union: M&P

Range: 41

EEO code: 2

**CITY OF SPOKANE**  
**(current) CLASS SPECIFICATION**

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<b>CLASS TITLE:</b>	<b>DIVISION ACCOUNTANT</b>	<b>CLASS CODE:</b>	<b>114</b>
<b>SALARY RANGE:</b>	<b>A02</b>	<b>GRADE:</b>	<b>49</b>
<b>DEPARTMENT:</b>	<b>ACCOUNTING</b>	<b>FLSA STATUS:</b>	<b>E</b>
<b>REPORTS TO:</b>	<b>DIRECTOR OF ACCOUNTING</b>	<b>EEO-4 CODE:</b>	<b>02</b>
<b>BARGAINING UNIT:</b>	<b>M&amp;P-B</b>	<b>DATE:</b>	<b>6/17</b>

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**JOB SUMMARY:**

Performs and manages advanced professional level accounting work for a variety of departments. Oversees a complex accounting system, and independently performs highly technical and varied professional accounting tasks. Duties require considerable independent professional judgement and extensive knowledge of accounting principles, as well as municipal, state, and federal laws and regulations. A high degree of autonomy and effective time management is required to ensure deadlines are met. If not detected, errors could result in considerable financial loss and embarrassment to the City.

**SUPERVISION:**

Employee plans and arranges own work, and assumes responsibility for their own actions and those of other accounting staff under their supervision.

**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:*

- Provides exceptional, responsive customer service to all stakeholders, as primary point of contact for assigned customer departments, as well as other City employees, outside customers, and internal/external auditors, requiring a high degree of professionalism and competence.
- Participates, as a positive and collaborative member of the management team, in formulating and executing consistent organization-wide financial goals and initiatives. Identifies and implements best practices in accounting, financial reporting, financial processes, financial analysis, and internal controls. Evaluates, recommends, and executes process improvements.
- Responsible for the integrity of the city's financial data by a variety of means, including approval of staff's work product; compliance with contractual terms; and substantive and analytical procedures to ensure the accuracy of all financial information.
- Collaborates with department stakeholders to ensure their accounting and financial reporting requirements are successfully being met. Provides specialized and technical financial analysis, including cost/benefit analyses, in support of operational objectives and strategies.
- Trains and mentors other professional accounting and entry-level accounting staff to ensure they have the appropriate skills, knowledge, and resources to do their jobs effectively and efficiently.
- Develops goals and objectives for accounting staff, that which are aligned with Department goals and deadlines. Hires, trains, motivates, and retains high caliber personnel.
- Applies well developed accounting knowledge, exercising judgment and initiative. Prepares or assists with preparation of complex financial analysis using a variety of accounting, industry, or financial benchmarks with significant attention to detail.
- Routinely reviews, prepares, and presents financial reports and projections to customer departments, including monthly analysis of trial balances, budget to actual analysis, pro forma estimates, and other financial reports as requested.
- Prepares and reviews fiscal grant reports, ensuring compliance with Federal regulations and grantor requirements. Ensures reimbursement requests are being performed monthly and are well documented and properly supported.
- Develops processes and controls to ensure grant expenses are accurately reported. To the extent allowable, maximizes use of grant funding.
- Demonstrates and adheres to the Accounting Department Core Values and Core Purpose.
- Prepares and reviews underlying data to develop indirect costs and overhead rates.
- Performs related work and tasks as required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Professional and governmental accounting principles and procedures, and the principles of fund accounting.
- Spokane Municipal Code, Revised Code of Washington, Washington Administrative Code, and other applicable statutes, codes, laws, and guidelines.

- The applicable Code of Federal Regulations (CFR) and Office of Management and Budget (OMB) Circulars related to administrative and cost principles for local governments and nonprofit organizations.
- Internal controls and other accounting best practices, including payroll, inventory, procurement, and compliance.
- Governmental or not-for-profit financial reporting requirements.
- Budgeting, Accounting, and Reporting System (BARS) for Cities as prescribed by the State Auditor's Office.

**Skill in:**

- Expert use of personal computers and software (MS Word, Excel, and Outlook), including the ability to create and understand moderately complex formulas.

**Ability to:**

- Perform with a high degree of integrity and demonstrate superior work ethic and dedication to job excellence.
- Establish and maintain a positive working environment to maximize productivity and effectiveness.
- Research and interpret contracts, state/federal grants, laws, regulations, and policies that govern municipal accounting procedures.
- Expertly and efficiently analyze large quantities of data.
- Assess priorities, assign resources, and maintain composure and diplomacy at all times in order to meet deadlines.
- Rapidly learn City department operations, operational issues, and policies and procedures.
- Understand, analyze, and communicate complex and innovative financial situations, problems and opportunities.
- Negotiate and resolve business issues/problems within scope of assigned authority, with minimal referral to senior management.
- Prepare well-written policies, procedures, flowcharts, and instructions to document various accounting processes.
- Lead and successfully manage accounting projects to completion.
- Identify ineffective, duplicative, inefficient, and/or non-value added processes to improve government operations and/or promote additional compliance, accuracy, and accountability.
- Calculate fully loaded costs for a variety of city operations, and develop pro forma estimates
- Effectively communicate complex financial information in non-technical terms to both large and small groups.

**Physical Demands:**

- Ability to create and review electronic and printed documents, spreadsheets and other accounting reports.
- Ability to communicate and exchange accurate information with individuals and groups.
- Ability to operate a computer, printer, and other standard office machinery.

**Working conditions:**

Performs sedentary work in an office setting for long periods, and is required to occasionally travel to other locations within the City.

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Graduation from an accredited four-year college or university with a degree in accounting; AND, five years of progressively responsible accounting experience including accounting systems and finance, two of which must be in a supervisory capacity. A valid CPA license may substitute for the education requirement. An equivalent combination of education, training and experience *may* also be qualifying.

**Promotional Requirements:** Graduation from an accredited four-year college or university with a degree in Accounting AND completion of three years of experience with the City of Spokane in the classification of Accountant II. A valid CPA license may substitute for the education requirement. All applicants must have at least two years of supervisory experience, which may have been obtained within or outside of City employment.

NOTE: Selection of a Senior Administrative Assistant, Rule V, Section 5, Rules of the Civil Service Commission, applies.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CLASS SUMMARY**

Manages complex accounting and budgeting processes of one or more City divisions or departments through supervision of professional, technical, and clerical accounting staff. Duties require considerable independent professional judgment and extensive knowledge of accounting principles, as well as municipal, state, and federal laws and regulations. Employee has contact with internal and external stakeholders to share information. A high level of concentration and attention to detail are required.

**CLASS CHARACTERISTICS**

The Accounting Manager performs the most responsible accounting-related functions of the Accounting Department with significant impact on the integrity of City accounting systems. The Accounting Manager is a supervisory job class that is responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff. Incumbents are responsible for providing professional support to management in a variety of areas. Duties require the ability to plan and perform work where only general instructions are available, and to develop new methods and approaches to accomplish objectives.

**SUPERVISION RECEIVED AND EXERCISED**

The Accounting Manager reports to the Director of Accounting and performs work under general direction. The Accounting Manager exercises general supervision over a team of professional and technical accounting staff. Responsibilities include selection and evaluation of staff in the assigned unit.

**EXAMPLES OF JOB FUNCTIONS**

*This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.*

- Supervises an accounting unit of subordinate professional and technical accounting employees. Hires, schedules, trains, and evaluates accounting staff. Establishes performance requirements. Completes annual performance reviews. Recommends discipline as necessary. Plans and assigns accounting tasks and responsibilities. Plans and directs year-end programs and processes.
- Prepares budget-to-actual reports, indirect cost reports, cash flow statements, and others. Coordinates and directs the recording of financial transactions; maintains the general ledger, including accounts payable, accounts receivable, payroll, and other accounting and financial functions. Directs a variety of daily accounting and financial functions, such as debt issuance and reporting, economic evaluations, asset classifications, transaction processing, approval and reconciliation, cash flow analysis, requisitions, bond management, contract and grant administration, and audit reporting. Approves budget code designations. Performs tasks and responsibilities of subordinate accounting staff as needed.
- Analyzes financial data. Develops, adjusts, and monitors pro forma statements, cost/benefit analyses, and other financial analyses. Determines if fee structures are sufficient to cover related costs. Assists in development of inter-department, interagency, and enterprise rates for services.



- Creates, maintains, and adjusts department budgets and related funds. Approves or enters system transactions, and transfers budget line items between fund codes. Develops overhead rates for assigned departments.
- Communicates with and advises department directors, internal and external auditors, elected officials, and other stakeholders. Attends meetings, including Accounting Department, assigned service departments, and department head/cabinet meetings. Prepares agenda sheets, briefing papers, and special budget ordinances for City Council consideration.
- Provides regular financial reports to stakeholders. Prepares documents for public disclosure. Supports preparation of the Comprehensive Annual Financial Report (CAFR) and audit reports.
- Reviews, corrects, and approves the work of subordinate staff. Ensures compliance with contractual terms. Ensures work follows GASB and BARS requirements. Ensures consistency of work methods and products. Writes and reviews policies related to accounting, budgeting, or finance.
- Monitors work processes and identifies and corrects problems. Identifies, develops, and implements best practices and process improvements in accounting, financial reporting, and internal controls.
- Prepares grant reports and reviews grants documents prepared by subordinate staff. Ensures compliance with federal regulations and grantor requirements. Ensures accuracy and proper documentation of grant reimbursement requests.
- Performs related work as required.

## **COMPETENCIES**

### Knowledge of:

- Principles of cost, fund, financial, and governmental accounting, including the Generally Accepted Accounting Principles as adopted by the Governmental Accounting Standards Board.
- State and local accounting requirements, including the Washington State Budgeting, Accounting, and Reporting System; the Revised Code of Washington; the Washington Administrative Code; and the Spokane Municipal Code.
- Mission, programs, policies, procedures, rules, and regulations of the City, the Accounting Department, and the departments or divisions served.
- Accounting best practices regarding cash receipting, accounts payable, contract compliance, small and attractive assets, etc.
- Principles, procedures, and requirements for maintaining control and accountability of obligations and expenditures for all fund accounts.
- Principles and procedures for conducting financial audits.
- Types of grants and contracts, and policies and procedures for grant accounting and contract administration.
- Clerical procedures.
- Microsoft Office suite, particularly MS Word, Excel, and Outlook.
- Business English and financial accounting terms and concepts.
- Mathematical functions.
- Principles and practices of employee supervision, including training, planning, monitoring, and evaluating employee performance.

Skill at:

- Typing, entering data, and maintaining records.
- Conducting research related to contracts, state and federal grants, laws, regulations, and policies that govern municipal accounting procedures.
- Communicating orally and in writing.
- Making clear and convincing oral and visual presentations.

Ability to:

- Organize work, set priorities, and meet deadlines.
- Pay attention to complex details in large quantities of data.
- Assess and monitor programs for compliance with laws, regulations, and standards.
- Understand, create, and analyze complex mathematical and spreadsheet formulas.
- Retrieve and input data through computer applications.
- Take responsibility for behavior and to show commitment to performing work.
- Anticipate and meet the needs of both internal and external customers.
- Make sound and effective decisions.
- Adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles.
- Display high standards of ethical conduct and behave in an honest and fair manner.
- Maintain confidentiality of information.
- Establish and maintain effective working relationships.
- Influence, motivate, and challenge others; and adapt leadership styles to a variety of situations.
- Receive, interpret, and respond to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.
- Gather, organize, and maintain information; determine the importance and accuracy of information; and communicate it to others.
- Develop, understand, and use complex mathematical and statistical functions to solve practical problems.
- Recall information that has been presented or observed previously.
- Analyze large quantities of data; weigh relevance and accuracy of information; generate and evaluate alternative solutions; and make recommendations.
- Analyze information and make correct inferences or draw accurate conclusions.
- Deal calmly and effectively with tight deadlines, difficult situations, and pressure due to multiple contacts and priorities.
- Communicate complex concepts using non-technical terms for diverse audiences.
- Recommend, develop, and implement work plans.
- Independently manage assigned programs, projects, and studies.
- Lead assigned team including planning, coordinating, reviewing, and evaluating the work of assigned team members.
- Report and analyze audit findings and recommendations.
- Develop budgets and pro forma estimates.
- Negotiate with, persuade, and influence others to resolve business problems with minimal referral to senior management.
- Organize work, set priorities, determine resource requirements, monitor progress, and evaluate outcomes.
- Select and lead staff, including planning, organizing, coordinating, and reviewing the work of assigned team members.

- Recognize opportunities to help the City and department accomplish their objectives.
- Write policies, procedures, instructions and complex financial reports.

**TYPICAL EQUIPMENT USED**

Personal computer and associated software, telephone, photocopier, FAX machine, image scanner, 10-key calculator.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to transport a computer laptop from one work location to another.

**WORK ENVIRONMENT**

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Occasional help with physical inventory at storage sites may require moderate activity. Travel to offsite work locations may be required.

**MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

**Open-Entry Requirements:**

- Education: Bachelor’s degree in Accounting.
- Experience: Five years as a professional accountant, including two years with responsibility to approve work completed by other professional accountants.

**Licenses and Certifications:**

- None.

This classification is identified as a Senior Administrative Assistant under Civil Service Rule V, Section 5.

New: 11/07

Reviewed:

Revised: 8/08, 3/11, 4/13, 1/14, 6/17, TBD

Title Change: TBD

BU: M&P-B

Salary Range: 49

FLSA: Exempt

EEO-4: {X}

**NATURE OF WORK**

Facilitates the implementation of Water Department resource efficiency programs for all water system customers. Complex technical and administrative work is required to complete well-defined assignments. Errors in work are typically detected in later operations, but can result in missed deadlines or delay of service. Employee exchanges information regularly with internal and external contacts. Work is sedentary and generally performed in a standard office environment with moderate noise conditions, but occasional travel is required to conduct or monitor program elements in varying weather conditions outdoors.

**DISTINGUISHING CHARACTERISTICS**

This full-skill classification is responsible to provide technical guidance and administrative support in the development and promotion of water efficiency programs. Incumbents work within established programs and task limits but are expected to apply acquired knowledge, skills, and experience to resolve individual problems as they arise. Incumbents have regular contact with the public to provide information about efficiency programs and enlist customers into the programs. It is distinguished from public information classifications by a requirement of training and experience related to horticulture rather than education and public relations.

**SUPERVISION**

Employee receives general supervision. Employee has no formal supervisory duties.

**ESSENTIAL JOB DUTIES**

Enrolls residential, commercial and industrial water department customers in water efficiency programs, such as external turf replacement, irrigation, and landscaping; and interior retrofitting of plumbing fixtures.

Reviews customer applications to participate in Water Department efficiency programs. Conducts initial site evaluations. Reviews sketches of proposed projects for compliance with codes, regulations, and ordinances. Approves efficiency program applications.

Photographs sites in various stages of program participation.

Recommends water efficiency rebate programs and provides technical assistance to customers, community members, and contractors. Explains and recommends appropriate plants, turf replacement methods, and public landscaping to customers. Recommends strategies for implementation to Water Department and other City department officials.

Assists the Education Coordinator with educational outreach, including in the public schools and at community events. Writes and assists in developing program educational materials and forms such as application, inspection, and approval forms; outdoor watering guides; public presentations; and plant lists.

Answers technical questions in person, over the telephone, or in writing from internal and external customers about water efficiency programs, related codes and ordinances. Provides information regarding water application methods, efficient irrigation techniques, and suitability of plants for the Spokane-area climate.

Conducts water efficiency program activities, lectures, and programs for a variety of audiences.

Collects and reviews data related to water efficiency programs. Creates and maintains spreadsheet to monitor program participants. Refers customers to Utilities Billing for eligible rebates. Estimates municipal water use savings through implementation of efficiency programs. Evaluates the effectiveness of programs and recommends changes in programs or public outreach to department managers.

**Water Efficiency Specialist**  
**Page 2**

Maintains associated records and databases, and prepares reports on programs.

Performs related work as required.

**TYPICAL EQUIPMENT USED**

Office equipment, personal computer and associated software including the Microsoft Office Suite, camera, tablet, smartphone.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of clerical procedures and business English.

Knowledge of business software and ability to develop and maintain documents, including reports, forms, and spreadsheets.

Knowledge of geographic information systems databases and ability to retrieve information from them.

Knowledge of trees, shrubs, perennials, ground covers, and landscapes suited for local soil and climate conditions.

Knowledge of soil types and plant water use.

Knowledge of water resource management principles and practices.

Knowledge of the principles, practices, and design of landscape irrigation systems.

Knowledge of landscape and irrigation construction practices.

Knowledge of the principles and methods to develop or apply technology using text, graphics, or other media.

Knowledge of the requirements of Washington state law applicable to municipal water efficiency programs.

Knowledge of the Spokane Municipal Code, Water Department policies and procedures, and water efficiency programs.

Skill at communicating orally and in writing.

Ability to maintain records.

Ability to anticipate and meet the needs of both internal and external customers.

Ability to establish and maintain effective working relationships.

Ability to receive, interpret, and respond to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Ability to calculate water-efficient irrigation schedules.

Ability to create educational materials related to water efficiency programs.

Ability to provide accurate information to the public in a professional and courteous manner.

Ability to understand and interpret plans, drawings, and sketches for grading, landscaping and irrigation systems.

Ability to understand technical reports and publications.

Ability to read, interpret, and revise construction and landscape drawings.

**PHYSICAL REQUIREMENTS**

Ability to perceive words and information on printed and electronic media.

Ability to use a computer and other office equipment.

Ability to visually inspect landscapes and read program applications.

Ability to communicate in person or over a telephone.

Ability to move about the office to access office files and equipment, and to move about outdoors to inspect various customer properties.

Ability to move boxes of printed materials weighing up to 30 pounds.

Ability to remain in a stationary position for up to four hours at a time, with one 15-minute break.

**MINIMUM EDUCATION AND EXPERIENCE**

Open-Entry Requirements:

- Education: Associate degree in horticulture, arboriculture, natural resource science, or related field.

**Water Efficiency Specialist**

**Page 3**

- Experience: Two years performing cultivation and care of flowers and plants in a commercial or professional setting.
- Substitutions: Spokane County Master Gardeners as recognized by the American Horticulture Society may waive the education requirement. Two years of additional related work experience may substitute for the education requirement.

Licenses and Certifications

Applicants must possess a valid driver's license or otherwise demonstrate ability to get to and from multiple work locations as required.

New: 1/2020

Revised: [Click here to enter text.](#)

Reviewed: [Click here to enter text.](#)

Union: Local 270

Salary Range: [Click here to enter text.](#)

EEO-4:

## CLAIMS SPECIALIST

SPN: 030

### NATURE OF WORK:

Performs specialized clerical and technical work in processing self-insured/self-administered workers' compensation claims in accordance with applicable regulations, guidelines, and departmental policies. Work requires the application of some independent judgment based upon knowledge gained through experience. Most work is subject to checks and controls, but if not detected, errors could result in a loss of time or money. Employee has regular contact with outside sources to obtain or supply factual information. Duties are sedentary in nature, performed under normal working conditions, and require normal attention to prevent errors.

### SUPERVISION:

Work is performed under general supervision, with questionable cases referred to the supervisor.

### ESSENTIAL JOB FUNCTIONS:

Receives and investigates worker's compensation claims to determine that requirements for eligibility are met. Reviews claim forms and completes required documentation. Adjusts, calculates, and processes payments as authorized.

Telephones and corresponds with injured workers, vocational counselors, physicians, and department representatives to obtain and supply information. Serves as liaison among involved parties.

Requests and evaluates medical reports from physicians to determine if treatment is appropriate. Authorizes certain treatments and procedures.

Identifies need for nurse case managers, vocational counselors, and other service providers and refers to supervisor.

Reconciles/reimburses payroll/benefit banks including sick and vacation leave as well as LEOFF II disability.

Determines when claims have met requirements for closure.

Assists supervisor in returning injured employees back to work and as otherwise required.

Maintains required records and prepares necessary reports.

Coordinates unemployment claims.

Coordinates multiple interface programs including interfaces between the claim management system, Medicare, human resources system, bill review vendors and State of Washington.

Operates a personal computer with modern spreadsheet, database, word processing and claims management applications. Operates other standard office machines.

Performs related work as required.

**Claims Specialist**  
**Page two**

**REQUIREMENTS OF WORK:**

Knowledge of, and ability to apply, pertinent industrial insurance law and regulations.

Knowledge of, and ability to perform, claim processing activities while following best claims practices and standards.

Knowledge of modern office practices, procedures, and equipment, as well as business English, and bookkeeping principles.

Knowledge of, and ability to rapidly learn, modern computer database, spreadsheet, word processing, and claims management applications.

Ability to compile and maintain accurate and complete records and reports.

Ability to exercise sound judgment within the confines of applicable law, guidelines, and policy.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with other employees, the public, and parties involved in claims, while adhering to HIPAA requirements and maintaining confidentiality of information.

**PHYSICAL REQUIREMENTS:**

Ability to see, with or without corrective lenses, well enough to read fine print, such as legal documents.

Ability to hear, with or without a hearing aid, and speak well enough to converse on the telephone.

Enough manual dexterity to use modern office equipment including computer keyboards.

Enough body mobility to move about the office.

Enough strength to move office supplies used on job.

**MINIMUM EDUCATION AND EXPERIENCE:**

Open Entry requirements: High School Diploma or equivalent; AND, at least three years of experience in the administration of Washington workers' compensation claims in the last four years.

Washington State Department of Labor and Industries certification as a Self Insurance Claims Administrator must be obtained within six months of appointment.

[Deleted: 1/17](#)

New: 1/00

Revised: 2/00, 2/07, 2/11, 10/11

Reviewed: 2/02, 5/04, 5/06

Union: 270

Range: 35