



**REGULAR MEETING NOTICE/AGENDA
THE CIVIL SERVICE COMMISSION
9:30 a.m. – March 15, 2022**

Notice is hereby given that, pursuant to Governor Jay Inslee's **Revised** Proclamation **20-25.15**, dated **January 19, 2021**, all public meetings subject to the Open Public Meetings Act, Chapter 42.30 RCW, are to be held remotely and that the in-person attendance requirement in RCW 42.30.030 has been suspended until termination of the state of emergency pursuant to RCW 43.06.210, or until rescinded, whichever occurs first. Proclamations 20-28, et seq, were amended by the Washington State Legislature to recognize the extension of statutory waivers and suspensions therein until termination of the state of emergency pursuant to RCW 43.06.210 or until rescinded.

While all public meetings must continue to be held remotely, an option for an additional in-person meeting component is permitted in Phase 3 regions consistent with the business meetings requirements contained in the Miscellaneous Venues guidance incorporated into Proclamation 20-25, et seq. At this time, the Civil Service Commission has decided to continue its' meetings with remote access only and to not include an in-person attendance component.

Temporarily and until further notice, the public's ability to attend Civil Service Commission meetings is by remote access only. In-person attendance is not permitted at this time. The public is encouraged to tune in to the meeting as noted below.

The regularly scheduled Spokane City Civil Service Commission Meeting at 9:30 a.m. on Tuesday, March 15, 2022 will be held virtually. Some members of the Civil Service Commission and staff will be attending virtually. **The public is encouraged to tune in to the meeting by calling 1-408-418-9388 and entering the access code 2482 805 6372 when prompted.**



AGENDA

REGULAR MEETING OF THE CIVIL SERVICE COMMISSION

9:30 A.M. MARCH 15, 2022

CITY HALL – WEBEX & LIMITED IN-PERSON

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

- 1. CALL TO ORDER/ROLL CALL**
- 2. APPROVAL OF MINUTES**
 - a. January 18, 2022 Minutes
(p. 3)
- 3. CHIEF EXAMINER UPDATE**
- 4. NEW BUSINESS**
 - a. Resolution 2022-02: Classification Actions
(Pearson, p. 5)
- 5. OTHER BUSINESS**
- 6. ADJOURN**

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



**REGULAR MEETING OF THE CIVIL SERVICE COMMISSION
MINUTES - JANUARY 18, 2022**

1. CALL TO ORDER/ROLL CALL

Meeting called to order at 9:30 a.m.

Commissioner Lindsey was present via Webex and in-person.

Commissioners Gilmore, Hult, Palmerton, and Stephens were present via Webex.

2. APPROVAL OF MINUTES

- a. November 16, 2021 Minutes

MOTION: Accept minutes as presented.

Stephen/Palmerton: Motion passed unanimously.

3. CHIEF EXAMINER UPDATE

Chief Examiner Pearson provided updates regarding Civil Service department operations.

- a. Commission's approval of new position in the 2022 Budget for a Personnel Analyst I
 - Recruiting right now and interviewing by the beginning of March
- b. Rule Review has begun for this year
 - Kick-Off Meeting was held last week with lots of interest
 - Next Meeting to be held February 3rd, 2022 with meetings to be held about every 3 weeks for at least the remainder of 2022
 - First discussions will be on Appeals, Complaints, and Disciplinary Process
- c. Commissioner Gilmore asked, would you be testing for that position for Civil Service. So I assuming when you write a classification description such as those we got in our packet. Then there are members of the Civil Service team that then write a test that go along with that classification and then the testing dates are set, along with the department that is requesting the position. Is that correct?
 1. Chief Examiner Pearson responded, that is correct Judith. So the two new classifications that we are going to try to adopt today, yes we would need to create test development and a recruitment and testing for both of them.

4. NEW BUSINESS

- a. Resolution 2022-01: Classification Actions

MOTION: Accept the new positions as presented in total.

Stephen/Palmerton: Motion passed unanimously.

1. Commissioner Gilmore asked, that there was agreement from the bargaining unions to delete those classifications also.
 - a. Chief Examiner Pearson responded, there are yes.
2. Commissioner Gilmore asked regarding the classifications as received in packet, laced in the position for the Fuels Technician and actually the one for the Court, it almost looked like it would take someone already working there to understand what this job requires or at least

somebody who works there would certainly probably qualify. We are going to be very clear with the departments that they would know that we will be testing for these and that they are coming and they can apply for them.

- a. Chief Examiner Pearson responded, correct, both of these classifications were requests of the departments. The departments requested these new classifications, so yes.

5. OTHER BUSINESS

No Other Business

6. ADJOURN

The Commission adjourned at 9:40 a.m.

DRAFT



Civil Service Commission

ITEM 4A - RESOLUTION 2022-02: CLASSIFICATION ACTION

BACKGROUND

We present five new job classifications for adoption this month, two current job classifications for deletion, and one current class for retitle.

SPN 320 Wildland Resource Planner (new)

The Fire Chief requested a review of new work to be performed in managing wildland protection and forestry conservation projects and programs. As this function has not been performed by the City previously, a new job classification is required. The Spokane Fire Department and the Spokane Managerial & Professional Association (M&P) concur with this job classification as written.

SPN 615 Signs and Markers Foreperson (new)

The Streets Director requested a job survey of an employee in job classification SPN 505 Labor Foreperson, to determine the proper classification for the work. The survey resulted in a determination that a new job classification is necessary for the level and type of work being performed. The department and Local 270 concur with this job classification as written.

SPN 352 Project Manager (new)

SPN 353 Senior Project Manager (new)

SPN 354 Principal Project Manager (new)

SPN 130 IT Project Manager (delete)

SPN 131 Senior Project Manager (delete)

SPN 076 Project Manager (Construction) (retitle)

Civil Service worked with the Project Management Office, part of the Finance Department, to rebuild the project management line of progression. Three new classifications will replace two current classes and expand the level of responsibility to include a functional director in the Principal Project Manager. A related classification whose body of work is specific to construction project management will be retitled. This job class (SPN 076) is currently used only in the Parks Department but may be used in other departments.

The new and deleted classifications have the concurrence of the department director of Finance and M&P. The retitle has the concurrence of M&P and the department directors of Parks, Engineering, and Integrated Capital Management.

RECOMMENDATION

Staff recommends adoption of classification Resolution 2022-02.

Attachments:

- 1) Job classification – Wildland Resource Planner (SPN 320, new)
- 2) Job classification – Signs and Markers Foreperson (SPN 615, new)
- 3) Job classification – Project Manager (SPN 352, new)
- 4) Job classification – Senior Project Manager (SPN 353, new)
- 5) Job classification – Principal Project Manager (SPN 354, new)
- 6) Job classification – Project Manager (SPN 076, for retitle)
- 7) Job classification – IT Project Manager (SPN 130, for deletion)
- 8) Job classification – Senior Project Manager (SPN 131, for deletion)



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

Wildland Resource Planner

SPN: 320

Bargaining Unit: M&P-B

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Manages the wildland protection and forestry conservation programs and projects for the Spokane Fire Department; ensures implementation of fire prevention measures, such as fire service infrastructure and wildland defense improvements. Responds to major incidents as a technical advisor. Unscheduled work is required to support various emergencies during evenings, weekends, and/or holidays.

CLASS CHARACTERISTICS

Incumbent serves as principal wildland subject matter expert and provides professional-level resource planning, implementation, and coordination of vegetation management and comprehensive wildland fire programs.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from upper management. Exercises no direct supervision of employees but may lead and provide technical direction to multidisciplinary teams assigned to specific projects.

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.

- Implements plans and projects, which includes establishing priorities; reading maps to understand locations and types of terrain; resources required, timeline, and critical milestones; and managing contracts with governmental agencies, vendors, and landowners.
- Reviews and analyzes potential projects, which includes determining feasibility and environmental impacts, creating and filing Department of Natural Resources agreements; determining cost effectiveness of projects; analyzing the potential impact on cooperative and neighboring areas; and reviewing other related issues.
- Develops project plans that outline type of plan, project benefits, plan development recommendations, desired outcomes, impacts to the Spokane Fire Department (SFD) and other agencies, environmental impacts, and any other pertinent information.
- Oversees the operation of a variety of wildland fire programs and vegetation management projects. Duties may include planning, prioritizing, and organizing work of operations personnel involved in projects; setting goals and objectives for project team; and making formal recommendations to leadership regarding wildland fire response.
- Applies for, receives, and manages fuel mitigation and land management grants and grantees, as well as support grantees within the city, in cooperation with City Accounting. Activities include gathering data, creating maps, preparing and monitoring budgets, controlling expenditures within limitations of grant budgets, completing grant applications, complying with grant acceptance procedures, including presenting at City Council briefings, and fulfilling all grant reporting obligations.

- Creates Requests for Proposal (RFP's) for projects, interviews potential contractors, sends and receives liability forms, leads onsite meetings with staff and contractors, conducts job walks, coordinates purchases, and manages invoicing. Coordinates as needed with City Purchasing.
- Responds to brush fires and acts as a liaison between SFD Operations personnel and landowner during initial attack to avoid impacting sensitive habitat. Leads suppression repair activities, including mapping the fire and bulldozer/handlines, ensuring that broken items are repaired, and conducting damage surveys.
- Manages SFD's Incident Qualification System and wildland training program (Federal Red Card); acts as the primary liaison between SFD and the Department of Natural Resources, Bureau of Land Management and Forest Service.
- Creates maps and collects GIS data to support project, grant, training, and management plans and other activities. Uses Intterra and ArcGIS to create and manipulate GIS data, including creating shapefiles and analyzing aerial and multi-spectral imagery; Collects perimeters and origins of vegetation fires and maintains a database of annual fire occurrences.
- Maintains effective relationships with a variety of stakeholders; serves as a liaison to operations command staff, partner agencies, governmental agencies, consultants and vendors, the general public, and SFD as wildland subject matter expert.
- Leads and attends meetings as a representative of the Fire Chief, both in and out of county; provides clear communication to diverse audiences while maintaining positive relationships.
- Attends a variety of continuing education classes, seminars, and meetings in an effort to remain current on applicable codes, regulations, policies, and procedures.
- Performs related work as required.

COMPETENCIES

Knowledge of:

- Guidelines, policies, and practices for natural resource management including mitigating and protection measures.
- Fire behavior, fire weather conditions, and fire suppression impacts on wildland natural resources.
- Wildland fuel modification practices, including characteristics and identification of wildland vegetation and fuel hazards.
- Fundamental environmental and ecosystem processes.
- Local wildlife and plant life, including rare, threatened, and endangered plants and animals.
- Regional area including landowners' resource and fire management plans and topographic features.
- Basic mapping and cartographic concepts, and Geographic Information Systems (GIS) concepts.
- Wildland Fire Incident Command System (ICS).
- Customer service principles and practices.
- Report writing techniques.
- Basic budget administration principles.
- Project management methods, including technical and project leadership.
- Federal, State, and Local laws, rules, and regulations, such as International Fire Code, International Wildland Urban Interface Code, and Spokane Municipal Code relevant to the work.

Skill in:

- Using a computer and applicable software applications, including Intterra, GIS, etc.
- Assisting in developing and implementing standard operating guidelines and/or procedures.
- Managing programs and/or projects, including developing project plans and implementing plans and projects.
- Preparing and monitoring program budgets.
- Written communication including report writing.
- Oral communication including public speaking.
- Interpersonal relations as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information, receive work direction, and establish and maintain effective working relationships.

Ability to:

- Organize work, set priorities, determine resource requirements, and meet deadlines.
- Instruct National Wildfire Coordinating Group (NWCG) courses and evaluate candidate performance.
- Understand and explain fire science and wildfire management trends, processes, and procedures.
- Develop strategic direction and program implementation collaboratively with various stakeholders and community groups.
- Analyze relevant data, problem-solve, and develop sound theses.
- Resolve complex problems or situations requiring the exercise of good judgment.
- Build relationships, to develop and maintain effective communication and professional interaction with regional, state, and federal partners.
- Manage conflict and interact effectively with individuals who may be difficult, hostile, or distressed.
- Coordinate complex projects in a changing management environment, encountering frequent interruptions and changing priorities.
- Lead cross-functional and interdepartmental project teams.
- Deal calmly and effectively with uncertain situations and high stress incidents.
- Maintain confidentiality of data and information.
- Use efficient learning techniques to acquire and apply new knowledge and skills.

TYPICAL EQUIPMENT USED

General office equipment, smartphones, cameras; personal and mobile computers, tablets, and associated software; and wildland personal protective equipment (PPE) and tools.

PHYSICAL DEMANDS and WORK ENVIRONMENT

Works in both indoor and outdoor environments. 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. Finger dexterity is needed to access, enter, and retrieve data using a keyboard or other technology interface, and to operate standard office equipment.

Field work requires moving around wildland environments with uneven terrain with exposure to cold and hot temperatures, inclement weather conditions, road hazards, mechanical hazards,

biologic or infectious agents, hazardous physical substances and odors, fumes, dust, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and regulations. May be required to respond to vegetation fires during evenings, weekends, and holidays.

MINIMUM QUALIFICATIONS

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

Open Entry Requirements:

- Education: Bachelor's Degree from an accredited college or university in Fire Science, Forestry or a closely related field; and
- Experience: Four years of responsible project/program management work directly related to wildland fuel reduction and management.
- Substitution: Additional experience may substitute for the education requirement on a year for year basis.

Licenses and Certifications:

- Possession of a valid driver's license, to be maintained throughout employment.
- National Wildfire Coordinating Group (NWCG) qualification as Incident Commander Type 3 or Trainee. Trainees must obtain qualification as a condition of continued employment in the position, and all employees in this classification must maintain the credential as an ongoing requirement.

New: TBD



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

Signs and Markers Foreperson

SPN: 615

Bargaining Unit: Local 270

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Supervises crews in the installation and maintenance activities of the Street Department in the Signs and Markers section. Duties are varied and require analyzing facts to determine the proper course of action within limits of standard procedure. No specific checks or controls exist; and if not detected, errors may cause serious hazards, loss of time and money, and embarrassment to the City. Employee has frequent contact with various City personnel and external contacts. Work is normally light to medium in nature, occasionally performed under disagreeable or hazardous working conditions, and requires more than normal attention to prevent errors. Employee may be assigned to support a night shift and is also subject to call for emergencies or for snow removal operations.

CLASS CHARACTERISTICS

This is a first-level supervisory classification, which does not regularly perform the same work as subordinates.

SUPERVISION RECEIVED AND EXERCISED

Employee follows established procedures and plans and arranges work, referring only unusual cases to the supervisor. Employee is responsible for the work of one or more crews of workers.

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.

- Prioritizes, schedules, supervises and participates in layout, installation, breakdown, and maintenance of signs, road striping, and pavement markings, including legends, stop bars, crosswalks, etc.
- Trains crew members or assigns training of new employees to subordinates. Assists the supervisor in development and implementation of the Signs and Markers training program.
- Evaluates work and provides guidance and performance evaluations to staff. Works with the supervisor on hiring and other personnel issues. Maintains personnel records.
- Attend preconstruction meetings. Field checks drawings and determines sign placement. Inspects signing and striping on both public and private projects and prepares and submits final punch lists to Engineering Services.
- Determines needs for sign fabrication. Inspects and approves the use of all sign plates produced by outside vendors, in accordance with the Manual on Uniform Traffic Control Devices (MUTCD).
- Maintains current records of all signage and pavement markings throughout the City, as well as related work records and reports.
- Supervises and performs the maintenance and procurement of crew supplies and equipment. Orders and maintains material inventory for the sign shop, including various supplies, power tools, hand tools, etc.

- Serves as a subject matter expert to other City departments, contractors, and the public in meeting Federal and State traffic signing standards. Meets with customers and the public to address questions, problems, and complaints, and handles various correspondences. Investigates issues and provides resolution.
- Drives and operates all sign shop vehicles and equipment.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Washington State and Federal standards and requirements for traffic control signs and pavement markings, including the Manual of Uniform Traffic Control Devices and the Washington State Sign Fabrication Manual.
- City and Department policies and procedures pertinent to supervision, purchasing, operations, etc.
- Construction methods for signs, striping and pavement markings.
- Administrative and supervisory techniques and methods.
- Safety and occupational hazards of the work.

Skill at:

- Use of computers, work-related software such as Access and Excel, and online applications.
- Communication of technical information in terms that are understandable to others.
- Proper use and maintenance of equipment and tools.

Ability to:

- Plan, organize, coordinate, supervise, instruct, and evaluate the work of subordinates.
- Read, interpret, and follow regulations and technical documents.
- Understand and carry out oral and written instructions.
- Prepare and maintain accurate operating records and reports.
- Communicate effectively and tactfully, both orally and in writing, with inside and outside contacts, including the public.
- Use office machinery, such as scanner and copier.

TYPICAL EQUIPMENT USED

Motor vehicles including pickup with arrow board and striper truck, forklift, step ladder, desktop computer and associated software, document copier/scanner, signs and markers machinery and hand tools.

PHYSICAL DEMANDS

While performing duties of this job, the employee is regularly required to sit, stand, walk, balance, climb ladders, and use hands/fingers and arms to reach, handle, grasp, and carry tools, equipment or objects and operate motor vehicles. Specific required vision abilities include close, distance, color, and peripheral vision, depth perception, and ability to adjust focus. Employee will frequently exchange information with others in person and via radio or telephone. Occasional crouching, stooping, kneeling, or lifting with assistance may be required.

WORK ENVIRONMENT

Work is performed in both office and field settings, including active construction sites and on roadways in traffic conditions. Field work is outdoors in all seasons and sometimes extreme weather conditions. Common exposures are moving vehicles, related noises and odors, and hazardous substances related to vehicles, paint, and thermoplastic. Driving to multiple work locations and businesses is required.

MINIMUM QUALIFICATIONS**Promotional Requirements:**

- Experience: Two years as a Laborer II or higher laboring classification in the Signs and Markers section of the Street Department.

Licenses and Certifications:

- A valid Class "B" Commercial Driver's License (CDL), current first aid card, and flagging certification are required at time of application and to be maintained throughout employment.

New: TBD



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

PROJECT MANAGER

SPN: 352

Bargaining Unit: M&P

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Performs standard professional project management work on small to medium projects, develops and maintains project metrics and internal processes, and administers project management software and tools. Leads multi-disciplinary teams to perform needs and priority assessments, analyze business processes and requirements, and support the design, development, and implementation of technical and non-technical business solutions. Requires the knowledge of the principles and practices of project management and the ability to work with others to achieve goals and complete assigned projects. Employee exchanges information regularly with internal and external contacts, including department heads, outside contractors, and product vendors. Duties are sedentary in nature and performed primarily in an office environment, but travel to other work locations is required.

CLASS CHARACTERISTICS

This is a journey-level professional classification in the project management classification series. Positions at this level perform the full range of duties, work independently, and exercise judgment and initiative. Positions at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Project Manager in that the latter performs the more complex work assigned to the series, such as managing the vendor selection process and developing project budgets, and provide technical and functional direction over lower-level staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of employees. Employee leads teams assigned to specific projects, and monitors the work of consultants, contractors, or vendors.

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.

- Participates in needs and priority assessments by analyzing business processes and requirements.
- Leads multi-disciplinary teams to perform needs and priority assessments, and analyze business processes and requirements, to develop technical and functional specifications for new products, services, or systems.
- Provides input on the development of functional and technical specifications for new systems, products, or services.
- Develops and maintains project plans, which outline the objectives of the project, scope of work, and project elements. Coordinates and implements changes to project deliverables, resources, timelines, and/or budgets.

- Participates in the vendor selection process, which includes reviewing submitted bids from contractors and serving as a member of the vendor selection committee; monitors projects for conformance to approved plans and contract specifications.
- Monitors project budgets, which includes tracking expenditures and preparing reports detailing the status of the project budget; monitors project performance, service levels and other metrics required to ensure project goals and objectives are being met.
- Coordinates and directs the work of consultants and project personnel who have been assigned responsibility for various portions of a project. Establishes work plan responsibilities and scope of authority. Ensures technical proficiency and productivity of project staff and arranges for necessary training.
- Confers with senior project staff to develop or modify work plans, assign work, and resolve problems.
- Coordinates project meetings with stakeholders and project personnel to communicate progress, milestones, and completion dates. Maintains project status reports for stakeholders.
- Conducts risk analyses and develops risk response strategies.
- Assists with the implementation of changes to project deliverables, resources, timelines, and/or budget.
- Compiles data related to project attributes, project success, individual productivity, and adherence to defined processes. Ensures assigned projects comply with federal, state and local laws, regulations and policies.
- Ensures the quality of project deliverables and obtains user acceptance of completed products or services. Performs project closure activities, including release of contract and permanent staff from the project.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Principles and techniques for working with groups and fostering effective teamwork.
- Principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, procurement, and contractor performance.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Various types of contracts, techniques, or requirements for contracting or procurement, and contract negotiation and administration.
- Planning, coordination, and execution of business functions, resource allocation, and production.
- Principles, methods, and tools (such as surveys and system performance measures) for conducting performance assessments of information systems components.
- Principles, methods, and tools used for risk assessment and mitigation.
- Mission, programs, policies, procedures, rules, and regulations of the City and the departments or divisions served.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.
- Principles, methods, and processes used to conduct a systematic and objective inquiry; including study design, collection, analysis, and interpretation of data; and the reporting of results.

- Principles, practices, and methods used to determine, estimate, and analyze costs.
- Information systems relevant to assigned departments and projects, including but not limited to finance, geographic information systems, human resources, utilities, engineering, and other government services.

Ability to:

- Influence, motivate, and persuade others to accept agreements that may involve exchanging resources or resolving differences.
- Encourage and facilitate cooperation and trust, foster commitment and team spirit, and work with others to achieve goals.
- Identify and analyze problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; and make recommendations.
- Formulate objectives and priorities, and implement plans consistent with the long-term interests of the department and the City.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax. Communicate complex concepts using non-technical terms for diverse audiences.
- Establish and maintain effective working relationships with internal and external contacts including staff, department supervisors, elected and appointed officials, and outside contractors and vendors.
- Organize, assign, coordinate, review and evaluate the work of assigned project staff and contractors.
- Make sound, well-informed, effective, timely, and objective decisions.
- Use computers, software applications, and databases to accomplish work.
- Anticipate and meet the needs of internal and external customers.
- Pay attention to detail and be thorough when performing work.
- Maintain confidentiality of data and information.
- Prepare, justify, and administer the project budget; monitor expenditures and use cost-benefit thinking to set priorities.

TYPICAL EQUIPMENT USED

General office equipment, personal computer and associated software.

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 lift, carry, push, and pull materials and objects up to 10 pounds.

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. Duties may require travel to offsite work locations.

MINIMUM QUALIFICATIONS

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

Open-Entry Requirements:

Applicants must meet all requirements of one of the following paths:

Education and Experience Path

- Education: Bachelor's degree from an accredited college or university in project management, business or public administration, computer science, or related field; and
- Experience: Two years of experience in coordinating and administering the planning and implementation phases of project management.
- Substitution: Holders of Project Management Professional (PMP) certification may substitute an associate degree in a related field for the bachelor's degree requirement.

Specialized Experience Path

- Experience: Five years of progressively responsible experience in project management, to include three years at the full-performance level of project management.

Licenses and Certifications:

- Possession of a valid driver's license or evidence of equivalent mobility, to be maintained throughout employment.



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

SENIOR PROJECT MANAGER

SPN: 353

Bargaining Unit: M&P

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Performs advanced professional project management work on medium to large technology projects. Ensures assigned projects comply with federal, state and local laws, regulations and policies. Employee carries out assignments with considerable latitude for independent judgment and action. Requires the knowledge of the principles and practices of complex project management and the ability to manage multiple projects and multidisciplinary teams across the complete project management life cycle to include initiating, planning, executing, monitoring, and closing. Employee exchanges information regularly with internal and external contacts, including department heads, outside contractors, and product vendors. Duties are sedentary in nature and performed primarily in an office environment, but travel to other work locations is required.

CLASS CHARACTERISTICS

This is the advanced-level classification in the project management classification series that performs the most complex work assigned to the series. Incumbents in this classification are responsible for providing technical and functional direction to others in the series. Assignments are given with general guidelines, and incumbents are responsible for establishing objectives, timelines, and methods. Work is typically reviewed upon completion and as unusual or difficult situations arise. This class is distinguished from the Principal Project Manager in that the latter is responsible for developing policies and managing the performance of the entire project management work group.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises no direct supervision of employees, but employee may direct the technical and functional work of subordinate staff. Employee leads multidisciplinary teams assigned to specific projects, and manages and coordinates the work of consultants, contractors, or vendors.

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.

- Leads multi-disciplinary teams to perform needs and priority assessments, and analyze business processes and requirements, to develop technical and functional specifications for new products, services, or systems.
- Performs lead work over lower-level project management staff by developing or modifying work plans, assigning and distributing work, providing work instruction, resolving problems encountered during daily operations, and providing input for the performance enhancement plan.

- Develops, gains approval of, and maintains project plans, which outline the objectives of the project, scope of work, and project elements. Coordinates and directs the implementation of changes to project deliverables, resources, timelines, and/or budgets.
- Manages the vendor selection process, which includes drafting requests for proposal or information, reviewing submitted bids from contractors, and serving as the chair of the vendor selection committee.
- Develops, negotiates, implements, and monitors contracts to ensure conformance to approved plans and contract specifications.
- Develops, implements, and monitors project budgets, which includes considering multiple funding streams, allocating resources, and tracking and approving expenditures. Prepares reports detailing the status of the project budget and compliance with requirements as specified by the funding sources.
- Coordinates and directs the work of consultants and project personnel who have been assigned responsibility for various portions of a project. Establishes work plan responsibilities and scope of authority. Ensures technical proficiency and productivity of project staff and arranges for necessary training.
- Coordinates project meetings with stakeholders and project personnel to communicate progress, milestones, and completion dates. Maintains project status reports for stakeholders.
- Conducts risk analyses and develops risk response strategies.
- Reviews and analyzes project change requests and makes recommendations, taking into consideration the impact on the project schedule, cost, and resources.
- Compiles data related to project attributes, project success, individual productivity, and adherence to defined processes. Ensures assigned projects comply with federal, state and local laws, regulations and policies.
- Ensures the quality of project deliverables and obtains user acceptance of completed products or services. Performs project closure activities, including release of contract and permanent staff from the project.
- Identifies and recommends opportunities to utilize information technology to achieve the mission of the City and various departments, agencies, boards, and commissions.
- Assists in developing project management processes and methods.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Principles and techniques for working with groups and fostering effective teamwork.
- Principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, procurement, and contractor performance.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Various types of contracts, techniques, or requirements for contracting or procurement, and contract negotiation and administration.
- Planning, coordination, and execution of business functions, resource allocation, and production.
- Principles, methods, and tools (such as surveys and system performance measures) for conducting performance assessments of information systems components.
- Principles, methods, and tools used for risk assessment and mitigation.

- Mission, programs, policies, procedures, rules, and regulations of the City and the departments or divisions served.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.
- Principles, methods, and processes used to conduct a systematic and objective inquiry; including study design, collection, analysis, and interpretation of data; and the reporting of results.
- Principles, practices, and methods used to determine, estimate, and analyze costs.
- Information systems relevant to assigned departments and projects, including but not limited to finance, geographic information systems, human resources, utilities, engineering, and other government services.

Ability to:

- Influence, motivate, and persuade others to accept agreements that may involve exchanging resources or resolving differences.
- Encourage and facilitate cooperation and trust, foster commitment and team spirit, and work with others to achieve goals.
- Identify and analyze problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; and make recommendations.
- Formulate objectives and priorities, and implement plans consistent with the long-term interests of the department and the City.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax. Communicate complex concepts using non-technical terms for diverse audiences.
- Establish and maintain effective working relationships with internal and external contacts including staff, department supervisors, elected and appointed officials, and outside contractors and vendors.
- Manage multiple projects across the complete project management life cycle to include initiating, planning, executing, monitoring, and closing.
- Make sound, well-informed, effective, timely, and objective decisions.
- Use computers, software applications, and databases to accomplish work.
- Pay attention to detail and be thorough when performing work.
- Maintain confidentiality of data and information.
- Prepare, justify, and administer the project budget; monitor expenditures and use cost-benefit thinking to set priorities.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software.

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 lift, carry, push, and pull materials and objects up to 10 pounds.

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. Duties require travel to offsite work locations.

MINIMUM QUALIFICATIONS

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

Open-Entry Requirements:

Applicants must meet all requirements of one of the following paths:

Education and Experience Path

- Education: Bachelor's degree from an accredited college or university in project management, business or public administration, computer science, or related field; and
- Experience: Four years of experience in project management, including at least two years of responsibility for the five phases of project management as defined by the Project Management Institute.
- Substitution: Holders of Project Management Professional (PMP) certification may substitute an associate degree in a related field for the bachelor's degree requirement.

Specialized Experience Path

- Experience: Seven years of experience in project management, including three years of specialized experience equivalent to the senior level of project management.

Promotional Requirements:

- Experience: Two years with the City in the classification of Project Manager (SPN 352).

Licenses and Certifications:

- Possession of a valid driver's license or evidence of equivalent mobility, to be maintained throughout employment.



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

PRINCIPAL PROJECT MANAGER

SPN: 354

Bargaining Unit: M&P

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Manages and supervises professional project management work, performance management, and continuous improvement of major, complex systems with City-wide impact. Supervises the work of staff in providing technical and functional support over projects to implement, upgrade, or replace critical systems, products, or services. Employee carries out assignments with considerable latitude for independent judgment and action, committing all authorized resources needed to accomplish goals. Requires a strategic understanding of City agencies and systems, the ability to manage multiple projects across the complete project management life cycle, and the ability to lead and supervise others. Employee exchanges information regularly with internal and external contacts, including department heads, elected officials, outside contractors, and product vendors. Duties are sedentary in nature and performed primarily in an office environment, but travel to other work locations is required.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Project Management series that exercises independent judgment on diverse and specialized current and advanced project management operations with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for managing the effective use of the City's project management resources. Incumbents are responsible for providing professional-level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Finance. Exercises direct supervision over, and provides training to, professional and administrative staff. Employee leads multidisciplinary teams assigned to specific projects, and manages and coordinates the work of consultants, contractors, or vendors.

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.

- Develops and implements goals, objectives, policies, and procedures for the project management program. Monitors activities of the program, identifies opportunities to improve service delivery, and implements improvements.
- Participates in annual budget preparation, identifies resource needs, prepares detailed cost estimates with appropriate justifications, and monitors expenditures.
- Supervises, trains, and evaluates subordinate professional and administrative employees. Establishes performance requirements, completes annual performance reviews, and

recommends discipline as necessary. Makes effective recommendations in hiring and promotional processes for project management staff.

- Coordinates, facilitates, and plans the work of subordinates to ensure that assigned work is carried out.
- Manages large, complex, multi-disciplinary project teams, including performance assessment and continuous improvement functions.
- Determines and establishes project plans and goals in coordination and consultation with city departments, elected officials, and other stakeholders. Develops project work plans including time frames, funding limitations, contract costs, risk factors, staffing requirements, and allotment of available resources to various phases of a project.
- Directs the development of materials to define the scope of work and related information necessary for requests for qualifications, proposals, or information. Chairs vendor selection committees, responds to questions concerning the project, reviews bids, and prepares recommendations.
- Administers and monitors contracts, including contract negotiation and preparation of contract recommendations, and monitors projects for conformance to approved plans and contract specifications.
- Develops, implements, and monitors project budgets, which includes considering multiple funding streams, allocating resources, and tracking and approving expenditures. Prepares reports detailing the status of the project budget and compliance with requirements as specified by the funding sources.
- Manages the work of consultants and project personnel who have been assigned responsibility for various portions of a project. Establishes work plan responsibilities and scope of authority. Ensures technical proficiency and productivity of project staff and arranges for necessary training.
- Coordinates project meetings with stakeholders and project personnel to communicate progress, milestones, and completion dates. Maintains project status reports for stakeholders.
- Compiles data related to project attributes, project success, individual productivity, and adherence to defined processes. Ensures assigned projects comply with federal, state and local laws, regulations and policies.
- Ensures the quality of project deliverables and obtains user acceptance of completed products or services. Performs project closure activities, including release of contract and permanent staff from the project.
- Identifies and recommends opportunities to utilize information technology to achieve the mission of the City and various departments, agencies, boards, and commissions.
- Develops project management processes and methods in accordance with modern best practices.
- Performs related work as required.

COMPETENCIES

Knowledge of:

- Principles, methods, and tools for the coordinated management of a program to include providing oversight of multiple work groups, integrating dependent schedules and deliverables, and related activities.
- Principles and techniques for working with groups and fostering effective teamwork.

- Principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, procurement, and contractor performance.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Various types of contracts, techniques, or requirements for contracting or procurement, and contract negotiation and administration.
- Planning, coordination, and execution of business functions, resource allocation, and production.
- Principles, methods, and tools (such as surveys and system performance measures) for conducting performance assessments of information systems components.
- Principles, methods, and tools used for risk assessment and mitigation.
- Mission, programs, policies, procedures, rules, and regulations of the City and the departments or divisions served.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.
- Principles, methods, and processes used to conduct a systematic and objective inquiry; including study design, collection, analysis, and interpretation of data; and the reporting of results.
- Principles, practices, and methods used to determine, estimate, and analyze costs.
- Information systems relevant to assigned departments and projects, including but not limited to finance, geographic information systems, human resources, utilities, engineering, and other government services.

Ability to:

- Plan, coordinate, and execute business functions, resource allocation, and production.
- Influence, motivate, and challenge others; adapt leadership styles to a variety of situations; and persuade others to accept agreements that may involve exchanging resources or resolving differences.
- Encourage and facilitate cooperation and trust, foster commitment and team spirit, and work with others to achieve goals.
- Identify and analyze problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; and make recommendations.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards consistent with the long-term interests of the department and the City.
- Communicate clearly and concisely, both orally and in writing, using suitable English grammar and syntax. Communicate complex concepts using non-technical terms for diverse audiences.
- Establish and maintain effective working relationships with internal and external contacts including staff, department supervisors, elected and appointed officials, and outside contractors and vendors.
- Manage multiple projects across the complete project management life cycle to include initiating, planning, executing, monitoring, and closing.
- Make sound, well-informed, effective, timely, and objective decisions, even when data are limited or solutions produce unpleasant consequences.
- Determine objectives, set priorities, delegate work, accept responsibility for mistakes and comply with instructions, established control systems and rules.

- Use computers, software applications, and databases to accomplish work.
- Pay attention to detail and be thorough when performing work.
- Plan, distribute, coordinate, and monitor work assignments; evaluate work performance and provide feedback to others; ensure that staff are appropriately utilized and developed, and that they are treated in a fair and equitable manner.
- Maintain confidentiality of data and information.
- Prepare, justify, and administer the project budget; monitor expenditures and use cost-benefit thinking to set priorities.

TYPICAL EQUIPMENT USED

General office equipment, personal computer and associated software.

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 lift, carry, push, and pull materials and objects up to 10 pounds.

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. Duties may require travel to offsite work locations.

MINIMUM QUALIFICATIONS

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

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in project management, business or public administration, computer science, or related field; and
- Experience: Six years of experience in project management, with at least two years of experience as a lead or supervisor responsible for enterprise-level project management.

Promotional Requirements:

- Experience: Two years with the City in the classification of Senior Project Manager (SPN 353).

Licenses and Certifications:

- Possession of a valid driver's license or evidence of equivalent mobility, to be maintained throughout employment.



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

PROJECT MANAGER **(CONSTRUCTION)**

SPN: 076

Bargaining Unit: M&P-B

Pay Range: 45

Effective Date: 6/2020

CLASS SUMMARY

Under general direction, plans, directs, and coordinates activities concerned with the construction and maintenance of structures, facilities, and systems; provides project coordination, budgetary oversight, and administrative support for special capital improvement projects and other program activities; administers and monitors associated contracts for compliance with established standards; serves as the lead individual for reporting and presentations to directors, elected officials, boards and commissions, executive-level staff, and other stakeholders. Work is performed with considerable independence within the framework of department and City priorities. Duties require frequent contact with internal and external sources to obtain or supply factual information and collaborate on projects.

CLASS CHARACTERISTICS

This is a professional classification with responsibility to plan, organize, and manage department projects from inception to completion. This class is distinguished by its work on projects, which are specific one-time endeavors to achieve a particular result, in contrast with program managers and coordinators who are responsible for ongoing operations. Assignments may include coordinating project staff, resources, and contracts; managing permits, budgets and schedules; and developing and administering strategies related to environmental and storm water management. This is a stand-alone class.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises no direct supervision of 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 overall coordination and direction for special projects; serves as project manager and lead technical expert for alternative delivery methods.
- Develops strategic workflow and master planning for capital programs and processes.
- Develops and coordinates requests for proposals/qualifications and bid specifications. Prepares and reviews correspondence, reports, scope, schedules, cost estimates, and other technical data required to manage projects; .
- Negotiates and administers projects; hires consultants for capital programming purposes; creates and maintains project schedules, progress tracking information, and project files.
- Schedules and conducts pre-construction and progress meetings; reviews, negotiates, and approves change orders; checks for compliance with design and specifications; and prepares and monitors construction schedules.

- Performs quality assurance of contractors' work and performance in accordance with contract terms and conditions; monitors quality control, cash flow, and costs throughout the project period; reviews progress for payment.
- Collaborates with design consultants (i.e., architects, engineers, planners, specialty consultants, etc.) on project scope, design intent, and adherence to program schedules and requirements.
- Reviews details, specifications, cost estimates, and related reports and studies with consultants, contractors, departmental representatives, and other stakeholders to ensure that all requirements and compliance regulations are met and necessary approvals are secured.
- Establishes new practices and processes for budgeting, monitoring, and programming in alignment with department priorities.
- Collaborates with departmental staff, community members, volunteer groups, City elected and appointed officials, and boards and commissions to plan and implement projects.
- Communicates with citizens, developers, engineers, architects, and public officials to answer questions and provide information relating to projects, policies, and procedures.
- Researches, compiles data, and prepares and presents progress and technical reports.
- Represents the department at public hearings or in meetings with other governmental agencies, the City Council, and community groups on matters relating to projects.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Construction management techniques and the construction process, including Design-Bid-Build and Design-Build delivery methods.
- Principles and practices of capital programming.
- Architecture, landscape architecture, and engineering concepts, principles, and methods.
- Principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- Methods for researching and analyzing external products to determine their potential for meeting organizational standards and business needs.
- Methods and practices used in the preparation of plans, specifications, estimates, and contracts.
- Standards for conducting financial, program, and progress audits.
- Contract types, techniques, and requirements.
- Cost analysis principles, practices, and methods.
- Materials, methods, and the tools to construct objects, structures, and buildings.

Skill at:

- Organizing work, setting priorities, and determining resource requirements.
- Reviewing capital programs and financial budgets.
- Directing project resources to achieve the timely delivery of project deliverables.
- Managing several projects simultaneously and addressing changes in scope or timing.
- Preparing clear and concise reports, correspondence, and other written materials.
- Using computers, software applications, databases, and automated systems to accomplish work.

- Solving mathematical and statistical problems by choosing and applying appropriate techniques.
- Partnering with others to develop networks and achieve common goals.

Ability to:

- Understand, evaluate and develop project schedules.
- Analyze complex information, perform work thoroughly, and develop plans to address identified issues.
- Hold others accountable for high-quality, timely, and cost-effective results.
- Assess, evaluate, and monitor projects for compliance with laws, regulations, guidance, and standards.
- Manage and resolve conflicts and disagreements in a constructive manner.
- Tolerate stress by working calmly and effectively.
- Negotiate and administer contracts.
- Design new methods and apply innovative solutions to problems; and adapt behavior or work methods in response to new information.
- Make sound, well-informed, effective, timely, and objective decisions, even when data are limited or solutions produce unpleasant consequences.
- Prepare project budgets, monitor expenditures, and oversee procurement and contracting.
- Establish and maintain effective working relationships.
- Gather, organize, and maintain information.
- Influence, motivate, and challenge others; and adapt leadership styles to a variety of situations.
- Express and receive information, both orally and in writing.
- Negotiate contracts that may involve exchanging resources or resolving differences.
- Coordinate with other organizations or stakeholders to accomplish goals.
- Plan and evaluate the progress and outcomes of projects.
- Identify and analyze problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; and make recommendations.
- Identify, engage, influence, and monitor relationships with individuals and groups connected to a work effort.
- Plan, distribute, coordinate, and monitor the work of others.
- Recognizes opportunities to help the organization accomplish its objectives.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, applicable field equipment, personal protective equipment.

PHYSICAL DEMANDS

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

WORK ENVIRONMENT

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.

- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.
- Duties may require travel to various City locations and some evening, weekend, holiday and on-call work.

MINIMUM QUALIFICATIONS

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

Open-Entry Requirements:

- Education: Bachelor's degree with major coursework in engineering, architecture, project management, construction management, business administration, or a related field.
- Experience: Two years of project management experience that includes oversight of master planning processes, hiring of consultants, and construction management.
- Substitution: Possession of Project Management Professional (PMP) certification may substitute for two years of education.

Licenses and Certifications:

- Possession of a valid driver's license, to be maintained throughout employment.

NATURE OF WORK:

Perform professional project management for applications, business processes and/or services across one or more functional areas of a division or department as assigned. Requires knowledge of project management principles, concepts and theories to perform difficult assignments involving project charter creation and ongoing responsibility for implementation and management of approved projects. Assignments are carried out with considerable latitude for independent judgment and action. Employee has frequent and regular contact with individuals within or outside the organization that involve motivating, persuading or directing others to obtain desired results. Duties are sedentary to light in nature, performed under normal working conditions, and require a high degree of concentration.

SUPERVISION:

Work is performed under the general direction with review of goals, outcomes and overall team performance at key stages. Employee independently selects and develops own methods of accomplishment. May provide training or work direction to employees performing business or systems analysts, project management or other IT-related functions.

ESSENTIAL JOB FUNCTIONS:

Performs the planning and/or implementation of projects, including facilitating the definition of project charters, goals, tasks and resource requirements, and develops methods to monitor project or area progress according to current industry best practices.

Supports the development and refinement of project and program management methodologies, processes, and tools; coordinates the measurement of project benefits.

Manages the completion of project initiatives by completing detailed project plans, schedules, and budgets to ensure projects are completed on-time and within budget; may participate in the design and/or testing phases, but not as direct subject matter expert.

Coordinates project activities with other departments, jurisdictions, contractors, vendors, and regulatory agencies as required; answers inquiries and responds to concerns of clients and project owners or steering committees.

Attends information technology and steering committee meetings, City leadership discussions, and presentations as required.

Prepares reports and provides briefings to peers within the department, steering committee members, and City leadership to ensure project stakeholders are informed of progress, decisions, and issue status.

Assists in managing key resource dependencies, constraints and critical path contention issues across multiple projects; resolves conflicts and takes corrective actions in partnership with project owner and stakeholders under direction and guidance.

Assists in the development of detailed business cases, cost-benefit analysis, requirements, and/or solution alternatives related to technology solutions.

Maintains quality and focus, monitors and control project progress and expenditures against objectives and approved budgets, and supports organizational and process change management.

Manages vendor contracts and performance including participation in request for proposal (RFP) creation and evaluation.

Performs related work as required.

REQUIREMENTS OF WORK:

Knowledge of:

- Project management principles, concepts and procedures, such as: industry best practices, change management techniques, budgeting, reporting, and techniques and tools used.
- Knowledge of management, software development, business process analyst, and technology infrastructure.
- Accounting and statistical principles, methods, and practices related to project management.
- Complex, enterprise-level organizations with over 1,000 employees in a multi-facility environment consisting of multiple departments, divisions or diverse operating units.
- Information systems related to finance and budget, geographic technology, human resources, utilities, engineering, and/or government services.

Ability to:

- Manage multiple projects across a complete life-cycle from start to finish (sign-off).
- Exercise sound judgment in making decisions and solving problems without direct supervision.
- Recognize, acknowledge and provide options for resolving technical, operational, and political problems or issues within the confines of a project.
- Work positively within the official chain of command for appropriate assignment of team members' time and effort allocation required for project success.
- Plan, assign, supervise and direct the project work activities of subject matter experts and other related personnel.
- Learn complex technical methods and materials to adapt in a rapidly changing technological field.
- Convey highly technical concepts in comprehensible terms that key parties involved in a project will understand.
- Communicate with individuals who possess little technical background about technical subjects.
- Communicate with individuals who possess technical knowledge in specific areas of expertise when the senior project manager has little knowledge of the individual's area of expertise.
- Develop and/or recommend controls and procedures to assure that quality and productivity goals for a project are achieved.
- Express ideas clearly, both orally and in writing, including the ability to make presentations before executive, stakeholder, committee, or technical groups.
- Establish and maintain effective working relationships with all levels of management, other employees, and with outside agencies, contractors or vendors to coordinate project implementations of complex systems.

Skill in demonstrating and applying leadership attributes sufficient to: persuade, motivate, or manage individuals or groups in order to obtain desired results.

Skill in interacting with individuals and groups respectfully, which also includes the ability to handle sensitive information and adhere to confidentiality requirements in order to gain credibility.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read standard print and text displayed on a video display terminal.

Ability to communicate by telephone well enough to hear, with or without assistive hearing devices, and speak to individuals on the telephone.

Ability to tolerate and perform work under extended mental pressure.

Ability to operate a terminal keyboard well enough to type, and enough manual dexterity to use other standard office equipment.

Ability to write documents well enough to clearly express ideas.

MINIMUM EDUCATION AND EXPERIENCE:

Open Entry Requirements:

- Education: Graduation from an accredited college or university with a bachelor's degree in project management, business or public administration, computer science, or major coursework in a closely related field. Additional experience managing complex IT-related projects may substitute for education on a year-for-year basis.
- Experience: Two years of increasingly responsible experience in project management or any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities.
- Certification: Project Management Professional (PMP) or similar, recognized project management certification is required within six months of original appointment.

New: 6/2016
Revised: 01/2017

Union: M&P-B

Range: 45

EEO code: 02

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE: SENIOR PROJECT MANAGER
SALARY RANGE: \$75,606.48 – \$93,145.68
DEPARTMENT: INNOVATION & TECHNOLOGY SERVICES
REPORTS TO: ITSD EXECUTIVE MANAGEMENT
BARGAINING UNIT: M&P-B

CLASS CODE: 131
GRADE: 50
FLSA STATUS: E
EEO-4 CODE: 01
REV. DATE: 9/17

JOB SUMMARY:

Under administrative direction, provides professional project management consultation for applications, business processes and/or services across one or more functional areas of a division or department as assigned. Requires advanced knowledge of project management principles, concepts and theories to perform difficult assignments and authoritative work involving the development of new techniques, project charter creation, and ongoing responsibility for implementation and management of approved projects. Assignments are carried out with considerable latitude for independent judgment and action, committing all authorized resources needed to accomplish goals. Work is performed under general direction and reviewed with the focus on the fulfillment of organization missions, goals or objectives, and overall achievements. Employee has frequent and regular contact with individuals within or outside the organization that involve motivating, persuading or directing others to obtain desired results.

DISTINGUISHING CHARACTERISTICS:

This is a single incumbent, expert-level class in the Information Systems Project Management series with responsibility for managing the Project Management operational units within the Innovation & Technology Services Division/Department (ITSD). The incumbent reports directly to the ITSD Executive Management, and duties emphasize the management and oversight of several information technology related projects for various departments throughout the City. This class can be distinguished from higher-level exempt classes in that the latter has department head/senior management responsibility for administering multiple sections within ITSD.

SUPERVISION EXERCISED:

Supervision received is characterized by general administrative support and guidance, rather than direct control over methods used to achieve objectives and accomplish goals. The incumbent is responsible for training other employees, project staff, contractors and interns. Directs the work of, and may supervise, employees performing business or systems analysis, project management or other related functions.

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:*

- Leads the planning and/or implementation of projects, facilitates the definition of project charters, goals, tasks and resource requirements, and develops methods to monitor progress according to current industry best practices.
- Supports the development and refinement of methodologies, processes, tools and techniques used in project and program management; serves as lead member of the project management functional area of a division or department.
- Manages detailed project plans and schedules to ensure that project initiatives are completed on time; may participate in the design and/or testing phases of the project as well, but not as a direct subject matter expert.
- Monitors expenditures and controls progress to ensure project objectives are met and completed within approved budget.
- Manages and negotiates key resource dependencies and constraints and critical path contention issues across multiple projects, as well as resolves conflicts and takes corrective actions in partnership with project owner and stakeholders.
- Coordinates project activities with other departments, jurisdictions, contractors, vendors and regulatory agencies as required, and also attends information technology and steering committee meetings, discussions within the department, and presentations given by others.
- Attends steering committee meetings and responds to questions and concerns expressed by clients and appointment project owners or steering committee members.
- Manages project implementation from sign-off through close-out and coordinates the measurement of project benefits.
- Prepares reports and provides briefings to information technology and other division or department staff, executive leadership staff, and steering committee members to ensure that project stakeholders are kept informed of the progress, decisions, and status of issues encountered.
- Provides support in developing detailed business cases, cost-benefit analysis, requirements gathering, and alternative solutions to technology issues.
- Assembles a project team and is held responsible for their performance during the project(s) which includes functional supervision over individual or a collection of projects, as well as dismissal of team members for poor performance.

- Participates in the creation and review of requests for proposals (RFP), manages vendor contracts and monitors performance for adherence to contract provisions.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Other related telecommunications equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced project management principles, concepts and procedures, such as industry best practices, change management techniques, budgeting, reporting, and techniques and tools used.
- Advanced information technology support, maintenance and administration, including but not limited to database management, software development, business process analysis, and technology infrastructure.
- Accounting and statistical principles, methods, and practices related to project management.
- Complex, enterprise-level organizations with over 1,000 employees in a multi-facility environment consisting of multiple departments, divisions or diverse operating units.
- Information systems related to finance and budget, geographic technology, human resources, utilities, engineering, and/or government services.

Skill in:

- Demonstrating and applying leadership attributes sufficient to: persuade, motivate, or manage individuals or groups in order to obtain desired results.
- Interacting with individuals and groups respectfully, which also includes the ability to handle sensitive information and adhere to confidentiality requirements in order to gain credibility.

Ability to:

- Manage multiple projects across a complete life-cycle from start to finish (sign-off).
- Exercise sound judgment in making decisions and solving problems without direct supervision.
- Recognize, acknowledge and provide options for resolving technical, operational, and political problems or issues within the confines of a project.
- Work positively within the official chain of command for appropriate assignment of team members' time and effort allocation required for project success.
- Plan, assign, supervise and direct the project work activities of subject matter experts and other related personnel.
- Learn complex technical methods and materials to adapt in a rapidly changing technological field.
- Convey highly technical concepts in comprehensible terms that key parties involved in a project will understand.
- Communicate with individuals who possess little technical background about technical subjects.
- Communicate with individuals who possess technical knowledge in specific areas of expertise when the senior project manager has little knowledge of the individual's area of expertise.
- Develop and/or recommend controls and procedures to assure that quality and productivity goals for a project are achieved.
- Express ideas clearly, both orally and in writing, including the ability to make presentations before executive, stakeholder, committee, or technical groups.
- Establish and maintain effective working relationships with all levels of management, other employees, and with outside agencies, contractors or vendors to coordinate project implementations of complex systems.

Physical Demands:

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.

- Duties may require travel to various City locations and some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience: A Bachelor's degree from an accredited four-year college or university with major coursework in project management, business or public administration, computer science, information systems or a closely related field; AND six years of experience in developing and leading complex, enterprise level IT-related projects for large organizations. PMP or similar certification and two additional years of significant senior level project management work experience may substitute for the education requirement.

Licenses and Certifications: Project Management Professional (PMP) or similar, recognized project management certification is required.

Promotional Requirements: Four years of experience in the classification of Project Manager (SPN 130) or lower IT supervisory classification where leading projects are a significant portion of the work and included in the essential job functions of the specification.

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.