

Watertown City Council

April 26, 2022

Agenda Item:	Personnel Discussion Continuation
Request for Action:	Direction on personnel/succession planning
Employee/Dept.:	Jake Foster, City Administrator

Background:

Staff has identified a need for additional support for the planning/zoning, building/permitting, and code enforcement services for the City of Watertown.

At the April 26, 2022 work session, staff presented discussion items for succession planning for the impending retirement of the City's Administrative Assistant, Nancy Pysick. Since the initial discussion, Nancy has expressed some interest in staying on in a part-time capacity. Given Nancy's experience and expertise, efficiencies could be realized by continuing her employment in a part-time capacity. Staff believes she would be able to provide significant support for our permitting processes, code enforcement initiatives, and planning and zoning. She has also formally submitted her resignation with her last day of full-time employment in her current role being September 23, 2022.

As discussed previously, Deputy City Clerk Christine Dammann, is also interested in reducing her hours to 32 hours/week (see attached letter). The cost savings associated with Ms. Dammann's reduction in hours would be \$10,662. Furthermore, with additional staffing, there would be no need to hire summer interns resulting in an additional cost savings of approximately \$5,500/year. Together, the associated costs savings would be \$16,162.

Staff is proposing that the cost savings of \$16,162 be used to offer Ms. Pysick a part-time employment position responsible for the supporting the three areas as described previously. As this would not be a full-time position, Ms. Pysick would not be eligible for PERA, PTO, or any other benefits. The budgeted cost for this position, for up-to 28 hours/week, would be \$38,787.84. It is likely that Ms. Pysick will often work less than 28 hours/week, as she has expressed interest in working two to three days depending on the week and as work volume necessitates. The \$38,787.84 represents the maximum cost of the position as filled by Ms. Pysick. Less the cost savings created by Ms. Dammann's reduction and not hiring interns, the total impact to the budget would be \$22,625.84 at 28 hours/week.

The job descriptions for each City Hall position have been included in the agenda packet, including revisions to the impacted positions. A breakdown of the main daily duties for each position, and additional commentary on tasks regularly taken on, but outside of a positions job description are provided below.

Administrative Assistant**Main responsibilities for a regular work week**

- Front desk
- Answer phones and distribute calls
- Manage reservations (community center, parks, keys, etc.)
- Perform miscellaneous clerical work for all departments
- Assist with various administration functions (elections, community clean-up, etc.)
- Agenda packet preparation and archival
- Manage waste hauler licensing and monthly reporting

Additional tasks taken on/absorbed from previous personnel (planning assistant, planner, community development director, etc.)

- Processing/ right-of-way permits

- Monitoring Gopher State One calls
- Supporting Code Enforcement processes
- Supporting planning and zoning function
- Supporting engineering function
- Processing building permits outside of front desk responsibilities

Tasks that get deprioritized

- Archiving old building permit files (from Delano back to 2018)
- Moving current building permit files to archive

Deputy City Clerk/Treasurer

Main responsibilities for a regular work week

- All aspects of utility billing (payments, bills, delinquency, water meter maintenance, etc.)
- Miscellaneous revenues
- Payment service network (online/credit card payments)
- Accounts payable/receivable – claims packets
- Assist with various administration functions (elections, community clean-up, etc.)
- Assist with annual audit
- Back-up the front desk/building permit processes
- Monthly/year-end reports

Additional tasks taken on

- Payroll back-up
- Quarterly newsletter and communications
- Miscellaneous back-up and support (banking, receiving, and processing files from Delano, etc.)

New – Part-time Administrative Assistant/Community Development Assistant

Main responsibilities

- Processing/ right-of-way permits
- Monitoring Gopher State One calls
- Code Enforcement
- Managing building permit process
- Regular office hours for permit questions
- Archiving and managing building permit data
- Supporting planning and zoning function
- Development support
- Front desk back-up

As discussed at the April 26, 2022 work session, having internal staff be responsible for Code Enforcement or certain Planning and Zoning functions, would represent a cost savings. MNSPECT's rate for Code Enforcement is \$85.00/hour. The City's Planning Consultant charges \$93.00/hour. Any work reassigned to an internal staff member related to these matters would represent a cost savings of approximately \$59 to \$67/hour.

Attached are proposals of updated job descriptions for the Deputy City Clerk/Treasurer, and the Administrative Assistant/Permit Technician Assistant, and a new job description for the proposed position of Permit Technician/Planning and Zoning Assistant.

Attachments:

- Proposed job descriptions (Deputy City Clerk/Treasurer, Administrative Assistant/Permit Technician Assistant, and Part-time Permit Technician/Planning and Zoning Assistant)
- Deputy City Clerk/Treasurer request of hours reduction



CITY OF WATERTOWN JOB DESCRIPTION

JOB TITLE: Deputy Clerk/Treasurer

DEPARTMENT: Administration/Finance

EFFECTIVE DATE: June 2022

FLSA STATUS: Non-Exempt

HOURS WORKED: 36 Hours/7:00 a.m. to 4:30 p.m. M – TH

DEFINITION:

Performs skilled clerical work processing water and sewer bills and payments. Assists with banking & performs payroll, accounts payable and receivable; and performs related duties as required.

SUPERVISION RECEIVED:

Works under the general and administrative oversight of the Administrative Services Director.

SUPERVISORY FUNCTIONS:

None.

EQUIPMENT/JOB LOCATION:

Works primarily from an office in City Hall. Equipment used includes but is not limited to personal computer, printer, fax, calculator, postage meter, copy machines and document imaging equipment.

ESSENTIAL FUNCTIONS OF THE JOB:

Finance:

- Assist with annual audit.
- Record accounts receivable and miscellaneous revenues and make deposits.
- Perform accounts payable transactions; prepares bi-weekly claims for Council.
- Monthly balance of petty cash.

Customer Service:

- Handle customer complaints, questions and requests as needed.
- Provide backup to front office.
- Provide backup to process permits for re-roofing, residing, replacing window, and furnace installation.
- Acts as notary public.
- Prepare quarterly newsletter.
- Update cable channel 180 with city and county information.

Deputy Clerk/Election Duties:

- Assist the Administrative Services Director/Clerk with elections.

Utility Billing:

- Responsible for all utility billing functions.
- Prepare monthly water and sewer bills by utilizing equipment and software.
- Review customer accounts for changes and update utility billing program.
- Monitor water meter inventory.
- Update water meter serial numbers and MXU's after change out.
- Balance and enter utility payments and make deposits.
- Generate utility revenue reports for the City Administrator.
- Maintain record of ACH payments to vendors.
- Contact customers and arrange for payment on delinquent accounts.
- Monitor payments accepted electronically through Payment Service Network.
- Prepares special assessment rolls and conducts assessment searches; maintains related records and files.
- Manage delinquent water/sewer accounts and issues shut-off warnings.
- Manage delinquent water/sewer accounts for yearly tax certification.

- Perform Year End Utility billing reports, assist Water Superintendent with DNR water reporting.
- Perform month end Utility Billing reports.
- Research customer accounts.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to communicate effectively in English, both in oral and written formats.
- Ability to work well in a fast-paced environment.
- Positive attitude.
- Possession of effective problem solving and analytical skills.
- Ability to concentrate and use reasoning and good judgment.
- Ability to establish and achieve priorities in the work environment.
- Must be able to socially, physically, and mentally perform all essential functions of the position in the working conditions described above.
- Demonstrated ability to establish and maintain positive and effective relationships with other employees, the public and other governmental agencies.
- Available to work overtime as needed to complete required work.
- Ability to recognize and comply with appropriate task deadlines.
- Ability to work both independently and in a team setting, as deemed by assignment.
- Ability to create, proofread and edit documents.
- Considerable knowledge of basic bookkeeping, banking and billing procedures.
- Considerable knowledge of the standards and methods of customer account maintenance using an automated system.
- Working knowledge of modern office practices, procedures, and equipment including use of computers and related software packages.
- Considerable knowledge of Microsoft Excel.
- Considerable ability to keep accurate and complete records and files.
- Knowledge of laws, rules, and regulations affecting city clerk responsibilities.
- Knowledge of City ordinances, resolutions, and policies.
- Considerable ability to research files and analyze problems and develop appropriate recommendations.
- Considerable ability to provide courteous and efficient customer service.

PHYSICAL DEMANDS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sit for extended periods of time.
- To have hand and arm (or equivalent) dexterity adequate to allow for extensive use of a keyboard for data entry.
- To talk and hear with enough proficiency to allow for communicating with customers by phone or in person.
- To have adequate vision to accommodate frequent viewing of computer screens, print reports and customer account cards and ledgers.
- The employee must frequently lift and/ or move up to ten (10) pounds and infrequently lift or move up to 25 pounds.
- The noise level is usually moderate.

MINIMUM QUALIFICATIONS:

- High School diploma or GED.
- Two-year Associate of Arts or equivalent in accounting or related field or equivalent work experience.
- Minnesota Municipal Clerk Certification or ability to obtain certification in 3-4 years after hire.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in one of above fields.
- Two years of municipal work experience.
- Knowledge of Banyon Data System Fund Accounting, Payroll and Utility Billing software.

NON-DISCRIMINATION POLICY:

The City of Watertown will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance.

(The examples given above are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. This position description is subject to change as the needs of the City and requirements of the position change. The City of Watertown reserves the right to change and/or eliminate any and all job duties as necessary. This position is subject to state drug and alcohol testing.)



CITY OF WATERTOWN JOB DESCRIPTION

JOB TITLE: Administrative Assistant/Permit Tech Assistant

DEPARTMENT: Office

EFFECTIVE DATE: June 2022

FLSA STATUS: Non-Exempt

HOURS WORKED: 40 Hours/ 7:00 a.m.-4:30 p.m. M-TH, 7:00 a.m.-11:00 a.m. F

DEFINITION:

Acts as first point of contact for the city. Performs broad and varied secretarial duties, which may be of confidential nature.

SUPERVISION RECEIVED:

Works under the general supervision of the Administrative Services Director.

SUPERVISORY FUNCTIONS:

None.

EQUIPMENT/JOB LOCATION:

Works primarily from an office in City Hall. Equipment used includes, but is not limited to, personal computer, printer, fax machine, calculator, postage meter, copy machine, and scanner.

ESSENTIAL FUNCTIONS OF THE JOB:

- Greets the public, determines the nature of business, provides information, answers questions, research files and/or refers as appropriate; may explain policies, procedures, and ordinance requirements.
- Answers telephone calls from individuals; provides information and/or refers as appropriate; takes messages.
- Assists in preparing agendas and other necessary paperwork for council meetings, planning commission & park board.
- Attends Park and/or Planning Commission meetings and type minutes; to be determined by Administrative Services Director.
- Assists public in completing over the counter building permit applications; processes and receives payment for permits, i.e., re-roofing, residing, window/door replacement, HVAC, water heater/softener, irrigation back flow installation and replacement. Also processes and receives payment for all other permits after Building Official completes plan review.
- Receives requests, complaints, and information from the public and handles or transmits to staff to handle.
- Opens and closes City Hall, ensures doors and petty cash drawer are locked, machines and lights are off, and phones are forwarded to voice mail.
- Schedules and coordinates community center room rentals, accepts money, and distributes keys.
- Coordinates annual community clean-up day.
- Organizes meeting room reservations for civic groups.
- Monitors clean-up and damages following community center functions.
- Schedules and coordinates all park reservations with community sport teams and general public, accepts payment and distributes keys.
- Sorts and distributes mail.
- Assists with local elections as directed by Administrative Services Director.
- Creates and updates city documents and/or informational materials.
- Orders office supplies for all city departments.
- Performs event planning for catering and parties.
- Informs owners of impounded animals of fine amounts and collects fines.
- Accepts community garden rental applications, accepts payment, coordinates with Public Services staff.
- Performs miscellaneous clerical assistance to departments as needed.
- Acts as notary public.
- Issues annual liquid waste hauler permits. Receives monthly liquid waste hauler reports and payments, tracks revenue.
- Completes solicitor permit background checks and processes permits.

REQUIRED KNOWLEDGE, SKILLS AND ABILITY:

- Ability to communicate effectively, in English, both verbally and in writing.
- High level of customer service skills including the ability to deal confidently and effectively with members of the public both in person and on telephone in a prompt and courteous manner.
- Ability to multi-task while maintaining a professional and positive attitude.
- Possession of effective problem solving and analytical skills.
- Ability to concentrate and use reasoning and good judgment.
- Ability to develop and maintain effective working relationships with the public, coworkers, and supervisors.
- Available to work overtime as needed to complete required work.
- Ability to recognize and comply with appropriate task deadlines.
- Ability to work both independently and in a team setting, as deemed by assignment.
- Ability to create, proofread and edit documents.
- Working knowledge of modern office practices, procedures, and equipment including use of computers.
- Knowledge of City licensing and permitting process including codes, ordinances, policies, procedures, and timelines.
- Working ability to read and interpret basic building plans and city service maps.
- Considerable ability to type and enter data with speed and accuracy.

PHYSICAL DEMANDS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sit for extended periods of time.
- To have hand and arm (or equivalent) dexterity adequate to allow for extensive use of a keyboard for data entry.
- To talk and hear with enough proficiency to allow for communicating with customers by phone or in person.
- To have adequate vision to accommodate frequent viewing of computer screens, print reports and customer account cards and ledgers.
- The employee must frequently lift and/ or move up to ten (10) pounds and infrequently lift or move up to 50 pounds.
- The noise level is usually moderate.

MINIMUM QUALIFICATIONS:

- High school graduate or GED equivalent.
- Three years of experience in office setting.

- Two years of municipal work experience.
- Skilled in the operation of computer software including Microsoft Office (Word, Outlook, Excel, Power Point).
- Knowledge of Banyon Data System Fund Accounting and Utility Billing software.

NON-DISCRIMINATION POLICY:

The City of Watertown will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance.

(The examples given above are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. This position description is subject to change as the needs of the City and requirements of the position change. The City of Watertown reserves the right to change and/or eliminate any and all job duties as necessary. This position is subject to state drug and alcohol testing.)



CITY OF WATERTOWN JOB DESCRIPTION

JOB TITLE: Permit Technician/Planning and Zoning Assistant

DEPARTMENT: Office

EFFECTIVE DATE: June 2022

FLSA STATUS: Non-Exempt

HOURS WORKED: Up to 28 Hours/7:00 a.m. to 4:30 p.m., T, W, TH

DEFINITION:

Perform professional work coordinating planning and development activities; monitors and enforces Watertown Municipal Code and land use documents including nuisances, signs, and zoning ordinance. Perform related duties as required.

SUPERVISION RECEIVED:

Works under the general supervision of the Administrative Services Director.

SUPERVISORY FUNCTIONS:

None.

EQUIPMENT/JOB LOCATION:

Work primarily from an office in City Hall. Equipment used includes, but is not limited to, personal computer, printer, fax machine, calculator, postage meter, copy machine, and scanner.

ESSENTIAL FUNCTIONS OF THE JOB:

- Answer telephone calls from individuals regarding Right of Way questions and general planning; provides information and/or refers as appropriate; takes messages.
- Enter permits, other than over the counter, into Community Core Software to begin the permit process.
- Assist public in completing building permit applications; processes and receives payment for general permits, i.e., re-roofing, residing, window/door replacement, HVAC, water heater/softener, irrigation back flow installation and replacement. Also processes and receives payment for all other permits after Building Official completes plan review.
- Close permit files following final inspection and transfers files to permanent data base.
- Coordinate and manage between contractor, Building Official and Clerk/Treasurer on return of escrow deposits.
- Assist with erosion control issues.
- Track new construction and maintains lot inventory.
- Prepare annual new construction/valuation report for State.
- Maintain the city's parcel database with PID numbers and creates addresses for the county.
- Respond to routine/general inquiries and complaints from the public for addresses, legal descriptions, lot sizes, building permit information (general and specific), and routine questions regarding research of files.
- Assist with and executes public hearing notice mailings.
- Assist with local elections as directed by Administrative Services Director.
- Create and updates city documents and/or informational materials.
- Receive "Gopher State One Call"; records information for Public Works Department.
- Review and issues Right of Way permits to contractors.
- Assist in the review and update of the Watertown Comprehensive Plan, Zoning and Ordinance, and Official Zoning Map.
- Compile information and completes required reports, relating to building permits, and corresponds with regulatory agencies and others as necessary
- Work with involved parties to resolve complaints and problems.
- Assist with monitoring for violations of local code; responds to complaints of potential code violations relating to signage, nuisances, long grass, blight, snow removal, land use, zoning, clearing, grading, filling, polluting, or other code related matters; Initiates communications and enforcement actions in order to achieve corrective action.
- Assist contractors, developers, property owners, staff, and the general public by providing information and responding to inquiries regarding set-backs.
- Receive and distribute applications for conditional use permits, variances, rezoning, amendments to the Zoning Ordinance, vacations, annexations, and preliminary and final plats.
- Assist with community clean-up.

- Perform special duties and projects as assigned by the City Administrator & Administrative Services Director/ City Clerk-Treasurer.
- Back-up to the front office as needed.
- Acts as notary public.

REQUIRED KNOWLEDGE, SKILLS AND ABILITY:

- Good communication skills, both written and verbal.
- Ability to communicate effectively in English, both in oral and written formats.
- Ability to work well in a fast-paced environment.
- Positive attitude.
- Possession of effective problem solving and analytical skills.
- Ability to concentrate and use reasoning and good judgment.
- Ability to establish and achieve priorities in the work environment.
- Must be able to socially, physically, and mentally perform all essential functions of the position in the working conditions described above.
- Demonstrated ability to establish and maintain positive and effective relationships with other employees, the public and other governmental agencies.
- Available to work overtime as needed to complete required work.
- Ability to recognize and comply with appropriate task deadlines.
- Ability to work both independently and in a team setting, as deemed by assignment.
- Ability to create, proofread and edit documents.
- Working knowledge of Municipal Code and land use documents including comprehensive plan, subdivision ordinance, FEMA map, wetlands inventory, and Official Map.
- Working ability to inspect, advise, and monitor construction to ensure compliance with Watertown Comprehensive Plan, Watertown Municipal Code, and city policy.
- Considerable ability to effectively operate computers and various software packages including Microsoft Office (Word, Excel, Power Point.)

PHYSICAL DEMANDS:

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- Sit for extended periods of time.
- To have hand and arm (or equivalent) dexterity adequate to allow for extensive use of a keyboard for data entry.
- To talk and hear with enough proficiency to allow for communicating with customers by phone or in person.
- To have adequate vision to accommodate frequent viewing of computer screens, print reports and customer account cards and ledgers.

- The employee must frequently lift and/ or move up to ten (10) pounds and infrequently lift or move up to 25 pounds.
- The noise level is usually moderate.

MINIMUM QUALIFICATIONS:

- 2 years municipal experience; planning and building permit experience.
- High School diploma or GED.
- Must possess a valid Minnesota Class D driver's license or equivalent out-of-state license.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in one of above field or work equivalent.
- Knowledge of Municipal Code & Permitting Process.

NON-DISCRIMINATION POLICY:

- The City of Watertown will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance.

(The examples given above are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. This position description is subject to change as the needs of the City and requirements of the position change. The City of Watertown reserves the right to change and/or eliminate any and all job duties as necessary. This position is subject to state drug and alcohol testing.)



June 6, 2022

Subject: Dammann request letter to reduce hours

Dear Watertown Council Members,

With due respect, I am writing this letter to request that I am able to reduce my hours as Deputy Clerk/Treasurer from 40 hours to 32 hours as soon possible.

My husband will be retiring soon and I would like to reduce my hours to spend more time at home. The previous Deputy Clerk was working 32 hours when I was hired and I know that I too would be able to manage all my work in 32 hours. My written and peer reviews have all shown that I am a good employee with a strong work ethic. Please also note, that I am more than willing to be flexible to possibly cover vacation plans for others if needed.

Thank you for your consideration on this matter.

A handwritten signature in cursive script that reads "Christine Dammann".

Christine Dammann
Deputy Clerk/Treasurer
City of Watertown

HEART OF THE LUCE LINE TRAIL