

CITY OF GRAND JUNCTION

JOB ANALYSIS QUESTIONNAIRE

I. EMPLOYEE BACKGROUND: In this section you will provide information regarding your name, current job title, your immediate supervisor, etc. This will help us make sure we refer to the correct job throughout the study.

Is this a group questionnaire? ☒ Yes ☐ No

If yes, please list all employee names.

Dottie Vanover, Clara Marshall-Cole, Tammy
Bensley, Amy Castaneda, Hilda Hernandez,
Robin Medina and Rose Bonine

Division: Administrative Services

Department: Customer Service

For Individual Questionnaires Only:

Employee Name:

(Last)

(First)

(Middle Initial)

Current Classification Title:

Division

Department

Total Length of Time with organization

Years

months

Total Length of Time in Current Position

Years

months

Assigned Hours/Week:: from t o

Assigned Days/Week

Email:

Work Phone:

Immediate Supervisor:

Immediate supervisor reports to:

Name: Debi Overholt/Joanna Adams

Name: Jodi Romero

Title: Customer Service Supervisor/Court
Administrator

Title: Financial Operations Manager

**Work
Phone** 970-244-1520/970-244-1537

**Work
Phone:** 970-244-1515

debbieo@ci.grandjct.co.us

E-mail:

joannaa@ci.grandjct.co.us

E-mail: jodir@ci.grandjct.co.us

II. POSITION INFORMATION

1. POSITION SUMMARY: This section asks for a short paragraph, one to three sentences, regarding the purpose of your position and/or your primary responsibilities. This summary helps us to quickly understand the essence of your job. Usually it is better to write this after you have completed the remainder of the questionnaire. Briefly describe what you consider to be the major purpose or objective of the job. Simply stated, what are you attempting to accomplish in your position?

Example: Computer Support Technician

Summary: To operate, maintain and repair computer equipment and to provide technical assistance to users.

Customer Service Representative

To provide prompt, accurate and friendly customer service to the general public and vendors for Utilities, Sales Tax and Municipal Court. All Customer Service Representatives are crosstrained in all positions listed on subsequent pages for ease in movement around our department and for filling in when co-workers are absent.

2. SUPERVISION & ORGANIZATIONAL RELATIONSHIPS.

- a. The chart below asks for your specific supervisory responsibilities. If a duty statement applies to you, please check the box under the "Yes" column and then indicate the number of employees for which you are responsible to the right of the statement.

| Yes | Duty | Number of Employees |
|-------------------------------------|---|---------------------|
| <input type="checkbox"/> | I do not officially supervise other employees (sign performance reviews). | |
| <input type="checkbox"/> | I evaluate and sign performance reviews of other full-time employees. | |
| <input type="checkbox"/> | I evaluate and sign performance reviews of part-time, temporary or contract employees. | |
| <input checked="" type="checkbox"/> | I instruct other employees in methods or procedures needed to carry out their job (how to carry-out their assigned duties). | 2-3 new/training |
| <input type="checkbox"/> | I make work assignments for others. | |
| <input type="checkbox"/> | I make hiring and hiring pay recommendations. | |
| <input type="checkbox"/> | I make hiring and hiring pay decisions. | |
| <input type="checkbox"/> | I recommend termination for poor performance. | |
| <input checked="" type="checkbox"/> | I provide advice to peers that they must consider carefully before making a decision. | 7 |
| <input checked="" type="checkbox"/> | I provide information to supervisors/management that they use in making a decision. | 1 |

- b. Complete the organization chart below. This chart will help us to understand your job in relation to others in your department. Please use titles and not names. Fill in the applicable position titles: (1) your coworkers, employees you work with and who also report directly to your supervisor; and, (2) your subordinates, any employees you supervise directly. List only those jobs over which you have full managerial/supervisory authority (i.e. complete and sign performance evaluation.) Do not list employees supervised by your subordinate supervisors.

YOUR COWORKERS' JOB TITLES

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|----------------------------------|
| Customer Service Representatives |
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YOUR DIRECT REPORTS' JOB TITLES

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|----------------------------------|
| Customer Service Representatives |
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Please indicate the nature of the group supervised and the number supervised

☒ Full Time ☒ Part-Time ☒ Seasonal/Temp ☐ Volunteer ☐ Contract

c. Describe with whom, or with what departments/organizations, you have regular contact.

1. Inside your organization (other City Departments):

| Title of Person or Department | How Often | For What Purpose |
|-------------------------------|--------------------|--|
| Ex: Peers, Subordinates | | |
| Public Works & Planning | DAILY | Planning Clearances, Revenue Intake & Processing, Sewer Workorders for Building Permits, Sewer Extensions, Annexations, Zoning on Sales Tax Applications |
| Finance & Accounting | DAILY | Revenue Processing, NSF Reconciliation with Customers, A/R Billing questions and delinquent sewer/trash accounts, Credit Balance Refunds on Utility Accounts |
| Solid Waste | DAILY | Customer container requests, trash account set up, trash cards for billing debits/credit to accounts |
| Water Department | DAILY | Billing, Meter Reads, Water Turn-on/off's, Billing questions, Leak Adjustments, Water taps, Bulk Water requests, Workorders |
| Police Department | DAILY | Municipal Court, Case Management, Hot Sheet, Parking Tickets |
| Code Enforcement | 2-3 TIMES PER WEEK | Weed Control, Citations into Court, Misc questions concerns from public |
| City Clerk | WEEKLY | Sales Tax /Liquor Licenses/Revenue Processing |
| Information Services | Weekly | Bill Print Jobs, Duplicate Bills |

2. Outside your organization:

| Title of Person or Organization | How Often | For What Purpose |
|---------------------------------|-----------|---|
| Ex: Vendors, Gen. Public | | |
| | Daily | Billing, Sales Tax, Sewer Quotes Commercial/Residential, Bill Payments at Counter & Phone credit/debit card payments, Website Inquiries for Payment/Billing/Sales Tax Forms & Ordinances/Parking Tickets Info/Payment, Municipal Court Ticket |

| | | |
|-------------------------------|--------------------|---|
| | | Payments/Case Inquiries, General Community Information Questions/Complaints |
| Title Companies | DAILY | Finals for utility accounts for property closings |
| Appraisal Companies | 2-3 TIMES PER WEEK | Property Utility Info for Appraisal Purposes |
| Property Mgmt Companies | DAILY | Renter/Owner Account Changes/Payment |
| Mesa County Motor Vehicles | Occasionally | City Limits Questions |
| State Of Colorado | Occasionally | Sales Tax Delinquents |
| Partners | DAILY | Community Service Juveniles Court |
| Interventions | Daily | Community Service Adults Court |
| Dept Of Youth Corrections | Weekly | Juveniles w/warrants Scheduled for Court |
| Mesa County Jail | Weekly | Incarcerated Individuals w/warrants for Video Arraignments from Jail for Court |

3. ESSENTIAL DUTIES.

The list of essential duties helps us to understand those duties which are the primary reasons why your position exists. For clarification, please refer to the examples provided below.

Essential Duties: Those duties that make up at least 5% of your time. Please provide enough detail so that someone who may not be familiar with your job will have a clear understanding of what it is that you do. For example, do not simply state "prepares reports", but state "prepares reports such as status reports, staff reports", or other type of report(s) you may prepare. Also, please use action verbs such as prepares, calculates, operates, etc., to start off each statement. Do not use acronyms in your description. Examples are shown below. Use additional sheets if needed.

Decisions Required: List the decisions you make to carry out the essential duties.

Frequency: Indicate how often you perform each duty – D = daily, W = weekly, M = monthly, Q = quarterly, A = annually, or O = occasionally.

Percent of Time: Indicate how much of your time you spend on each task. The total of these percentages **should not be more than 100%**. Example: Sally conducts property value estimates 20% of the time, it may mean she spends one day out of five on that task, or that she spends around two hours each day. These need only be estimates so do not spend a great deal of time trying to come up with an exact percentage. The percentages of **all** duties should equal 100% over a one year period of time.

Attach additional sheets if necessary.

E X A M P L E (LIST ACTUAL ESSENTIAL DUTIES BELOW EXAMPLE)

| Essential Duties | Decisions Required | Frequency | % of Time |
|---|--|-----------|------------|
| EXAMPLES: | | | |
| <i>Prepares monthly newsletters by gathering information, writing copy, editing, preparing for publication and overseeing distribution.</i> | <i>Articles to include, editorial changes, graphics, layouts</i> | <i>M</i> | <i>25%</i> |
| <i>Performs inventory spot checks and monthly counts of supplies in warehouse.</i> | <i>When to check supplies</i> | <i>M</i> | <i>10%</i> |

| | List of Essential Duties | Decisions Required | Frequency: D = Daily W = Weekly M = Monthly Q = Quarterly A = Annually O = Occasionally | % of Time Spent (Not to exceed 100%) |
|---|--------------------------|--|---|---|
| 1 | Utility Billing ✓ | Process General Ledger Reports, Complete Service Orders, Water Delinquency Reports, Tag and Shut-offs, Process Credit Card Payments, Closures & Updates, Balance Bank Deposit for Utility Billing/Front Counter Cash Drawers, Billing Process | Daily | 100% |
| 2 | Sales Tax | Process Revenue for Monthly, Quarterly, Annual Sales Tax Returns, Amends Returns, Refers to Sales Tax Ordinances when taking questions from the Public and Vendors on Sales Tax Practices, Mails out Assessments and answers calls and questions at counter regarding said assessments | Daily | 100% |

| | | | | |
|---|-----------------|---|-------|------|
| 3 | Municipal Court | <p>Maintain court cases, process payments, prepares court dockets for court on Tuesdays, Wednesdays and Thursdays, process bonds for warrants from the jail, processes bond revocations on failure to appears, prepares & sends Pre-warrant and warrant notifications to defendants missing court, electronically sends point & OJW information to State of Colorado for DMV purposes, prepares documents for defendants coming out of court for traffic school, community service, class scheduling for MIP's, theft and alcohol evaluations, schedules pre-trial conferences and does plea agreements on traffic/misdemeanor offenses through the City Attorney's office.</p> <p>Monitor cases for missed payments, incomplete community service, missed restitution payments, traffic school/misdemeanor class completion for warrant issuance purposes.</p> | Daily | 100% |
|---|-----------------|---|-------|------|

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|---|------------|---|-------|------|
| 4 | Cashiering | Processes daily mail and over the counter check payments, prepares and processes Treasurers Receipts for revenue from various city department as well as over the counter revenue from Public Works/Planning Dept, Parking Passes, Sales Tax Licenses. Takes Phone calls and assists customers with over the phone payments, questions and information. | Daily | 100% |
|---|------------|---|-------|------|

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|----|-------------------------|---|--------|--|
| 5 | Front Counter Positions | 3 positions, take and process over the counter utility, sales tax, planning clearance, community development payments and documents, process cash payments through cash drawers, process workorders for sewer service for City of GJ, Central Grand Valley Sewer, Fruitvale Sanitation, Plant Investment Fee Payments for All Sewer Districts, Take sewer assessment payments in special sewer districts for Mesa County, take City of GJ Assessment payments for alleys, etc through Public Works Dept, Balance Cash Drawers at each work station, enter sales tax applications and collect fees, answer phones, assist and help customers at all three windows with payments, information and billing questions, do respective jobs assigned to each counter. | Daily | |
| 6 | | | Select | |
| 7 | | | Select | |
| 8 | | | Select | |
| 9 | | | Select | |
| 10 | | | Select | |

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|----|--|--|--------|--|
| 11 | | | Select | |
| 12 | | | Select | |
| 13 | | | Select | |
| 14 | | | Select | |
| 15 | | | Select | |
| 16 | | | Select | |
| 17 | | | Select | |
| 18 | | | Select | |
| 19 | | | Select | |

4. REQUIRED KNOWLEDGE AND SKILLS.

This section helps us to understand the types of knowledge and skill you would need to perform your job at the entry level. Those items you list are those required and not what you might necessarily know or are able to do after being in the position for a number of years.

Knowledge: refers to the possession of concepts and information gained through experience, training and/or education and can be measured through testing.

Skills: refers to the proficiency which can be demonstrated and are typically manual in nature and/or can be measured through testing.

The knowledge and skills that you list in the following section must refer to the Essential Duties you listed in Section 3.

| Duty # | Knowledge – Skills |
|--------|---|
| 1 | Math for figuring water consumption and billing adjustments, Northstar utility system, ten key, Accounting principles, New World Financial System & GL Crosswalk, customer service training, conflict management training |
| 2 | Math and accounting principles, percentages for sales tax, vendor fee, use tax calculations, city sales tax ordinances, sales tax processing computer program, customer service training, conflict management resolution |
| 3 | Banner Court computer system, ten key, Dept. of Motor Vehicles Reporting program, Colorado Bureau of Investigation program for driving histories, vehicle registration, case history information, math skills for court fine payment calculation, community service, warrant calculations, knowledge of city parking/traffic ordinances, State of Colorado motor vehicle statues on traffic violations, juvenile records law, Ticket Trac Parking Ticket Processing System, Northstar Utility system, New World Financial System & GL Crosswalk, customer service training, conflict management training. |
| 4 | Math and accounting principles, Creditron payment processing program/imaging system, Northstar utility system, New World Financial System, New World GL Crosswalk |
| 5 | Math and accounting principles, Creditron payment processing program/imaging system, Northstar utility system, New World Financial System/GL Crosswalk, Banner Court System, Ticket Trac Parking Ticket System, Sales Tax Processing System, Microsoft Access Workorder System, Ten Key, customer service training, conflict management resolution. |
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III. EDUCATION, EXPERIENCE, AND EQUIPMENT

1. EDUCATION: What level of education do you have and what minimum level of education do you believe is needed to satisfactorily perform your job at entry level? Check the level that applies to your job:

| You Have | You Need | |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Less than High School Diploma or equivalent (G.E.D.) (ability to read, write, and follow directions) |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | High School Diploma or equivalent (G.E.D.) |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Up to one year of specialized or technical training beyond high school |
| <input type="checkbox"/> | <input type="checkbox"/> | Associate degree (A.S., A.A.) or two-year technical certificate |
| <input type="checkbox"/> | <input type="checkbox"/> | Bachelor's degree |
| <input type="checkbox"/> | <input type="checkbox"/> | Other (explain): |

2. EXPERIENCE: What kinds of experience do you have, and what minimum kinds of experience are needed to enter your job at entry level?

Type of Experience

| <u>You Have</u> | <u>Your Time</u> | <u>You Need</u> | <u>Minimum Time Required</u> |
|------------------------|-------------------------|------------------------|-------------------------------------|
|------------------------|-------------------------|------------------------|-------------------------------------|

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|---|---|-------|---|---|-------|
| 175 combined years of expericence between all 7 current Customer Service Representatives | 25 years on average for all 7 Reps | years | General clerical accounting or customer service experience and completion of the 12 th grade | 2 | years |
| | | years | | | years |
| | | years | | | years |

a. What field (s) should training or degree be in?

Training should be in Customer Service, Conflict Resolution and Entry level Accounting

3. SPECIAL REQUIREMENTS: List any registrations, certifications or licenses that are **required** for you to hold your position. Be specific and do not abbreviate words or use acronyms.

Colorado Bureau Investigation (CBI) Certification for Municipal Court to access drivers historys,vehicle registrations, defendant case information.

4. MACHINES, TOOLS AND EQUIPMENT. List any machines, tools or equipment used in your work and indicate the frequency and time spent using each. The machines, tools and equipment must refer to the Essential Duties you listed in Section 3.

| Duty # | Machines, Tools, Equipment | Frequency/Time |
|-----------|---|----------------|
| 1,2,3,4,5 | Computers, Adding Machines, Copiers, Printers | 100% |
| 4 | Creditron Payment Capturer/Document Imager | 100% |
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5. DECISION-MAKING & JUDGMENTS.

- a. Describe three types of important decisions and judgments you make regularly and independently in the performance of your duties.
 - 1. Figure and determine sewer plant investment fees for pulling building permits on residential and some commercial projects. These fees can run into the thousands of dollars (\$2500.00 to \$100,000.00) depending on the size and scope of the project at hand (i.e. restaurants, multi-family housing projects, shopping centers, malls, etc.)
 - 2. Determine daily which defendants in court get extensions for community service, payments and classes to finish their sentences or if they should come to court to talk to the judge to resolve their issues in that regard
 - 3. Make decisions daily within the framework of city policy using common sense within that framework. This would encompass a wide scope of utility billing issues(i.e. water turn-ons/off), sales tax policies (penalties, interest, waiving of late fees), in dealing with sensitive customer issues. Must effectively plan, organize and establish priorities to meet deadlines and changing work demands during each day.

IV: AMERICANS WITH DISABILITIES ACT REQUIREMENTS

1. PHYSICAL ACTIVITIES/REQUIREMENTS.

This section helps us understand the physical activities and requirements that are absolutely necessary for you to be able to do in order to perform your job. Please list the frequency and the importance of each of the physical requirements listed in this section. These physical activities/requirements will help in ensuring the City of Grand Junction remains in compliance with the Americans with Disabilities Act.

The City of Grand Junction is required to document any physical requirements in order to legally defend restrictions that are imposed. The definitions for the physical activities/requirements are taken directly from the guidelines established by the federal government. Your answers in this section will not affect how your job is classified.

Frequency

How frequently is the activity performed?

- 0 – Never
- 1 – Annually
- 2 – Quarterly (at least 3 per year)
- 3 – Monthly (at least 8 per year)
- 4 – Weekly (at least 3 per month)
- 5 – Daily (at least 3 per week)

Importance

How important is the activity in accomplishing the job's purpose?

- 0 – Not Important
- 1 – Somewhat Important
- 2 – Very Important
- 3 – Extremely Important

| Physical Activity | Frequency | Importance | Duties |
|---|------------------|-----------------------|---------------|
| Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion. | 0--Never | 0--Not Important | |
| Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium. | 0--Never | 0--Not Important | |
| Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles. | 0--Never | 0--Not Important | |
| Kneeling: Bending legs at knee to come to a rest on knee or knees. | 4--Weekly | 1--Somewhat Important | ALL |
| Crouching: Bending the body downward and forward by bending leg and spine. | 4--Weekly | 1--Somewhat Important | ALL |
| Crawling: Moving about on hands and knees or hands and feet. | 0--Never | 0--Not Important | |
| Reaching: Extending hand(s) and arm(s) in any direction. | 4--Weekly | 1--Somewhat Important | ALL |
| Standing: Particularly for sustained periods of time. | 4--Weekly | 2--Very Important | ALL |
| Walking: Moving about on foot to accomplish tasks, particularly for long distances. | 5--Daily | 2--Very Important | ALL |
| Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward. | 0--Never | 0--Not Important | |
| Pulling: Using upper extremities to exert force in | 0--Never | 0--Not Important | |

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| order to draw, drag, haul or tug objects in a sustained motion. | | | |
| Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling. | 5--Daily | 2--Very Important | ALL |
| Grasping: Applying pressure to an object with the fingers or palm. | 5--Daily | 2--Very Important | ALL |
| Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to be a considerable degree and requires the substantial use of the upper extremities and back muscles. | 3--Monthly | 1--Somewhat Important | ALL |
| Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching the skin, particularly that of fingertips. | 5--Daily | 2--Very Important | ALL |
| Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. | 5--Daily | 3--Extremely Important | ALL |
| Hearing: Perceiving the nature of sounds with no less than a 4db loss @ 500 Hz, 1,000 Hz and 2,000 Hz with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making fine adjustments on machined parts. | 5--Daily | 3--Extremely Important | ALL |
| Seeing: The ability to perceive the nature of objects by the eye. Seeing is important for hazardous jobs where defective seeing would result in injury and also jobs where special and minute accuracy, inspecting and sorting exist. A high degree of visual efficiency, placing intense and continuous demands on the eyes by moving machinery and other objects are also considered important. Other important factors of seeing are acuity (near and far), depth perception (three dimensional vision), accommodation (adjustment of lens of eye to bring an object into sharp focus), field of vision (area that can be seen up and down or to the right or left while eyes are fixed on a given point) and color vision (ability to identify and distinguish colors). | 5--Daily | 3--Extremely Important | ALL |
| Repetitive Motions: Substantial repetitive movements (motions) of the wrists, hands, and/or fingers. | 5--Daily | 2--Very Important | ALL |
| Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. | 5--Daily | 2--Very Important | ALL |
| Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work. | 4--Weekly | 1--Somewhat Important | ALL |

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|---|----------|------------------|--|
| Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. | 0--Never | 0--Not Important | |
| Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. | 0--Never | 0--Not Important | |
| Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. | 0--Never | 0--Not Important | |

2. WORKING CONDITIONS.

The working conditions section helps us to understand the physical environment you are subjected to while performing your job duties. This section does not apply to conditions like an old office building but only those factors that have to do with the job itself. In this section, please place an X by the condition that applies and one under the frequency that is most appropriate. The condition should be unique to your job and not generally applicable to all employees with the organization. **Please note, there is a choice for "Does Not Apply," if most of your work is in an office setting.**

☒ **Does Not Apply**

| Condition | Less than 25% of the time | 25-50% of the time | More than 50% of the time |
|--|------------------------------|--------------------------|------------------------------|
| Hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hazardous materials (chemicals, blood and other body fluids, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Extreme temperatures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Inadequate lighting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Work space restricts movement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Intense noise | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Travel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Environmental (disruptive people, imminent danger, threatening environment) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

V: EMPLOYEE, SUPERVISOR, AND DEPARTMENT HEAD SIGNATURES

ADDITIONAL COMMENTS

Are there any additional comments you would like to make to be sure you have described your job adequately? (Use additional sheets if necessary).

Treating all people with courtesy, tact and respect is key to our position. The City's reputation as a whole is based on the service we provide and our ability to handle and resolve sensitive and difficult issues on a daily basis. Our jobs are challenging and rewarding. A Customer Service Representative must be able to portray a positive attitude even in the most trying times of financial hardship, unpleasant court situations and angry or upset customers. In essence, we have to be "people persons". We make every effort to solve problems and/or direct our customers to the people or departments that can help them best. We all have been complimented at various times from co-workers, customers and department heads that they don't know "how we do all of what we do", and still retain our positive attitudes and quick wit as a department and as individuals.

EMPLOYEE CERTIFICATION

I certify that the above statements and responses are accurate and complete to the best of my knowledge.

Signed: Tammy Beasley, Quana Bonnie
Angie Castaneda, Rottie Kinner Date: 10/6/08
Clara M Marshall, Dale
Subashi Walter Harn

TO BE COMPLETED BY THE IMMEDIATE SUPERVISOR AND DEPT. HEAD

This section is to be used by the Supervisor to note any additional comments, additional duties or disagreements with any section of the questionnaire. The Supervisor should not change anything written by the individual filling out the questionnaire nor should they address any performance issues. Please remember that this questionnaire is intended solely for the purpose of accurately describing the job in question. The Supervisor does not need to read the entire JAQ. Simply check the areas identified with arrows for accuracy as these are the most important in classifying the jobs. If these sections are not complete or are incorrect, please fill in the blanks when you review the questionnaire with the incumbent. If you disagree with any information provided or believe some information is missing, indicate below the question number and your comments. **Please note the form should have all three signatures to ensure all have read the questionnaire.**

| Question No. | Comments |
|--------------|--|
| 3 | enter + remove warrants from CBI |
| A page 5 | Number 5/b 7 |
| page 8 | at any given time each person is doing a |
| | 100% of a specific job plus duties |
| | as assigned |
| | |
| | |
| | |
| | |

Please check the appropriate statement:

☐ I agree with the incumbents' position questionnaire as written.

☒ The above modifications have been discussed with the incumbent, and the incumbent agrees with these modifications.

☐ The above modifications have been discussed with the incumbent, and the incumbent disagrees with these modifications.

I have noted the modifications made by my supervisor in the Comments Section above.

Employee Signature: Tammy Benney Date: 10/15/08
Supervisor Signature: Joanna Adams Date: 10.16.08
Department Head Signature: [Signature] Date: 10-16-08

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE. AFTER YOU OR YOUR GROUP HAS COMPLETED YOUR PORTION OF THE QUESTIONNAIRE, PLEASE SUBMIT THE QUESTIONNAIRE TO YOUR SUPERVISOR FOR REVIEW, SIGNATURE, AND COMMENT. YOUR SUPERVISOR WILL SUBMIT THE COMPLETED QUESTIONNAIRE TO YOUR DEPARTMENT HEAD.