



**The City of Dover
911 SUPERVISOR
Pay Grade: 127**

Employment Status: Full-time	Department:
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 9/13/2023

Job Overview

The 911 Supervisor position is to supervise Communications Operators. The position is responsible for communication, staff training, operational behaviors, technical skills, and administrative compliance. This includes all aspects of radio, telephone, and data transmissions, compliance with State mandates, records and logs, and preparing illustrative reports of same.

The position is responsible for defining goals, counseling or coaching employees, reporting up the chain of command, and providing answers to job-related questions. There is responsibility required for the job-related actions of others, requiring almost constant decisions affecting co-workers, crime victims, patients, customers, clients, or others in the general public. The position requires work in a moderately fluid environment, with guidelines and rules, but frequent variations from the routine.

The acronym PODSCORB can be used to illustrate the overarching responsibilities for this mission-critical position:

- **P**lanning refers to Defining things that need to be done and forecasting needs.
- **O**rganizing means Providing clear lines of authority and responsibility.
- **D**irecting relates to Making decisions and giving directions.
- **S**taffing requires Recruiting, training, assigning, and retention.
- **C**oordinating refers to Ensuring unity of action between shifts.
- **R**eporting means Keeping the administration informed, and
- **B**udgeting is about Fiscal planning.

Essential Duties and Responsibilities



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- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Performs quality control and monitoring of emergency and non-emergency telephone calls and dispatches to ensure compliance with departmental policy and procedures, and federal, state, and local mandates.
- Performs the duties of a Communications Operator as required.
- Ensures ongoing staff database certifications and reviews NCIC and DELJIS transactions; manages warrants such as nolle process or expired.
- Serves as TAC coordinator for DELJIS and engages all system audits.
- Sets up and maintains record system; processes daily paperwork including reports, memos, requisitions, and personnel information.
- Ensures optimal functioning of equipment for the area of responsibility, and schedules periodic maintenance checks.
- Performs administrative tasks such as submitting goals and budget, maintaining and updating training manual, ensuring currency of staff's additional certifications, or preparing tapes for court subpoenas.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff meetings to exchange information.
- Attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

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Education and Experience

- Requires High School diploma or GED and other formal training. Formal training or education includes courses or other education that is equivalent to satisfactory completion of one year of college education plus considerable specialized advanced training in 911 communications
- Public Safety-Oriented Management, Supervision, or Leadership training or education is preferred.
- Requires DELJIS certification.
- Requires a minimum of three years of service in a 911 system.



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Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
ACCOUNT CLERK III
Pay Grade: 121**

Employment Status: Full-time	Department: Customer Service
FLSA: Non-Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Patricia Marney	Preparation Date: 9/13/2023

Job Overview

The Accounting Clerk III position is to provide accounting support for the area of responsibility. This position is responsible for supervising subordinate personnel and/or accounting tasks of responsibility. This position will also work under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Supervises assigned personnel, including training, assigning and evaluating work, and counseling.
- Verifies/runs cash drawers; posts daily work; balances credit cards; prepares bank deposits; orders money and balances vault.
- Manages bank accounts, and initiates banking transactions for City funds.
- Analyzes and researches accounts of responsibility as required.
- Prepares payroll, including entering and editing employee hours, calculating pay, printing and distributing checks, and transferring direct deposit; prepares W-2s and 1099's.
- Reconciles benefits/deductions, general ledger, and bank accounts.
- Assists with organization of general ledger input and closing; coordinates year-end audit with independent auditors.
- Sets up and maintains records/files for area of responsibility; makes changes as required.
- Performs office tasks such as data entry, telephoning, filing, faxing, and photocopying.



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- Gathers and maintains information/data to support periodic and special reports for the area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information.

Required Skills, Knowledge, and Abilities

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Education and Experience

- Requires associate's degree or the equivalent of two years of college or specialized vocational training in accounting or bookkeeping.
- Requires two years of accounting or bookkeeping experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
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the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
ACCOUNTANT II
Pay Grade: 126**

Employment Status: Full-time	Department: Finance
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 9/13/2023

Job Overview

The Accountant II position is to perform accounting functions in accordance with generally accepted accounting principles for the City of Dover. The position assists in conducting internal control testing to ensure existing processes and procedures are efficient and effective in safeguarding the City of Dover's assets and leading to the production of accurate financial information. The position will produce timely performance measurement trends to analyze program goals.

Performs professional accounting work; examines, analyzes, and verifies fiscal records and reports; assists in the preparation of financial reports and provides advice and information on accounting practices and procedures; may provide work direction to other employees; performs related and other work as required all within the context of the City's Mission, Vision.

Knowledge of accepted principles and interrelationships of accounting, auditing, and fiscal management; of accounting systems and data processing interrelationships; of modern office methods, procedures, and equipment; and of spreadsheet software. Ability to effectively apply accounting and auditing techniques and procedures in the work performed; to prepare clear, complete, concise reports; to communicate effectively orally and in writing; and to establish and maintain cooperative relationships with those contacted in the course of work. Works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Performs professional accounting work in accordance with a prescribed accounting system and generally accepted principles of accounting.



The City of Dover
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- Conduct special internal control studies and develop or recommend minor changes in methods and procedures. As part of the internal control study, conduct regular reviews to ensure the correct charging and accounting of disbursements and credits.
- Conduct a comprehensive analysis of accounting processes/activities to ensure departmental compliance with City policies. Participate in the formulation of recommendations for new and revised policies and procedures.
- Monitor expenditures to ensure compliance with budgetary recommendations as part of the internal control function.
- Review financial transactions and codes for conformance to standard procedures and accounts.
- Participate in ensuring fiscal conformance of grant budgets, purchases, drawdown of funds, and grant reporting to federal & and state program rules and regulations.
- Conduct audits of various petty cash funds, and the evaluation of cash handling procedures to ensure compliance with accepted accounting practices.
- Participate in conducting training sessions for the City of Dover staff members on financial processes, and other related fiscal and accounting procedures.
- Participate in the preparation of performance measurement analyses to track program trends to ensure programs are meeting their mission.
- Participate in the research to determine proper benchmarks to be tracked and analyzed in conjunction with the Performance Measurement Analyses.
- Analyze & and reconcile general ledger accounts as assigned, journals, and/or financial statements.
- Assist in the preparation, analysis, and review of reimbursements, expenditures, fund conditions, or other proprietary and budgetary accounts.
- Provide assistance with the various payroll and accounts payable activities normally performed by other accounting personnel.
- Assist in the preparation of the annual report and year-end audit as requested.
- May provide work direction to other staff members.
- Promote the City's Mission to make Dover a city of the highest quality by providing responsive, cost-effective, and innovative government services; understand and subscribe to the Vision and Mission Statement adopted by the City.

Required Skills, Knowledge, and Abilities

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Education and Experience

- Requires Associate's degree in Accounting or related field or experience requirements as below.
- Four years of experience in –
 - Accounting which includes recording, verifying, and reporting financial information using generally Accepted Accounting Principles (GAAP).
 - Financial Analysis which includes compiling, analyzing, and interpreting financial data to ensure effective and efficient accounting of funds or to make projections for financial planning.
 - Interpreting laws, rules, regulations, standards, policies, and procedures.
 - Using an automated information system to enter, update, modify, delete, retrieve, /inquire, and report on data.
 - Knowledge of creating financial reports which includes combining and presenting financial data from multiple sources in an organized format.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
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Employee Signature: _____

Date: _____



The City of Dover
ADMINISTRATIVE ASSISTANT
Pay Grade: 121

Employment Status: Full-time	Department: Central Services
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor: Central Services Director	Preparation Date: 9/13/2023

Job Overview

The Administrative Assistant position is to provide administrative, organizational, and clerical support for the Central Services department. The position works under general supervision of the Central Services Director to ensure the daily operations of the department flow harmoniously.

Essential Duties and Responsibilities

- Prepares and types of correspondence, memoranda, documents, bids, reports, spreadsheets, e-mails, work orders, claims, permits, or other materials observing strict confidentiality; takes and transcribes dictation; performs research as required.
- Supervises assigned personnel, including training, assigning and evaluating work, and counseling.
- May verify cash drawer, post daily work, balance credit cards, and prepare bank deposits.
- Performs accounting tasks such as receivables, preparing bank deposits, journal entries, billing, audit and collection, processing invoices, purchase orders, handling petty cash, or month-end closing.
- Serves as a receptionist, screening telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.
- Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings.
- Schedules and maintains a calendar of appointments for assigned personnel; makes travel arrangements.
- Compiles information/data and assists in the preparation of departmental budget; reconciles expenses.
- Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.



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- Serves as backup for computer operator; assists with selection and purchasing of computer hardware and software, and maintains database of City computer equipment, where appropriate.
- Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.
- Maintains the inventory of supplies for the area of responsibility; requisitions supplies and/or office equipment.
- Assists with the organization of department- or City-sponsored functions.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility; makes copies and distributes to appropriate personnel/departments.
- Attends staff and other professional meetings to exchange information and/or to take minutes; transcribes minutes and distributes to appropriate personnel; prepares meeting agendas as required.

Required Skills, Knowledge, and Abilities

- Possesses strong organizational, composition, and typing skills.
- Follow oral and written instruction and the ability to multi-task.
- Possesses excellent written and verbal communication skills, initiative, integrity, and accuracy.
- Candidate must be detailed, customer/ public service-oriented, and exercise problem-solving skills.

Education and Experience

- Requires a high school diploma or GED, and the equivalent of one year of college or specialized vocational training in computer operation and business administration.
- Requires two years of secretarial experience.
- Proficient computer skills include experience with Microsoft programs such as Word, Excel, and Outlook. Experience with computer-based financial programs desired.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment



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- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ADMINISTRATIVE ASSISTANT
Pay Grade: 121

Employment Status: Full-time	Department: Electric
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor: Electric Director	Preparation Date: 10/18/2023

Job Overview

The Administrative Assistant position is to provide administrative, organizational, and clerical support. The position is responsible for tasks of responsibility for the assigned department. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Prepares and types of correspondence, memoranda, documents, bids, reports, spreadsheets, e-mails, work orders, claims, permits, or other materials observing strict confidentiality; takes and transcribes dictation; performs research as required.
- Supervises assigned personnel, including training, assigning and evaluating work, and counseling.
- May verify cash drawer, post daily work, balance credit cards, and prepare bank deposits.
- Performs accounting tasks such as receivables, preparing bank deposits, journal entries, billing, audit and collection, processing invoices, purchase orders, handling petty cash, or month-end closing.
- Serves as a receptionist, screening telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.
- Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings.
- Schedules and maintains a calendar of appointments for assigned personnel; makes travel arrangements.
- Compiles information/data and assists in the preparation of departmental budget; reconciles expenses.
- Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.



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- Serves as backup for computer operator; assists with selection and purchasing of computer hardware and software, and maintains database of City computer equipment, where appropriate.
- Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.
- Maintains the inventory of supplies for the area of responsibility; requisitions supplies and/or office equipment.
- Assists with the organization of department- or City-sponsored functions.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility; makes copies and distributes to appropriate personnel/departments.
- Attends staff and other professional meetings to exchange information and/or to take minutes; transcribes minutes and distributes to appropriate personnel; prepares meeting agendas as required.

Required Skills, Knowledge, and Abilities

- Skills in fact finding, problem analysis, problem resolutions, and action plan development.
- Skills in computer usage including spreadsheet creation, database query and word processing.
- Knowledge of various office automation software programs, tools, and techniques to support office operations and produce a variety of documents such as letters, reports, spreadsheets, databases, and graphs.
- Ability to plan and organize management programs and functions of an organization and meet deadlines.
- Ability to gather, analyze and present facts, communicate effectively (both orally and in typing), using tact and courtesy and possess the ability to plan, organize work, and meet deadlines.
- Ability to be punctual, tactful, and professional in interactions with employees, customers and other city departments.

Education and Experience

- Requires a high school diploma or GED, and the equivalent of one year of college or specialized vocational training in computer operation and business administration.
- Requires two years of secretarial experience.



The City of Dover
ADMINISTRATIVE ASSISTANT
Pay Grade: 121

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

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Employee Signature: _____

Date: _____



The City of Dover
ADMINISTRATIVE ASSISTANT
Pay Grade: 121

Employment Status: Full-time	Department:
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 9/13/2023

Job Overview

The Administrative Assistant position is to provide administrative, organizational, and clerical support. The position is responsible for tasks of responsibility for the assigned department. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Prepares and types of correspondence, memoranda, documents, bids, reports, spreadsheets, e-mails, work orders, claims, permits, or other materials observing strict confidentiality; takes and transcribes dictation; performs research as required.
- Supervises assigned personnel, including training, assigning and evaluating work, and counseling.
- May verify cash drawer, post daily work, balance credit cards, and prepare bank deposits.
- Performs accounting tasks such as receivables, preparing bank deposits, journal entries, billing, audit and collection, processing invoices, purchase orders, handling petty cash, or month-end closing.
- Serves as a receptionist, screening telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.
- Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings.
- Schedules and maintains a calendar of appointments for assigned personnel; makes travel arrangements.
- Compiles information/data and assists in the preparation of departmental budget; reconciles expenses.
- Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.



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- Serves as backup for computer operator; assists with selection and purchasing of computer hardware and software, and maintains database of City computer equipment, where appropriate.
- Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.
- Maintains the inventory of supplies for the area of responsibility; requisitions supplies and/or office equipment.
- Assists with the organization of department- or City-sponsored functions.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility; makes copies and distributes to appropriate personnel/departments.
- Attends staff and other professional meetings to exchange information and/or to take minutes; transcribes minutes and distributes to appropriate personnel; prepares meeting agendas as required.

Required Skills, Knowledge, and Abilities

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Education and Experience

- Requires a high school diploma or GED, and the equivalent of one year of college or specialized vocational training in computer operation and business administration.
- Requires two years of secretarial experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.



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- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
ADMINISTRATIVE ASSISTANT
Pay Grade: 121

Employment Status: Full-time	Department: Public Works
FLSA: Non-Exempt	Supervisory Responsibility: No
Direct Supervisor: Department Head	Preparation Date: 9/13/2023

Job Overview

The Administrative Assistant position is to provide administrative, organizational, and clerical support. The position is responsible for tasks of responsibility for the assigned department. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Prepares and types of correspondence, memoranda, documents, bids, reports, spreadsheets, e-mails, work orders, claims, permits, or other materials observing strict confidentiality; takes and transcribes dictation; performs research as required.
- Supervises assigned personnel, including training, assigning and evaluating work, and counseling.
- May verify cash drawer, post daily work, balance credit cards, and prepare bank deposits.
- Performs accounting tasks such as receivables, preparing bank deposits, journal entries, billing, audit and collection, processing invoices, purchase orders, handling petty cash, or month-end closing.
- Serves as a receptionist, screening telephone calls and visitors; provides routine and sensitive information, routes persons to appropriate department/personnel, or takes messages.
- Processes incoming departmental mail, opening and routing mail as appropriate; prepares mailings.
- Schedules and maintains a calendar of appointments for assigned personnel; makes travel arrangements.
- Compiles information/data and assists in the preparation of departmental budget; reconciles expenses.
- Organizes and maintains files and records; destroys records as appropriate; performs data entry of specific departmental information.



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- Prepares and submits payroll information; responds to personnel and policy and procedure information requests; processes applicant paperwork and assists with new employee orientation.
- Maintains the inventory of supplies for the area of responsibility; requisitions supplies and/or office equipment.
- Assists with the organization of department- or City-sponsored functions.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility; makes copies and distributes to appropriate personnel/departments.
- Attends staff and other professional meetings to exchange information and/or to take minutes; transcribes minutes and distributes to appropriate personnel; prepares meeting agendas as required.

Required Skills, Knowledge, and Abilities

- Proficiency in Microsoft Office programs (Excel, Word, Teams, Outlook, PowerPoint).
- Good communication skills.
- Solid organizational skills, including multitasking and time-management.

Education and Experience

- Requires a high school diploma or GED, and the equivalent of one year of college or specialized vocational training in computer operation and business administration.
- A minimum of two years of experience in an administrative/office support role.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties



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Pay Grade: 121

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
CENTRAL SERVICES COORDINATOR
Pay Grade: 117

Employment Status: Full-time	Department: Central Services
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor: Mike Hamlett	Preparation Date: 9/13/2023

Job Overview

The Central Services Coordinator position is to assist with the purchasing of supplies, vehicles, and equipment. The position is responsible for staff supervision, planning, training, purchasing, record keeping, and reporting. The position is also responsible for the actions of others, requiring almost constant decisions affecting coworkers, crime victims, patients, customers, clients, or others in the general public, working in a moderately fluid environment with guidelines and rules, but frequent variations from the routine.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Analyzes and researches departmental supply and equipment needs; contacts vendors and places orders; receives and processes supply and equipment orders.
- Plans and organizes activities for area of responsibility; fills in for absent employees, to assist with completion of departmental tasks or projects as needed.
- Performs coordinating work for such events as vehicle fleet additions and deletions, vehicle fleet repair/maintenance, DMV safety inspections and registration, or emergency equipment installation.
- Sets up and maintains record system; processes daily paperwork including purchasing data, reports, memos, and personnel information.
- Performs clerical tasks such as data entry, typing correspondence, faxing, telephoning, and photocopying.



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CENTRAL SERVICES COORDINATOR
Pay Grade: 117

- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Organizes and maintains supply office, fitness room/exercise equipment, and supply closets and storage areas.
- Attends or conducts staff, vendor, and other professional meetings to exchange information.

Required Skills, Knowledge, and Abilities

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Education and Experience

- Requires High School, GED, or specialized vocational training.
- Requires a minimum of three months.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform



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Pay Grade: 117

the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
CHIEF BUILDING INSPECTOR
Pay Grade: 130

Employment Status: Full-time	Department: Planning, Inspections and Community Development
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Director of Planning, Inspections and Community Development	Preparation Date: 06/13/2024

Job Overview

The Chief Building Inspector's position is to perform and oversee inspections for code compliance. The position is responsible for supervising staff, planning, training, performing inspections, reviewing plans, code compliance, permits, licenses, and reporting. Decision-making is a significant part of the job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible for assisting in developing policy and practices.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Performs review of commercial and residential building plans to ensure compliance with applicable codes and ordinances for both Building Code and Life Safety Requirements.
- Supervises field inspections and or accepts reports per the adopted code(s) for buildings and such systems equipment including and not limited to Life Safety, Plumbing, and HVAC for code/ordinance compliance.
- Performs regular review of permits and licenses to ensure accuracy of same.
- Interacts with the general public, architects, and engineers to provide code-related information regarding such matters as zoning, licensing, fire protection, or building construction, and to assist with resolution of issues/complaints.



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CHIEF BUILDING INSPECTOR
Pay Grade: 130

- Sets up and maintains record system; processes daily paperwork including follow-up and other reports, memos, and personnel information; prepares correspondence as required.
- Gathers and maintains information/data to support development of periodic and special reports documenting activities for area of responsibility.
- Stays abreast of changes in codes and ordinances affecting area of responsibility and educates staff in same.
- Oversees and assists with maintenance of equipment of responsibility.
- Attends or conducts meetings with staff, architects, engineers, the general public, and other professionals to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.
- Works with staff of the Department of Planning, Inspections and Community Development, including the City of Dover Fire Marshal, as well as the staff of other City Departments.

Education and Experience

- Requires valid Driver's License and job-specific ICC certification.
- Requires at least 10 years' experience or equivalent as an architect, engineer, inspector, contractor or superintendent of construction, or any combination of these, five years of which shall have been in a supervisory capacity. The successful candidate shall be certified through the ICC certification program for the appropriate trade(s) including and not limited to: Commercial Building Inspector, Residential Building Inspector, Building Plans Examiner, and Residential Plans Examiner.
- Knowledge and experience in fire codes and fire cause and origin investigation is desirable.

Working Conditions, Physical Requirements

- Office and field environment.
- Requires some physical exertion to involve bending, stooping, lifting up to 20 pounds, walking, and moderate dexterity in operating machinery, tools or office equipment.
- Operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires normal visual acuity and field of vision, hearing, and speaking
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.



The City of Dover
CHIEF BUILDING INSPECTOR
Pay Grade: 130

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
CIVIL ENGINEER I
Pay Grade: 127**

Employment Status: Full-time	Department: Water & Wastewater
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor: Director of Water & Wastewater / Engineering Services	Preparation Date: 9/13/2023

Job Overview

The Civil Engineer I position is to perform engineering work in the design and construction of public works and utility projects. The position is responsible for assigned projects, policy, ordinance and regulation compliance, and reporting activities and events to senior management. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Leads and participates in engineering activities involving studies, investigations, and surveys related to public works construction, improvements, and maintenance.
- Provides technical and engineering support services relative to assigned areas of responsibility, such as preparing drawings of engineering projects or making changes in existing drawings.
- Assists with monitoring and inspecting contractors to ensure adherence to specifications, plans, and accepted engineering practices.
- Assists with monitoring and inspecting private developers in such installations as roads, curbs, sidewalks, drainage, water mains, or sewer lines.
- Maintains records of field surveys, drawings, and prints; prepares routine and special reports for the area of responsibility.
- Collects and inputs data for engineering computer models; reviews technical specifications; reviews and provides guidance for large-scale engineering studies.
- Answers questions and provides information to the public and City staff; investigates complaints for the area of responsibility and recommends corrective action as necessary to resolve complaints.



**The City of Dover
CIVIL ENGINEER I
Pay Grade: 127**

- Attends staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills..

Required Skills, Knowledge, and Abilities

- Maintains current knowledge of requisite software programs (e.g., AutoCAD, ArcGIS, Microsoft Office).
- Ability to clearly and concisely write, edit, and review bid documents and shop drawings.
- Skill in preparing engineering reports and their accompanying work orders if necessary.
- Excellent organizational skills and strong attention to detail when reviewing necessary documents and reports.
- Proficient written and oral communication and social skills.

Education and Experience

- Requires a bachelor's degree in civil engineering, architecture, or a closely related field, or equivalent education and 15 years of experience.
- Requires valid Delaware Driver's License.
- Engineer in training/ Engineering Intern Certificate recommended.
- Requires six to twelve months of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.



**The City of Dover
CIVIL ENGINEER I
Pay Grade: 127**

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
CIVIL ENGINEER II
Pay Grade: 129**

Employment Status: Full-time	Department: Water & Wastewater
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor: Director of Water & Wastewater/Engineering Services	Preparation Date: 9/13/2023

Job Overview

The Civil Engineer II position is to perform engineering work in the design and construction of public works and utility projects. The position is responsible for assigned projects, policy, ordinance and regulation compliance, planning; engineering design and review; customer service; and reporting activities and events to senior management. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Leads and participates in engineering activities involving studies, investigations, and surveys related to utility construction, improvements, and maintenance.
- Provides technical and engineering support services relative to assigned areas of responsibility, such as preparing drawings of engineering projects or making changes in existing drawings.
- Assists with monitoring and inspecting utility contractors to ensure adherence to specifications, plans, and accepted engineering practices.
- Assists with monitoring and inspecting private developers in such installations as roads, curbs, sidewalks, drainage, water mains, or sewer lines.
- Assists with plan reviews including subdivision and site plans.
- Maintains records of field surveys, drawings, and prints; prepares routine and special reports for the area of responsibility.
- Collects and inputs data for engineering computer models; reviews technical specifications; reviews and provides guidance for large-scale engineering studies.



**The City of Dover
CIVIL ENGINEER II
Pay Grade: 129**

- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Evaluates, plans, designs, and reviews improvements for water production and distribution system; sanitary sewer collections, transmissions, and lift stations; stormwater management; and other public utilities-related projects in compliance with applicable codes, ordinances, regulations, and laws.
- Answers questions and provides information to the public and City staff; investigates complaints for the area of responsibility and recommends corrective action as necessary to resolve complaints.
- Attends staff and other professional meetings to exchange information; attends technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

- Maintains current knowledge of requisite software programs (e.g., AutoCAD, ArcGIS, Microsoft Office).
- Ability to clearly and concisely write, edit, and review bid documents and shop drawings.
- Skill in preparing engineering reports and their accompanying work orders if necessary.
- Excellent organizational skills and strong attention to detail when reviewing necessary documents and reports.
- Proficient written communication and social skills.

Education and Experience

- Requires bachelor's degree in civil engineering, or related field.
- Requires valid Delaware Driver's License
- Engineer-in-training/Engineering Intern Certificate.
- Requires three years of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.



**The City of Dover
CIVIL ENGINEER II
Pay Grade: 129**

- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
COMPUTER OPERATOR/A5400 SYSTEM ADMIN
Pay Grade: 115

Employment Status: Full-time	Department:
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 9/13/2023

Job Overview

The Computer Operator/A5400 System Admin position is to perform responsible work in operating and monitoring data processing equipment. The position is responsible for monitoring computer jobs, resolving problems, preparing reports, scheduling operations, performing back up, software upgrades, and assisting computer users. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Monitors activity of reports, bills, special assessments, payroll, taxes, and other jobs in the computer system for abnormalities.
- Monitors configured printers and assists users with printing problems; assists with resolution of other computer-related issues, questions, and problems as required.
- Maintains security at both hardware and software levels.
- Schedules/conducts upgrades to software; coordinates with Programmer Analyst in scheduling/conducting any major vendor version changes.
- Performs backup of all critical records and information in accordance with operating procedures; maintains backup systems and equipment.
- Prints and distributes computer output to appropriate departments.
- Checks/changes dates in a computer system in preparation for running monthly reports.
- Maintains inventory of forms, computer paper, and related supplies.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility.



The City of Dover
COMPUTER OPERATOR/A5400 SYSTEM ADMIN
Pay Grade: 115

Required Skills, Knowledge, and Abilities

-

Education and Experience

- Requires a high school diploma or GED, and the equivalent of one year of college or specialized vocational training in computer science.
- Requires one year of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
DOWNTOWN COORDINATOR
Pay Grade: 115

Employment Status: Full-time	Department:
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 9/21/2023

Job Overview

The Downtown Coordinator position is to create, develop, conduct, execute, and manage programs and projects that meet the objectives, as determined by the Board of Directors, of the Dover Main Street Organization, Inc. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Manage administrative aspects of the program by preparing and filing reports such as the manager's monthly program report. Prepares board and committee meeting materials and disseminates packets to board and committee members.
- Coordinate activities of Downtown Dover Partnership committees, ensuring communication is established on a daily basis with the chairs of the Partnership committees and board members.
- Assist with the implementation and execution of committees' work plans such as administrating the Facade Grant Program, and the Banner Project.
- Adminstrate the Vacancy Building Project, assist with the Greater Dover Committee Market Analysis, work with property owners on building improvements, ongoing retention and recruitment of businesses, update leakage study and demographic materials, resources development (loan programs, incentive) for business owners & referrals, provide bi-annual loan workshops, coordinate loan referrals to Innovative Bank & US Small Business Administration.
- Coordinate quarterly loan meetings and training sessions, also coordinate referrals to the Small Business Development Center.



The City of Dover
DOWNTOWN COORDINATOR
Pay Grade: 115

- Serves as liaison between downtown businesses prospective businesses and city departments. Act as a “case manager” for people desiring to open businesses, renovate buildings, etc. in the downtown area. Organize ongoing recruitment/training of volunteers & and committee members.
- Assist in the development of Program Brochures, press releases, development of Strategic Planning & and board training (Long/Short Range Planning).
- Coordinate the creation/dissemination of Quarterly E-Newsletter and assist in updating and revising the website.
- Assist in the implementation and execution of the following Special Events: Festival of Lights/Tree Light Ceremony, Great Pumpkin Festival at Dover, Holiday Events (Open House, Saturday Downtown, etc.), and St. Patrick’s Day Parade. Retail events to be developed with merchants, creation of Business Directory, creation of Retail/Restaurant Guide, development of other marketing materials
- Provide ongoing communication, advice, and guidance through monthly visitations, assist with the Grand Opening of new businesses, provide information on Safety & Police issues downtown, and assist in coordinating Merchant’s Meetings.
- Manage Intra-Agency Collaboration by attending meetings with the following groups: (Identifying and maintaining contact with other key downtown/neighborhood organizations). Maintain a data system to track the progress of the local program including economic investment (reinvestment figures); building inventories; photographic documentation & and archives, job creation and business retention; sales tax data; and volunteer participation.
- Perform other duties as may be assigned from time to time by the Board of Directors and/or the President.

Required Skills, Knowledge, and Abilities

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Education and Experience

- Requires education or training equivalent to a bachelor’s degree in Marketing or a related field.
- Requires two years of related experience.

Working Conditions, Physical Requirements

- Office environment



The City of Dover
DOWNTOWN COORDINATOR
Pay Grade: 115

- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
ELECTRICAL ENGINEER I
AFSCME Pay Grade: 130**

Employment Status: Full-time	Department: Electric
FLSA: Exempt	Supervisory Responsibility: No
Direct Supervisor: Engineering Services & System Ops Superintendent	Preparation Date: 9/21/2023

Job Overview

The Electrical Engineer performs electrical engineering and technical work. This position is responsible for planning and designing electrical projects; investigating and developing corrective action to electrical disturbances; developing, monitoring, and ensuring compliance with Reliability First/FERC reliability requirements; leading staff on specific projects and periodically reporting activities and events to supervisors. This position works under minimal supervision, independently developing work methods and sequences and reporting major activities through periodic meetings. This position is also responsible for the actions of others requiring the development of procedures and constant decisions affecting subordinate workers, customers, or others in the general public, working in a very fluid environment with guidelines but significant variation.

Essential Duties and Responsibilities

- Prepares drawings, diagrams, tracings, and schematics for the electric transmission, substation, and distribution system.
- Provides technical and engineering support services for transmission and distribution line designs and substation designs and modifications
- Prepares drawings of electrical work to be performed, or of changes to be made in the existing electrical system, including protection and control/monitoring for substations, as well as all components of the transmission, or distribution system
- Sets up, maintains, and is responsible for the records related to field surveys, drawings, and prints



The City of Dover
ELECTRICAL ENGINEER I
AFSCME Pay Grade: 130

- Assists in monitoring and complying with the requirements of The Federal Energy Regulatory Commission (FERC) through whatever channels FERC mandates
- The ability to calculate proper conductor type and size, transformer size, and proper application of equipment; specifies relay setting, fuse sizes, and reclosers for proper coordination
- Investigates problems relating to electrical, communication, and control equipment and recommends solutions
- Gathers and maintains data/information for the area of responsibility and proactively initiates and completes the development of routine and/or special studies resulting in comprehensive reports or action plans
- Investigates customer concerns and initiates/recommends corrective actions as necessary
- Attends or conducts staff meetings; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills
- Leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency
- Leads or handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standards or in selecting appropriate items, such as electrical or construction equipment.
- Performs other related duties as assigned

Required Skills, Knowledge, and Abilities

- Ability to serve as lead and will guide staff on projects as determined by management
- Ability to answer questions and provide information to the public and City staff
- Ability to provide technical expertise in the development of standards for the electric network, such as circuit breakers, PT/CTs, electrical transmission/distribution equipment, and similar components/materials
- Ability to coordinate or determine time, place, or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities
- Responsible for achieving major economics or preventing major losses
- Requires considerable responsibility for the safety or health of others and/or for continuous enforcement of the laws and standards of public health and safety
- Ability to use advanced calculus working with limits, continuity, real number systems, or mean value theorems; modern algebra, including advanced operational methods; or statistical inference and econometrics
- Ability to read professional literature and technical manuals; compose complex reports and manuals; speak formally to groups outside the organization as well as employees



The City of Dover
ELECTRICAL ENGINEER I
AFSCME Pay Grade: 130

Education and Experience

- Requires a bachelor's degree in a closely related field
- Bachelor's degree in electrical engineering preferred
- Requires Driver's License
- Requires Fundamental Engineering certification within two (2) years of employment

Working Conditions, Physical Requirements

- Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment
- Exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, electrical shock, and traffic
- Requires normal visual acuity and field of vision, hearing, speaking, and color perception

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
Emergency Communications Manager
Pay Grade: Enter Pay Grade 128

Employment Status: Full time	Police Department: Emergency Communications Manager
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Administrative Division Commander	Preparation Date: 7/25/2022

Job Overview

The Emergency Communications Manager will oversee a team of Emergency Communication Dispatchers to ensure quality assistance is provided. This position will organize and manage operational functions of the Communication Section for effective delivery of emergency services while advising the Executive Staff of critical 911 center situations, major municipal incidents, large scale public events, and other significant problems within acceptable timeframes. The Emergency Communications Manager will ensure stability in both personnel and technological advancement as it relates to future growth.

Essential Duties and Responsibilities

- Conducts candidate interviews and makes recommendations on hiring and termination decisions.
- Manages, directs, and evaluates assigned staff and completes annual and situational employee performance appraisals.
- Oversees work schedules to ensure around the clock coverage.
- Engages constructive employee concerns and counsels or disciplines as appropriate.
- Responds to questions or complaints related to communications activities and personnel.



The City of Dover
Emergency Communications Manager
Pay Grade: Enter Pay Grade 128

- Acts as a liaison between Emergency Communicators and Police Executive Staff.
- Directs the implementation of programs and services through subordinate supervisors (pending staff).
- Organizes and manages operational functions of the “Communications Section” for effective delivery of emergency services
- Analyzes operational statistics and staffing needs, and then implements appropriate changes.
- Prepares and/or reviews reports through the chain of command.
- Plans for, manages, and ensures the proper use, maintenance repair of sensitive equipment, communication systems, radios, and facilities.
- Coordinates with public safety agencies to review mutual aid concerns to further enhance operations.
- Serves as a member of the State of Delaware 911 Board.
- Represents the Department to other County, State, and Federal officials in the Communications community.
- Maintains standards that meet the Commission on Accreditation for Law Enforcement Agencies (CALEA) and International Academies of Emergency Dispatch (IAED) in Emergency Police Dispatch and Active Assailant communications.
- Coordinates with the State of Delaware PSAP server network central core.
- Develops and implements the Center’s budget, including establishing priorities for capital and material requirements for submission in the budgetary process.
- Reviews contracts and other internal financial documents, including payroll-related items.
- Oversees research of the industry price points and coordinates contractors, vendors, and suppliers regarding the procurement of new equipment, services, and supplies.
- Assesses the Center’s effectiveness and managers quality assurance and improvement initiatives.
- Formulates plans, goals, and objectives for the Communications Section.
- Develops programs and services as well as the resources required to drive them.
- Develops and/or implements policies, procedures, and guidelines to maintain professional standards.
- Presents proposals and recommendations connected to strategic planning and future technology.
- Directs mandatory and discretionary training or education.



The City of Dover
Emergency Communications Manager
Pay Grade: Enter Pay Grade 128

Required Skills, Knowledge, Certifications and Abilities

- Requires Emergency Police Dispatch Certification through the International Academies of Emergency Dispatch. Requires D.E.L.J.I.S. and NCIC Certification
- Requires Terminal Agency Coordinator (T.A.C) clearance within the first 60 days.
- Requires Administrative clearance for the New World Central Core Computer Aided Dispatch

Education and Experience

- Bachelor's Degree is preferred.
- Requires High School diploma or GED and other formal industry specific training.
- Formal training or education includes considerable specialized advanced training in 911 Communications, Public Safety-oriented Management, Supervision or Leadership as well as appropriate training common to Emergency Communicators and the resources they coordinate.
- The totality of academic education, technical training and work experience will be considered in relation to this requirement.
- Requires a minimum of three years of service in a 911 PSAP.
- Requires documented experience teaching/training others in the profession.
- Previous service in a formal supervisory position is preferred.

Working Conditions, Physical Requirements

- Office environment
- Must be able to remain in a stationary position up to or more than 50% of time.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly to include quick and efficient data entry ability, requires little or no dexterity.



The City of Dover
Emergency Communications Manager
Pay Grade: Enter Pay Grade 128

- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).
- Frequently moves boxes weighing up to 10 pounds across office for various needs.
- This position is exposed to no unusual environmental hazards while inside the secured PSAP area. Hazards consistent with proximity to police activity exist everywhere else on the campus.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
FIELD SERVICE REPRESENTATIVE III
Pay Grade: 126

Employment Status: Full-time	Department:
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 9/21/2023

Job Overview

The Field Service Representative III position is to supervise operations of the Metering Section of Administrative Services. The position is responsible for supervising assigned personnel, scheduling, training, billing, data entry, customer service, and reporting. The position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Organizes and schedules activities for area of responsibility, including meter reading routes, work orders, and electricity and water connects/disconnects.
- Provides support for the billing process by ensuring all scheduled meters are read, reviewing and making corrections on readings, and reviewing irregularities relating to meters.
- Performs data entry to create work orders, add/change customer information, initiate/finalize accounts, or check meter readings.
- Provide customer service by performing audits, resolving billing problems/complaints, responding to customer inquiries, combining locations, and making meter reading adjustments.
- Reviews reports such as monthly scheduling, multipliers, open work orders, monthly budget, rate classes, rate changes, or zero consumption.
- Drives to work sites to monitor staff and ensure compliance with departmental policy and procedures. When an individual is on-call, they are permitted to use a general-purpose vehicle for commuting purposes.



The City of Dover
FIELD SERVICE REPRESENTATIVE III
Pay Grade: 126

- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends technical or professional classes or seminars to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

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Education and Experience

- Requires high school degree or GED, and the equivalent of one year of college or specialized vocational training in business management or a closely related field.
- Requires valid Delaware Driver's License.
- Requires two years of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform



The City of Dover
FIELD SERVICE REPRESENTATIVE III
Pay Grade: 126

the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
GIS TECHNICIAN
Pay Grade: 122**

Employment Status: Full-time	Department: Public Works
FLSA: Non- Exempt	Supervisory Responsibility: No
Direct Supervisor: GIS Manager	Preparation Date: 10/9/2023

Job Overview

The GIS Technician position is to provide technical support in the development, implementation, operation, and maintenance of the City's Geographic Information Systems (GIS) programs; apply knowledge of GIS to a variety of projects which include creation, maintenance, and Quality Assurance/Quality Control (QA/QC) of geographic datasets; implement database attribution and digitization; and assist in the preparation of final map products for the City. Duties include reading and interpreting source documents and entering required data into the GIS. The position works with managers, engineers, planners, and field staff to verify the accuracy of source documents and create and maintain the GIS database. The position works under the general supervision of senior staff, independently developing work methods and sequences.

Essential Duties and Responsibilities

- Performs technical duties in the development, implementation, operation, and maintenance of the City's GIS; compiles, stores, inventories, and analyzes data.
- Creates maps, updates, and maintains city data layers according to City policies and procedures along with data collection and field verification.
- Prepares exhibits and assists those responsible for presentations to Commissions and to Council; prepares technical reports and materials for use in presentations.
- Interprets engineering plans, plat maps, and legal descriptions for GIS database development efforts.
- Conducts global positioning system (GPS) data collection for GIS database development efforts.
- Creates and maintains GIS database metadata to support enterprise GIS efforts for the City.



**The City of Dover
GIS TECHNICIAN
Pay Grade: 122**

- Edits, creates, and maintains graphic and tabular geographic information datasets.
- Assists in the maintenance and organization of the GIS data layers.
- Ensures the integrity, quality, and accuracy of a variety of GIS information and data.
- Operates a variety of GIS input and output devices including scanners, printers, plotters, and GPS units.
- Stays abreast of new and emerging trends and changing technologies in the field of GIS; reads pertinent industry publications; attends meetings and training as required.
- Performs related duties and responsibilities as required.

Required Skills, Knowledge, and Abilities

- Proficiency in Microsoft Office programs (Excel, Word, Teams, Outlook, PowerPoint).
- Good communication skills.
- Solid organizational skills, including multitasking and time-management.

Education and Experience

- Requires associate degree or equivalent course work at a technical or vocational school, in GIS, or a closely related field with emphasis in GIS, or equivalent combination of training, education and experience.
- Requires valid State of Delaware Driver's License.

Working Conditions, Physical Requirements

- Office environment.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.



The City of Dover
GIS TECHNICIAN
Pay Grade: 122

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
LAN ANALYST
AFSCME Pay Grade: 120

Employment Status: Full-time	Department: IT
FLSA: Non-Exempt	Supervisory Responsibility: No
Direct Supervisor: Senior LAN Analyst	Preparation Date: 4-3-2023

Job Overview

The LAN Analyst is to support the City's computer and voice networks.

Essential Duties and Responsibilities

- Sets up and configures PC's and software; troubleshoots and performs repairs on hardware and software as required; plans for system improvements
- Configures, programs, and maintains computer network equipment including but not limited to, switches, routers, firewalls, cloud solutions, telephone and voice-mail systems, printers, and wireless networks
- Develops data backup and recovery plan and restores data as needed; monitors daily backup of data of responsibility and administers virus protection software to prevent loss of data
- Plans, installs, and trains users on PC software and hardware upgrades
- Checks status of network and backup; evaluates network performance; performs network/domain maintenance such as moves, add-ons, changes, or permissions; maintains reliable backup data.
- Maintains and improves network security.
- Creates queries to retrieve & present data in organized & meaningful reports to meet criteria provided by City personnel
- Researches and recommends computer related equipment and software.
- Recommends policy changes regarding computer usage and procedures.
- Documents network changes/maintenance; gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility



The City of Dover
LAN ANALYST
AFSCME Pay Grade: 120

- Attends staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills
- Ability to work outside normal work hours
- Performs other related duties as assigned

Education and Experience

- Associate degree or the equivalent of two (2) years of college or specialized vocational training in computer science, computer programming, network administration, or a closely related field
- Two (2) years of related experience
- Must be able to obtain security clearance for entrance into the Dover Police Department
- Familiar with management of Active Directory, hybrid Azure environments, and Office 365

Working Conditions, Physical Requirements

- Requires sedentary work involving standing or walking for brief periods, exerting up to 25 pounds of force on a regular basis up to 50 pounds occasionally, and sustained keyboard operations
- The position requires normal visual acuity and field of vision, hearing, speaking, color perception, and sense of smell

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
LIBRARIAN I
Pay Grade: 121**

Employment Status: Full-time	Department: Library
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Librarian I position is to manage assigned library operations and provide customer service. The position is responsible for supervising assigned personnel, and/or library projects and tasks for the area of responsibility. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Provides customer service to patrons, including answering questions at the Reference Desk, locating library materials, performing research, and checking materials in and out.
- Performs collection development and maintenance; catalogs library materials, supervising receipt of materials, editing applicable records, and printing labels.
- Supervises assigned personnel and/or volunteers, including training, assigning and evaluating work, and counseling.
- Develops, plans, and organizes library programs; participates in and oversees program production.
- Performs accounting tasks, including processing invoices and monitoring ledgers and expenses.
- Writes grant applications for library programs.
- Assists with completion of routine library tasks such as shelf reading, sorting and filing of library materials, and paging.
- Provides computer guidance/assistance to patrons and library personnel; performs computer troubleshooting as needed.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.



The City of Dover

LIBRARIAN I

Pay Grade: 121

- Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

-

Education and Experience

- Requires ALA accredited Master of Library Science Degree.
- Requires two years of library experience, or equivalent combination of training and experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____



**The City of Dover
LIBRARIAN I
Pay Grade: 121**

Date: _____



**The City of Dover
LIBRARIAN II
Pay Grade: 123**

Employment Status: Full-time	Department: Library
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Librarian II position is to manage the library. The position is responsible for staff supervision, planning, training, policy, procedures, collection development, customer service, and reporting. The position is responsible for actions of others requiring development of procedures and constant decisions affecting subordinate workers, crime victims, patients, customers, clients, or others in the public, work in a very fluid environment with guidelines but significant variation.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; assists with project completion as needed.
- Provides customer service to patrons through readers advisory, reference, and circulation functions.
- Develops plans, promotes, and participates in programs and events for the department of responsibility.
- Oversees and participates in collection development, reviewing, updating, and weeding out reference and other collections.
- Assists with development and implementation of policy and procedures for area of responsibility; interprets same for staff as needed.
- Supervises volunteers, including recruiting, scheduling, training, and assisting with task completion.
- Oversees, reviews, and approves expenditures for area of responsibility; provides fiscal data for preparation of the annual budget.
- Writes and administers library program grants.



The City of Dover
LIBRARIAN II
Pay Grade: 123

- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

-

Education and Experience

- Requires ALA accredited Master of Library Science Degree.
- Requires a minimum of three years of library experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.



The City of Dover
LIBRARIAN II
Pay Grade: 123

Employee Signature: _____

Date: _____



The City of Dover
LICENSING AND PERMITTING SUPERVISOR
Pay Grade: 125

Employment Status: Full-time	Department:
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Licensing and Permitting Supervisor position is to oversee customer service operations for the area of responsibility. The position is responsible for supervising staff, customer service, implementing code requirements, tracking departmental revenues, and developing and implementing procedures to ensure quality customer service and accuracy of permitting and licensing operation. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and recommending termination; approves leave requests.
- Prepares schedule of activities for area of responsibility such as license and permit renewal and follow-up; analyzes and reviews procedures to ensure that they comply with code requirements and meet the needs of the city.
- Serves as the licensing officer, overseeing the business license operation, developing guidance for the staff and business community, and interpreting the provisions of the business license code requirements as needed.
- Interacts with other departmental supervisors to resolve problems/complaints.
- Gathers and maintains information/data to support periodic and special reports for the area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information.



The City of Dover
LICENSING AND PERMITTING SUPERVISOR
Pay Grade: 125

Required Skills, Knowledge, and Abilities

-

Education and Experience

- Requires high school diploma, GED and formal training, special courses or self-education that is equivalent to satisfactory completion of one year of college education or specialized advanced training.
- Requires a minimum of three years of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
PLANNER I
AFSCME Pay Grade: 124**

Employment Status: Full-time	Department: Planning and Inspections
FLSA: Non-Exempt	Supervisory Responsibility: No
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Planner I is to research, analyze, and summarize data to support the Planning Office and to perform plan review for development plan. This position is responsible for providing technical assistance, preparing reports, and reviewing permits. The position will also work under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Provides technical assistance to City customers for planning and zoning compliance
- Works with developers to facilitate resolution of planning-related issues/problems.
- Performs technical reviews of development plans for compliance with City ordinances, policy, and sound planning principles. Develops reports for the Planning Commission and other appointed boards and commissions.
- Gathers and analyzes data/information to support periodic and special reports for the area of responsibility
- Authors text for ordinance text amendments, annexations, and special research projects'
- Reviews building and sign permits for compliance; makes determination on whether to approve or disapprove permits
- Handles constituent inquiries and complaints
- Coordinates or determines time, place or sequence of operations or activates based on analysis of data and possibly executes determinations or reports on events
- Performs other related duties as assigned



The City of Dover
PLANNER I
AFSCME Pay Grade: 124

Required Skills, Knowledge, and Abilities

- Ability to lead or handle machines, tools, equipment or work aids involving moderate latitude for judgement regarding attainment of standards or in selecting appropriate items
- Requires some responsibility for achieving minor economic and/or preventing minor losses through the handling of or accounting for materials, supplies, or small amounts of money
- Requires some considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety
- Ability to use practical application of fractions, percentages, ratios and proportions measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics
- Ability to read professional publications, compose complex reports and manuals, speak formally to groups outside the organization
- Ability to coordinate work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure
- Ability to make decisions with serious impact – affects most units in organization, and may affect citizens; probability of loss of life and/or damage are likely

Education and Experience

- Requires education or training equivalent to a bachelor's degree in planning, public administration, landscape architecture, geography or related field
- Valid Delaware Driver's License
- Experience with Geographic Information Systems preferred
- Master's degree is preferred

Working Conditions, Physical Requirements

- Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.
- Exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, electrical shock, and traffic



The City of Dover

PLANNER I

AFSCME Pay Grade: 124

- Requires normal visual acuity and field of vision, hearing, speaking, and color perception.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
PLANNER II
AFSCME Pay Grade: 127**

Employment Status: Full-time	Department: Planning and Inspections
FLSA: Non-Exempt	Supervisory Responsibility: No
Direct Supervisor: Principal Planner	Preparation Date: 10/10/2023

Job Overview

The Planner II is to research, analyzes, and summarize data to support the Planning Office and to perform plan review for development plans. This position is responsible for providing technical assistance, negotiations, preparing reports, and reviewing permits. The position will also work under general supervision independently developing work methods and sequences and works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Provides technical assistance to City customers for planning, land use and zoning compliance
- Works with developers to facilitate resolution of planning-related issues/problems.
- Performs technical reviews of development plans for compliance with City ordinances, policy, and sound planning principles. Develops reports for the Planning Commission and other appointed boards and commissions.
- Gathers and analyzes data/information to support periodic and special reports for the area of responsibility.
- Research and author text for ordinance text amendments, annexations, and special research projects.
- Reviews building and sign permits and Business Licenses for compliance; makes determination on whether to approve or disapprove permits and licenses.
- Handles constituent inquiries and complaints.
- Inspects physical site for certificate of occupancy.



The City of Dover

PLANNER II

AFSCME Pay Grade: 127

- Provides technical expertise on computer software applications.
- Provides technical assistance to a variety of City programs, analyzing and assessing data and preparing reports.
- Attends staff and other professional meetings to exchange information including presentations to such groups.
- Performs other related duties as assigned.

Required Skills, Knowledge, and Abilities

- Ability to use practical application of fractions, percentages, ratios and proportions measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.
- Ability to read professional publications, compose complex reports and manuals, speak formally to groups outside the organization.
- Ability to coordinate work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
- Ability to make decisions with serious impact – affects most units in organization, and may affect citizens; probability of loss of life and/or damage are likely.

Education and Experience

- Requires education or training equivalent to a master's degree in planning, public policy, public administration, architecture, landscape architecture, geography or related field.
- Valid Delaware Driver's License.
- Experience with Geographic Information Systems.
- Requires four years of planning experience.
- American Institute of Certified Planners certification preferred.

Working Conditions, Physical Requirements

- Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.



The City of Dover

PLANNER II

AFSCME Pay Grade: 127

- Exposed to extreme heat or cold, wet/humid conditions, bright or dim lights, dust/pollen, electrical shock, and traffic.
- Requires normal visual acuity and field of vision, hearing, speaking, and color perception.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
POLICE RESOURCES MANAGER
Pay Grade: Enter Pay Grade # 129

Employment Status: Full time or Part time Full-time	Department: Dover Police Department
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Chief of Police	Preparation Date: 8/28/2023

Job Overview

The Police Department Resource Manager is the civilian supervisor most critical to the business aspect of the organization. Essential functions associated with the position involve financial management tasks that include, but are not limited to, Budget management, Grant management, Audit cooperation and Policy compliance. The position works under general supervision, supervises Civilian staff as assigned, and independently develops work methods.

Essential Duties and Responsibilities

- Researches, develops, and administers (with appropriate authorizations) the department's multi-million dollar budget program.
 - Maintains a useful archive of past budgetary data to inform the development of future budgets and provide accurate financial projections when necessary
 - Coordinates budget data and funding requests of all police divisions and functional units. This may include feasibility studies regarding budgetary items.
 - Validates and analyzes all internal requests for funding prior to internal approvals and submission to city administration.
 - Maintains awareness of budget deadlines and makes timely submissions in support of the annual budget-development cycle.



The City of Dover
POLICE RESOURCES MANAGER
Pay Grade: Enter Pay Grade # 129

- Researches, makes application, and administers (with appropriate authorizations) the funds often available to the agency through various grant programs.
 - Constantly monitors public safety grant programs for offerings consistent with the organizational mission.
 - Identifies grant conditions and interprets grant rules prior to submission.
 - Must maintain proficiency in both Federal and State level online grant management software systems. (i.e. applications, reporting, drawdowns)
 - Drafts the language to be incorporated into grant applications.
 - Implements necessary procedures to accept any awarded grant.
 - Organizes and maintains files and financial records required for the grants.
 - Completes and submits all grant financial reports coordinates with responsible department personnel for the completion of all programmatic grant reports.
 - Ensures that grant rules are followed, and dollars are used for their intended purpose.
 - Guards against the possibility of grant programs supplanting city responsibilities.
- Constant liaison with City of Dover administrative officials responsible for budget and financial matters.
- In collaboration with the Administrative Division chain of command, supervises any civilian position identified by the Division Commander.
- Indirect supervision of other departmental employees involved in grant writing, administration duties, federal forfeiture, purchasing, and extra-duty billing processes.
- Responsible for maintaining an accurate electronic reference to real-time officer rates of pay to ensure that Extra-Duty billing returns appropriate reimbursement to the City.
- Through analyses, determines availability of all funding sources for the purchase of new assets, equipment or technology.
- Responsible for the oversight of purchasing needs and daily expenditures.
- Routinely analyzes expenses to determine the availability of police department funds for newly proposed programs and projects.



The City of Dover
POLICE RESOURCES MANAGER
Pay Grade: Enter Pay Grade # 129

- Performs analysis to determine effective strategies to resolve any financial challenges that might suddenly threaten the success of the adopted budget.
- Performs an extensive amount of finance-centric accounting, administrative and clerical functions in support of the management function of the position.
- Attends staff meetings and other organizational meetings as required.
- Reconciles the police department financial records with the financial records maintained by the City of Dover Finance Department.
- Maintains supplies for area of responsibility.

Required Skills, Knowledge, and Abilities

- Requires normal visual acuity and field of vision, hearing, and speaking.
- Requires light work involving standing or walking some of the time, and considerable dexterity in operating office equipment.
- Proficiency in oral and written communications. Ability to maintain effective working relationships with other City Departments, Elected Officials and the General Public.
- Knowledge of City of Dover administrative processes and deadlines.
- Superior knowledge of financial software systems and advanced knowledge of MS Excel.
- Proficiency in algebra, fractions, percentages, weighted averages, ratios, proportions, measurements, etc. to perform financial analyses.
- Knowledge of the functions of County, State and Federal financial offices and departments that routinely interface with the Dover Police Department.

Education and Experience

- Requires high school diploma or GED, and the equivalent of an associate degree in business, Finance, or related discipline. A bachelor's degree is preferred.



The City of Dover
POLICE RESOURCES MANAGER
Pay Grade: Enter Pay Grade # 129

- Requires five years of applicable experience in a significant combination of Budgeting, Public Sector Finance, Grants Management, Auditing, and Resource Allocation skills.
- Must be able to pass an in-depth background investigation that satisfies the requirements of law enforcement related employment.

Working Conditions, Physical Requirements

- Office environment- to include standing or walking, at times, to other campus locations.
- Must be able to remain in a stationary position up to or more than 50% of time.
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).
- Frequently moves boxes weighing up to 25 pounds across office for various needs.
- Must understand and accept the potential hazards of reporting to work at a law enforcement facility.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
PUBLIC AFFAIRS/EMERGENCY MANAGEMENT COORDINATOR
Pay Grade: 135

Employment Status: Full-time	Department:
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Public Affairs/ Emergency Management Coordinator position is to serve primarily as the public and media relations coordinator for the purpose of creating positive communications with the media and citizens. This position is to serve as the City's liaison on emergency management/preparedness issues, coordinate training programs and emergency operations drills, assist departments with the emergency and mitigation plans, manage grants, and administer the submittal process for Federal and State reimbursement claims for the City's cost during emergency operations. The Emergency Management Coordinator works under general supervision independently developing work methods and sequences and reports to the City Manager. Work is evaluated based on results achieved. This position works under general supervision independently developing work methods and sequences.

Essential Duties and Responsibilities

- Primary point of contact with citizens and other departments to provide information/assistance and resolve issues and complaints and operate Customer Relations Tracking Software.
- Prepares newsletters, city calendars, media correspondence or news releases and other public communications.
- Website quality control monitoring. Monitors the City's website as appropriate and submits suggested improvements to all departments.
- Special events quality control monitoring and support. Supports city events by providing with appropriate assistance and guidance to department heads for events such as Old Dover Days, African American Festival, 55 Expo etc.



The City of Dover
PUBLIC AFFAIRS/EMERGENCY MANAGEMENT COORDINATOR
Pay Grade: 135

- Gathers and maintains information/data to prepare periodic and special reports for the area of responsibility. Responsible for administrative and clerical support of position.
- Provides public relations training for appropriate city personnel.
- Attends staff, committee, civil and other professional meetings to create a positive image of the City of Dover.
- Provides staff support to the Public Services Manager, the City Manager's office and other city departments to coordinate actual or potential emergency preparedness/management or response efforts.
- Serves as the City's liaison on emergency preparedness/management issues within the United States Federal Emergency Management Agency, the Delaware Emergency Management Agency, Kent County Department of Emergency Management and other local municipalities.
- Coordinates training programs and emergency operations drills to prepare city department staff to respond quickly and effectively to emergencies.
- Advises departments on their emergency plans and coordinates interdepartmental activities.
- Applies for, coordinates and administers federal and state grants.
- Represents the City on various internal and external task forces and committees.
- Directs and supervises the Emergency Preparedness volunteer program.
- Review state and federal proposed legislation and provide recommendations.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Skills, Knowledge, and Abilities

-

Education and Experience

- Professional certification, an associate degree or equivalent relating to communication, marketing and/or public relations.
- Requires four years of related experience. Preferably in state or local government.

Working Conditions, Physical Requirements

- Office environment



The City of Dover
PUBLIC AFFAIRS/EMERGENCY MANAGEMENT COORDINATOR
Pay Grade: 135

- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment
- Requires normal visual acuity and field of vision, hearing, and speaking
- Must be able to occasionally move inside the office to access items needed to perform work duties
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
RECORDS UNIT SUPERVISOR
Pay Grade: 129

Employment Status: Full-time	Department:
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Records Unit Supervisor position is to manage operations of the Records Unit. The position is responsible for supervising staff, planning, training, departmental records, policy, procedures, and reporting. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Oversees collection, input, and storage of police documents in compliance with applicable laws, regulations, procedures, and guidelines.
- Reviews and analyzes reports for area of responsibility; tracks reported information for submission to Records Unit and reports discrepancies.
- Gathers and maintains data/information for Department and prepares and distributes routine and special reports.
- Responds to requests for information, including citizen requests for reports, subpoenas for documents related to a complaint, or grid runs for crime statistics.
- Assists with development and implementation of policies and procedures for area of responsibility; interprets same for staff as required.
- Performs expunging and pardoning of records upon receipt of memo from SBI.
- Prepares and submits appropriate documents for microfilming; coordinates review of filmed documents for errors; prepares and submits appropriate documents to state for destruction.



The City of Dover
RECORDS UNIT SUPERVISOR
Pay Grade: 129

- Performs clerical tasks such as data entry, typing correspondence, filing, preparing payroll information, faxing, telephoning, or photocopying.
- Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

Required Skills, Knowledge, and Abilities

-

Education and Experience

- Requires high school diploma or GED, and one year of college or vocational school education in computer operation, business administration, or a closely related field.
- Requires DELJIS certification.
- Requires one year of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform



The City of Dover
RECORDS UNIT SUPERVISOR
Pay Grade: 129

the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
RECREATION PROGRAM SPECIALIST
Pay Grade: 124

Employment Status: Full-time	Department: Parks and Recreation
FLSA: Exempt	Supervisory Responsibility: Yes
Direct Supervisor: Parks and Recreation Director	Preparation Date: 10/9/2023

Job Overview

The Recreation Program Specialist position is to assist with the development and implementation of recreational programs. The position is responsible for supervising assigned personnel, program and event planning, training, policy, procedures, and reporting. The position develops and implements programs within organizational policies; reports major activities to executive level administration through conferences and reports.

Essential Duties and Responsibilities

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Assists with development, organization, promotion, and implementation of recreational programs and special events.
- Coordinates events and programs; secures/schedules and sets up/prepares facilities or fields; orders and prepares required supplies, materials, and equipment.
- Recruits, trains, and supervises volunteers to assist with programs and events.
- Performs routine office tasks such as typing letters or brochures, filing, faxing, telephoning, and photocopying.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.



The City of Dover
RECREATION PROGRAM SPECIALIST
Pay Grade: 124

Required Skills, Knowledge, and Abilities

- Punctual.
- Scheduling of staff and program.
- Organizational skills.
- Ability to communicate.
- Ability to adapt to high stress environments.
- Ability to deal with the public.
- Able to meet deadlines.

Education and Experience

- Requires education or training equivalent to a bachelor's degree in business administration, recreation, public relations, or a closely related field.
- Requires four years of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform



The City of Dover
RECREATION PROGRAM SPECIALIST
Pay Grade: 124

the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
RESIDENTIAL ASSESSMENT TECH
Pay Grade: 115

Employment Status: Full-time	Department:
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Residential Assessment Tech position is to assist with operations for the Dover Assessor's Office. The position is responsible for assisting in the assessment of real property for taxation purposes in accordance with established methods; by maintaining complex assessment records involving clerical skills; and by performing related residential field work as required. The position works under the general independent supervision of the Assistant City Assessor. Must have the ability to perform data collection accurately and efficiently; to learn State Assessment Laws. Basic understanding of Assessment Laws; Appraisal Standards and the ability to establish and maintain effective working relationships with property owners, city officials, co-workers, and the public.

Essential Duties and Responsibilities

- Performs a variety of inspection and real estate data collection work, maintains records, and provides assessment information over the counter or by telephone.
- Conduct inspections, surveys and evaluations of building pennants, certificates of occupancies and taxpayer complaints.
- Assist with equalization studies, insurance Appraisals and other Real Estate related activities.

Required Skills, Knowledge, and Abilities

Education and Experience



The City of Dover
RESIDENTIAL ASSESSMENT TECH
Pay Grade: 115

- Requires high school diploma or GED.
- Requires three months of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
SENIOR COMPUTER PROGRAMMER ANALYST
Pay Grade: 128

Employment Status: Full-time	Department: IT
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Senior Computer Programmer Analyst position is to serve as lead worker in performing systems analysis and design and creating complex computer applications. The position is responsible for monitoring computer jobs, resolving problems, preparing reports, scheduling operations, performing back up, software upgrades, and assisting computer users. The position works independently, reporting major activities through periodic meetings. Decision-making is a significant part of job, affecting a large segment of the organization and the public; works in a dynamic environment, responsible to assist in developing policy and practices.

Essential Duties and Responsibilities

- Leads and performs systems analysis and design of computer applications to maximize efficiency of software utilization.
- Codes and tests computer applications to provide solutions to business needs.
- Performs system and user documentation to educate users in proper software usage.
- Troubleshoots in-house and third-party software applications to allow reliable software operation.
- Plans and implements computer software changes and upgrades to keep systems current and ensure continuity.
- Serves as liaison with third-party software vendor to resolve problems and increase efficiency of software usage.
- Performs and oversees in-house formal and one-on-one training/instruction to educate users on computerrelated concepts.



The City of Dover
SENIOR COMPUTER PROGRAMMER ANALYST
Pay Grade: 128

- Continues self-study of technical manuals and periodicals to stay current with technology and emerging trends.
- Provides security administration to control access to computer applications; serves as mentor and consultant to operator and other programmers to analyze problems and suggest solutions.
- Prepares routine and special reports as required; maintains logs, records, and personnel information for the area of responsibility.
- Attends or conducts staff meetings to exchange information; attends technical or professional seminars or conferences to improve technical or professional skills.
- Monitors activity of reports, bills, special assessments, payroll, taxes, and other jobs in the computer system for abnormalities.
- Monitors configured printers and assists users with printing problems; assists with resolution of other computer-related issues, questions, and problems as required.
- Maintains security at both hardware and software levels.

Required Skills, Knowledge, and Abilities

- Proficient in AS-400 operating system.
- Knowledgeable in Enterprise Reporting Systems such as Naviline and Tyler Enterprise ERP.
- Programming experience in languages such as SQL, C, C++, and Python.

Education and Experience

- Requires bachelor's degree or education and training equivalent to four years of college education in computer science or a related field.
- Requires a minimum of four years of related experience.

Working Conditions, Physical Requirements

- Office environment
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.



The City of Dover
SENIOR COMPUTER PROGRAMMER ANALYST
Pay Grade: 128

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
SEX OFFENDER REGISTRY ENFORCEMENT AGENT
Pay Grade: 129

Employment Status: Full-time	Department:
FLSA: Non-Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/11/2023

Job Overview

The Sex Offender Registry Enforcement Agent position is to conduct sex offender investigations. Investigations may involve one-time or repetitive violations. Investigations are conducted independently or in conjunction with federal, state, and local law enforcement agencies. Investigations are conducted in accordance with proper police procedures and include conducting interviews and surveillance, gathering evidence, collecting criminal history records, and interviewing witnesses. These criminal cases are prosecuted in Superior Court.

Agents must be skilled in criminal report writing and criminal investigation techniques. They must be familiar with legislation pertaining to arrests, search and seizure and criminal investigations. They must have the ability to manage several investigations simultaneously. Many cases investigated by the SORE Agents result in suspect arrest and involve limited use of full police powers. Principal contacts are with other investigative agencies and police departments. Agents must always display a professional demeanor.

Essential Duties and Responsibilities

- The agent's primary responsibility is to ensure that registered sex offenders reside at the address he or she provided to the State Bureau of Identification. Agents will conduct random and periodic checks of those listed addresses to ensure compliance that is consistent with current sex offender legislation.
- Should a sex offender fail to re-register his or her address, place of employment or violate any provision regulating convicted sex offenders, the agent would be responsible for locating and



The City of Dover
SEX OFFENDER REGISTRY ENFORCEMENT AGENT
Pay Grade: 129

arresting all violators. This will include those who have provided false information to the State Bureau of Investigation about their address or place of employment.

- The agent serves as liaisons with other police agencies in Delaware and throughout the United States regarding sex offenders. They also would be responsible for locating sex offenders who may be in the City of Dover but are wanted by agencies in other states.
- Agents will conduct crime prevention presentations to schools and daycare providers regarding child predators, wanted sex offenders and sex offender issues.
- Agents are responsible for managing an assigned caseload of convicted sex offender investigations.
- Agents will document investigative activity on Delaware crime and incident reports, which will be submitted to the State Bureau of Identification.
- Agents will perform additional ancillary duties as needed.
- Able to work extended hours when necessary.

Required Skills, Knowledge, and Abilities

Education and Experience

- Requires High school diploma, GED and formal training, special courses or self-education that is equivalent to satisfactory completion of one year of college education or specialized advanced training.
- Required to be COPT Certified (Council on Police Training) and in good standing. Must possess a valid driver's license. Successfully complete yearly firearm recertification. DELJIS and AFIS certification.
- Requires a minimum of five years law enforcement experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.



The City of Dover
SEX OFFENDER REGISTRY ENFORCEMENT AGENT
Pay Grade: 129

- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



**The City of Dover
SPORT COORDINATOR
Pay Grade: 124**

Employment Status: Full-time	Department:
FLSA: Exempt	Supervisory Responsibility:
Direct Supervisor:	Preparation Date: 10/9/2023

Job Overview

The Sports Coordinator position is to plan, organize, and oversee City sports programs and events. The position is responsible for supervising personnel, planning, training, sports programs and events, administrative duties, publicity, and reporting. The position works independently, reporting major activities through periodic meetings.

Essential Duties and Responsibilities

- Supervises seasonal and part-time personnel, including selecting, training, scheduling, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Plans, organizes, schedules, and oversees recreational sports programs and events such as ball leagues, clinics, camps, and special events.
- Oversees and participates in preparation of recreational facilities and ball field maintenance.
- Coordinates programs of responsibility with other City recreational programs.
- Recruits, trains, and supervises volunteers to assist with programs and events.
- Assists with development of and implements policy, procedures, rules, and regulations for the area of responsibility.
- Performs office tasks such as setting up and maintaining records and files, typing schedules, memos, and correspondence, telephoning, faxing, and photocopying.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Orders office supplies and materials for sports leagues and classes; oversees preventive maintenance of equipment of responsibility.



**The City of Dover
SPORT COORDINATOR
Pay Grade: 124**

- Attends or conducts staff and other professional meetings to exchange information.

Required Skills, Knowledge, and Abilities

Education and Experience

- Requires education or training equivalent to a bachelor's degree in business administration, Recreation, Public Relations, or a closely related field.
- Requires four years of related experience.

Working Conditions, Physical Requirements

- Office environment
- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine, and computer printer.
- Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and moderate dexterity in operating office equipment.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____



The City of Dover
VICTIM SERVICES COORDINATOR
AFSCME Pay Grade: 118

Employment Status: Full time or Part time Full Time	Department: Police
FLSA: Exempt or Non-Exempt Non-Exempt	Supervisory Responsibility: Yes or No No
Direct Supervisor: Captain of Administration	Preparation Date: 16 March 2023

Job Overview

The essential function of the position within the organization is to coordinate the delivery of the mandated and supplemental services available for crime victims. The position is responsible for unit planning, crisis intervention, victim services, stakeholder training, peer and client counseling, policy review, and system reporting. The position requires direct contact with victims, survivors, witnesses and family members associated with criminal incidents. The Victim Services Coordinator works independently, functions around the clock to respond to critical incidents and emergencies, provides mutual aid to other victim services entities and reports major activities through electronic means and periodic meetings.

Essential Duties and Responsibilities

- Attends or conducts staff and other professional meetings.
- Attends and/or organizes and manages professional classes, seminars, or conferences.
- Promotes a positive working environment that ensures the highest quality of service delivery.
- Makes decisions with very serious impact.
- Maintains a core list of community and non-profit agencies that assist victims of crime.
- Represents police department on statewide committees, task forces and other working groups to increase visibility of unit and enhance service delivery.
- Maintains a well-developed positive working relationship with community groups, organization, and other victim service providers.



The City of Dover
VICTIM SERVICES COORDINATOR
AFSCME Pay Grade: 118

- Requires some handling of, or accounting for, materials, supplies, or small amounts of money.
- Reviews policies and procedures, recommends revisions and implements policy changes to improve work flow, efficiency and to enhance the unit's ability to serve crime victims and their families.
- Recommends and implement changes to address collaborative partnerships within law enforcement.
- Conducts an analysis of victim assistance needs every 3 years for accreditation standards.
- Trains and educates law enforcement officers as well as the general public on victim-related issues, laws, services.
- Trains Police Academy Recruit Officers on victims' rights, services, and assistance; how to do death notifications; psychological reactions and impact of crime.
- Provides safety training, and assistance with the development of safety plans, for victims facing continued threats of harm.
- Provides assistance with filing protective orders as well as information to crime victims, survivors and family members in active case(s) of intimidation.
- Provides twenty-four (24) hours a day trauma-informed care to victims, survivor and family members during critical incidents.
- Coordinates next-of-kin death notifications.
- Provides crisis intervention and emergency services to crime victims, including counseling and referral to other volunteer and agency program services as needed.
- Coordinate the prompt return of personal property to victim or family members.
- Acts as liaison, on behalf of Officers, with information updates to victims of crime and other court or case related matters to include making home visits, provides support via telephone, and assisting with completion of necessary paperwork.
- Provides case management and coordination of victim services assistance to include navigating criminal justice system and civil legal processes, accompany victim(s) when needed to court related hearings, assistance with filing victim compensation claims and drafting victim impact loss statements.
- Performs administrative duties to include the maintenance of a records system, a mechanism to collect data, and a process to produce statistical, periodic and special reports, as well as the completion of daily paperwork and the comprehensive evaluations of any new programs.
- Periodically drafts/reviews Local and State legislation regarding crime victims.



The City of Dover
VICTIM SERVICES COORDINATOR
AFSCME Pay Grade: 118

Required Skills, Knowledge, and Abilities

- Knowledge of principals, practices and methods of social work, the criminal justice system and civil legal process.
- Knowledge of how to provide quality services in a law enforcement setting.
- Knowledge of social, economic, and health factors that affect behavior.
- Knowledge of victims' rights and services as mandated through Delaware law.
- Knowledge of state and local community resources, services and assistance to aid victims, survivors and family members in the aftermath of their victimization.
- Effective organizational skills.
- Effective verbal and written communication skills.
- Effective leadership and management skills.
- Ability to evaluate and assess program needs, services and provide assistance in development of policies and procedures to ensure victims bill of rights compliance and other new laws to better ensure service-delivery to victims of crime.
- Ability to conduct and assess clients for services.
- Ability to compile, read and accurately maintain records and data.
- Ability to create, develop and make relevant presentations before management, officers and community organizations.
- Ability to handle complex, confidential and emergency situations.
- Ability to manage conflict and advocate effectively.

Education and Experience

- Bachelor's Degree from an accredited college or university with course work in social/behavioral sciences, criminal justice or closely related field.
- At least three (3) years' experience in social work or closely related field.



The City of Dover
VICTIM SERVICES COORDINATOR
AFSCME Pay Grade: 118

Working Conditions, Physical Requirements

- Combination of an Office Environment and regular duties in the Field. Work, at times, is conducted in extreme environmental conditions and there is occasional exposure to active emergency locations or crime scenes.
- Must have a valid driver's license and maintain a good driving record.
- Must pass a criminal background check.
- Must have the ability to be certified by the Board of Managers of the Delaware Justice Information System (DELJIS).
- Must be able to remain in a stationary position up to or more than 50% of time.
- Constantly operates a computer and related software as well as other office productivity machinery such as a calculator, copy machine, and computer printer.
- Must be able to occasionally move inside the office to access items needed to perform work duties.
- Constantly positions self to maintain files/documents accordingly.
- Possesses the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).
- Frequently moves boxes weighing up to 10 pounds across office for various needs.
- Must be available to work after hours and "on call."

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. The Employer retains the right to change or assign other duties to this position as needed.

Employee Signature: _____

Date: _____