

ANIMAL CONTROL OFFICER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To perform a variety of duties involved in enforcing city and state laws governing the care and keeping of animals in the city; and to impound and care for animals as appropriate.

SUPERVISION RECEIVED

Receives general supervision from the Animal Control Supervisor.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Patrols city streets and roads; searches for stray domestic and wild animals; plans routine patrols as necessary.
2. Enforces city and state animal control laws; issues citations for violations of the animal control ordinances.
3. Conducts inspections of pet stores, kennels, pet salons and related businesses for compliance with local ordinances and state statutes; inspects residential properties for compliance with animal permits and suitable containment of animals.
4. Impounds and quarantines animals as appropriate; contacts a veterinarian to treat injured animals as appropriate; maintains quarantine and health records; determines if a sick or injured animal presents a public health risk.
5. Investigates reports or complaints of dangerous or nuisance animals and take appropriate action; investigates reports of animal abuse.
6. Researches and updates computerized records; prepares a variety of reports.
7. Picks up and disposes of deceased animals.
8. Coordinates assigned cases with the City Attorney's Office and courts as needed; writes requests for prosecution, search warrants and summonses; appears in court on applicable cases.

CITY OF LAS VEGAS

Animal Control Officer (*continued*)

Essential Functions:

9. Assists law enforcement agencies at crime scenes, evictions, accidents and other situations where animals are present.
10. Responds courteously and diplomatically to the general public, including hostile or irate people, to provide appropriate level of customer service.

Marginal Functions:

1. Maintains vehicle and equipment in proper working condition; cleans vehicle and equipment as necessary.
2. Performs general office duties; answers telephone calls, provides information and explains procedures; sends notices; files rabies certificates and other documents.
3. Performs related duties and responsibilities as required.
4. May assist with coordinating animal control information with outside agencies and jurisdictions.
5. May participate in public education and school information programs; may interact with citizen groups.
6. May be required to respond to calls outside of normal work schedule.

QUALIFICATIONS

Knowledge of:

Techniques of communicating with the public.

Procedures and techniques for dealing with the public in a tactful but firm manner.

Local geography and street locations.

Various breeds of domestic and wild animals.

Behaviors of domestic and wild animals.

Methods and techniques of animal handling, collection and impoundment.

Report writing techniques.

Methods of using immobilization and restraint devices.

Techniques for handling animals that have been chemically immobilized or physically restrained.

Proper care and handling of healthy, sick or injured animals.

Safety standards and practices and occupational hazards.

CITY OF LAS VEGAS

Animal Control Officer (*continued*)

Skills in:

Interpreting, applying and enforcing laws and regulations pertaining to animal control.

Working effectively in highly emotional situations.

Learning emergency practices and procedures.

Effectively deal with personal danger, which may include exposure to armed or dangerous persons.

Annually demonstrating proficiency with tranquilizer guns and immobilization devices.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Applying appropriate practices and procedures in emergency situations.

Thinking and acting quickly and appropriately in emergency situations.

Experience and Training Requirements

Experience:

Previous work experience in animal control, the professional handling of animals or law enforcement is desirable.

Training:

Equivalent to graduation from high school.

License, Certificate, Special Requirements

Must be eighteen years of age on the date of application.

Possession of a valid, appropriate driver's license on the date of application, and maintenance thereafter.

Must successfully complete Level I & II of the National Animal Control Academy or Level I & II of the National Cruelty Investigator School within one year of appointment.

WORKING CONDITIONS

Constantly = more than 2/3 of the time; Frequently = 1/3 to 2/3 of the time; Occasionally = less than 1/3 of the time; Infrequently = less than 5% of the time.

Environmental Conditions:

Location: Outdoors or in vehicle, patrolling city streets. Occasionally in office setting.

Hazards: Exposure to dangerous, agitated animals, potentially hostile and confrontational situations with risk to personal safety, bites from animals, reptiles, biohazards from diseased or infectious animals, chemicals, wet, slippery surfaces, heat, dust, fumes, odors, moving vehicles.

CITY OF LAS VEGAS
Animal Control Officer (continued)

Environmental Conditions:

Equipment Used: Animal control vehicle, long-handled catch pole, extendable baton, chemical immobilizing equipment, and Oleoresin Capsicum Pepper Spray or its equivalent.

Safety equipment: Gloves, safety shoes, eye protection, and other personal protective equipment.

Physical Conditions:

Essential and marginal functions require:

Standing/walking: Frequently, over varied terrain including concrete, asphalt, uneven ground. May run while chasing fleeing animals.

Sitting: Frequently, while driving, on patrol, or in office while writing reports and performing other office duties.

Lift/carry: Occasionally, 1-50 lbs. approximately 5 times per shift, and 50-80 lbs. approximately 5 times per shift. Must control aggressive and/or resistive animals with catch pole while lifting animals into cages up to 45" off ground level. Occasionally lift animals weighing 100 lbs. or more. May call for assistance. Carry up to 50 lbs. up to 25 ft. over varied terrain.

Push/pull: Normal driving activities. Frequently, 5-15 lbs. while opening doors and operating vehicle. Occasionally, 5-50 lbs. force, while restraining animals with catch pole.

Climbing: Frequently, in and out of vehicle approximately 40 times per shift.

Bending/twisting: Normal driving activities, frequently at knees, neck and waist while getting in and out of vehicle approximately 40 times per day. Occasionally, in awkward positions while retrieving animals. Occasionally, combined with lifting up to 80 lbs.

Kneeling/crouching/crawling: Occasionally, while retrieving animals on a variety of surfaces.

Hands/arms: Constant use of both hands and arms in operating vehicle, controlling animals, writing reports. Occasionally, reach over shoulder level while placing animals into cages or while retrieving animals at heights.

Sight: Constant use of sight in performance of duties.

Speech/hearing: Constantly, in interacting with public, coworkers and supervisor.

Other physical demands: Running, jumping, and climbing fences in pursuit of animals. Must deal with aggressive animals and hostile environments. Must drag carcasses off roadways.

SEGAL

REV 7/12/2011, combining Animal Control Officer I and II (X)

FLSA and City: nonexempt

CSB 7/27/11

COURT CLERK
COURT SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Performs a wide variety of specialized clerical duties in support of the Municipal Court, including customer service, data entry and courtroom support. Verifies and provides information and assistance to the public in a courteous and professional manner.

DISTINGUISHING CHARACTERISTICS

Court Clerk: This is the entry/full journey level class within the Court Clerk series. Employees within this class perform the full range of duties within the assigned division, and may be preceded by a brief learning period. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Selected candidates need only limited or no direct prior experience.

Court Specialist: This is an advanced journey level in the Court Clerk series. Employees at this level are fully trained in all areas of Municipal Court, and are able to work in any division. Positions at this level are distinguished from the other class in this series by the level of responsibility assumed, the complexity and variety of duties that may be assigned, and the level of independence expected. Employees perform the most difficult and responsible types of duties assigned to classes in this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Positions in this class are flexibly staffed and filled by advancement from the Court Clerk level.

SUPERVISION RECEIVED

Court Clerk

Receives general supervision from the assigned Court Services Supervisor and higher level management staff. Receives functional and technical supervision from the assigned Lead Court Clerk.

Court Specialist

Receives general supervision from the assigned Court Services Supervisor and higher level management staff. Receives functional and technical supervision from the assigned Lead Court Clerk.

CITY OF LAS VEGAS
Court Clerk/Court Specialist (continued)

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS—*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Provides information in a professional and courteous manner to the general public and outside agencies regarding court procedures and schedules, including basic information regarding other courts and available court programs within the building. Researches and resolves customer issues, and/or directs to another staff member or department that can provide assistance. Assists less experienced staff to respond to the more difficult inquiries.
2. Creates, amends or deletes entries in a variety of logs, databases, and systems. Handles more complex data entry as experience is gained.
3. Coordinates the scheduling of court cases, hearings, proceedings, and motions. Maintains calendars. Monitors and tracks pending court cases. Notifies appropriate parties of scheduling changes, and bonding companies for exonerations.
4. Assembles and maintains a variety of files. Pulls files for future court dates. Reviews paperwork for accuracy. Closes cases and files. Explains procedures to less experienced staff.
5. Provides technical support to various court and defendant programs. Assists in verifying defendant program eligibility. Provides information on program services and advises of available alternatives. Coordinates various program activities, such as scheduling work assignments or classes. Monitors defendant program compliance. Provides reports for court hearings or judge's review.
6. Processes, files, and maintains a variety of legal documentation, including traffic and criminal citations, pleas, summonses, subpoenas, appeals, warrants, motions, bonds, defendant correspondence, and request forms. Researches and verifies documents to ensure accuracy. Provides additional support to high volume courtrooms.
7. Performs a variety of routine clerical accounting duties including overseeing all monetary transactions, reconciliations, accepting and processing payments over the counter, by telephone and through mail. Balances daily cash receipts and prepares for bank deposits.
8. Conducts financial assessment with defendants and negotiates payment plan; refers defendants to work program when appropriate, adjusts the terms of installment plan if necessary.
9. Compiles daily and weekly statistics and reports for management.
10. Trains less experienced staff in learning the policies and procedures, and operations of the Municipal Court.
11. Reviews a variety of forms, applications, and other documentation for compliance with appropriate policy, procedure, ordinance, or law. May present information to Supervisor and higher level management staff, or as directed.

CITY OF LAS VEGAS
Court Clerk/Court Specialist (*continued*)

Essential Functions:

12. Researches various computerized data systems for information including criminal and other records for court as requested.
13. Receives and initiates application processing for bonding and insurance companies; works with the State Insurance Division to confirm bonding company qualifying powers of attorney are filed annually and insures that appropriate licensing is valid and current; creates and maintains accurate bail deposit records; maintains bail bond agency information in the database; issues list of companies authorized to post bail or bonds with Municipal Court.
14. Performs research as requested, compiles data for statistical reporting; prepares monthly bond forfeiture report.
15. Issues final notice to bonding and insurance companies prior to suspension or termination of posting privileges; prepares final court memo to suspend noncompliant bonding and insurance companies.
16. Prepares case folders and records for court and video court and file documents as required. Performs criminal justice database inquiries. Updates cases on paper and in the computer system.
17. Prepares and operates audio and video recording system for daily recording of court proceedings.
18. Participates in video court with judge by calling each case to order, conducting roll call, and providing the judge with information about each defendant. Follows appropriate procedures for persons called and not called at roll call, including ordering bench warrants.
19. Provides courtroom assistance to judges, all attorneys, and other city staff appearing in court to ensure the seamless operation of court proceedings.
20. Conducts status check for court sessions, verifying defendants are complying with judicial orders.
21. Updates and completes daily calendars according to case logs.
22. Prepares, maintains, and files a variety of case files and other legal documentation resulting from court proceedings, including warrants, motions, arraignment, citations, evidence logs, waivers, and proceeding pages for judge for arraignment session.
23. Monitors pre-trial sessions by recording the negotiations between defendants, their attorneys and the City Attorney's office.
24. Prepares and updates probable cause cases by retrieving records from various divisions of the court.
25. Processes criminal complaints, denials and amended charge documents.

CITY OF LAS VEGAS
Court Clerk/Court Specialist (*continued*)

When assigned to Information Systems unit:

1. Prepares exception reports and conducts audits of court transactions to ensure compliance with various policies, procedures, and regulations.
2. Maintains various components of the court case management system; makes modifications to program configurations as needed; assists court staff with issues related to the system and participates in providing training.
3. Monitors and analyzes system queries; reviews court reports to ensure accuracy of data.
4. Analyze system processes to ensure proper system functionality and suggest changes upon findings.
5. Participates and assists in coordinating system interface.

Marginal Functions:

1. Performs general clerical duties to support court operations, including sorting and distributing mail, maintaining office supplies, preparing and scanning documents, copying, and faxing.
2. May be required to perform notary functions.
3. Performs related duties and responsibilities as required.
4. May participate in the development and drafting of unit procedures.

QUALIFICATIONS

Court Clerk

Knowledge of:

Basic principles and procedures of record keeping.
English usage, spelling, grammar and punctuation.
Basic mathematical principles.
Basic customer service techniques.
Basic modern office procedures and methods.
Basic personal computer operations.
Basic knowledge of Microsoft applications.
Techniques and principles of customer service.
Policies and procedures of assigned Municipal Court division.
The Municipal Court computer system.
Policies and procedures for processing financial transactions.

CITY OF LAS VEGAS
Court Clerk/Court Specialist (*continued*)

Knowledge of:

Basic report preparation.
Basic research techniques.
Principles and procedures of legal record keeping.
Mathematical principles.
Modern office procedures, methods and computer equipment.
Computer operations including Microsoft applications.

Skills in:

Learning the policies and procedures of assigned Municipal Court division.
Learning to operate the Court's computer system.
Learning to process financial transactions.
Providing service in a courteous and professional manner.
Maintaining confidentiality of work performed.
Responding to requests and inquiries from the general public.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.
Maintaining mental capacity, which allows for effective interaction and communications with others.
Working independently without direct supervision.
Operating a variety of computerized office equipment.
Interpreting, explaining and enforcing department policies and procedures.
Speaking in a public setting when assigned to a courtroom, conducting orientation or presenting safety film.
Meeting deadlines.
Preparing legal documentation.

Experience and Training Requirements

Experience:

One year of customer service, cash handling, court or legal operations experience is desirable.

Work experience with computers in a Windows-based environment is desirable.

Training:

Equivalent to graduation from high school.

Fluency in a foreign language is desirable.

CITY OF LAS VEGAS
Court Clerk/Court Specialist (*continued*)

License or Certificate

Must type 35 net words per minute as demonstrated by a typing certificate dated no more than one year prior to the date of application.

Must obtain applicable level of NCIC/NCJIS certification and/or training within 6 months of the date of appointment and maintain proficiency as needed.

Court Specialist

In addition to the qualifications for Court Clerk:

Knowledge of:

Policies, procedures, operations, services and activities of all divisions within Las Vegas Municipal Court.

Methods and techniques of record keeping.

Methods and techniques of responsible financial control.

Operational characteristics of a variety of computerized equipment.

Skills in:

Making decisions involving sensitive situations.

Experience and Training Requirements

Experience:

Five years of increasingly responsible experience as a Court Clerk with the city of Las Vegas.

Training:

Equivalent to graduation from high school.

Fluency in a foreign language is desirable.

License or Certificate

Must obtain applicable level of NCIC/NCJIS certification and/or training within 6 months of the date of appointment and maintain proficiency as needed.

Special Requirement

Must have completed Municipal Court Clerk cross-training program by the date of application; proficiency must be reaffirmed annually thereafter by the designated training coordinator.

CITY OF LAS VEGAS
Court Clerk/Court Specialist (*continued*)

WORKING CONDITIONS

Environmental Conditions:

Location: Office and courtroom environments.

Hazards: Exposure to computer screens, potentially hostile individuals.

Physical Conditions:

Essential and marginal functions may require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity, which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SEGAL

REV 5/25/11

Formerly Associate Court Clerk/Court Court/Court Specialist (X)

Combined Pre-Trial Services Technician and Bail Bond Technician with Court Clerk (X)

FLSA & City: nonexempt

CSB 7/27/11

COURT SERVICES SUPERVISOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Plans, prioritizes, assigns, supervises, and reviews the work of staff responsible for for the various functions of the Municipal Court, including administrative services, alternative sentencing, courtroom support and court compliance. Oversees and participates in all work activities. Revises, drafts, and implements work procedures. Performs a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned division manager and higher level management.

Acts as a formal supervisor, exercising direct supervision, including selecting new employees, monitoring and formally evaluating employee performance, and participating in the discipline and termination of employees.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Acts as first line supervisor for designated staff within a department, including interviewing and selecting of job applicants, training, overseeing work, and establishing and evaluating appropriate performance standards in accordance with Court objectives.
2. Oversees automated systems and workflows. Creates activity reports. Assists with system upgrades or process improvements. Audits various workflow processes. Researches problems and provides recommendations to improve productivity and efficiency. Implements new and updated policies and procedures. Develops productivity and accuracy standards for assigned shift or work unit.
3. Supervises the collection of fines, bail bonds and program fees. Arranges and schedules court ordered installment agreements. Monitors financial transactions, including cash counts, cash reports, forfeiture reports, bail trust accounts, and audits.
4. Maintains control over cash drawers. Verifies payments. Reconciles deposits. Performs morning and evening audits of banks.
5. Monitors the automatic call distribution system to ensure prompt response to customers; evaluates staff activity in clearing system queue; monitors accuracy and quality of information given to customers.

CITY OF LAS VEGAS
Court Services Supervisor (*continued*)

Essential Functions:

6. Oversees and participates in the timely and accurate preparation and processing of cases, records coordination, court summaries, appeals and data entry of new criminal citations.
7. Oversees and reviews the entry of various legal documents , such as warrants, citations, arrest or incident records, and other court related documents into the Municipal Court database. Enters data from various sources. Inputs corrections and updates. Verifies data for accuracy and completeness. Compiles data from a variety of sources, and produces legal forms, documents, and reports in accordance with established procedures.
8. Participates in the administration of the division budget. Submits budget recommendations. Monitors all financial transactions, expenditures, and identifies and reports potential financial overruns and variances at an early stage. Prepares reports on actual and estimated revenues and expenditures.
9. Oversees ongoing programs and special projects assigned by division manager. Monitors program or project performance and ensures adequate resource allocation and usage. Maintains accurate participant records. Ensures program compliance with various local, state, and federal regulations through audits site and/or defendant home visits. Prepares various reports, including defendant reports to be used in court cases or parole hearings.
10. Recommends and assists in the implementation of division goals and objectives. Assists with the annual development and submission of business plan measures. Prepares and presents monthly performance statistics and reports. Recommends, creates and implements approved policies and procedures.
11. Serves as liaison for the division with other city departments, divisions, public and outside agencies. Receives and responds to complex and sensitive issues. Handles inquiries and complaints from start through resolution in an efficient and timely manner.
12. Coordinates and oversees records management process including seal order requests, and traffic and criminal document retention and destruction cycles. Provides court documentation, records, and information services to internal and external agencies, and the general public.

Marginal Functions:

1. Attends and participates in professional group meetings. Stays abreast of new trends, programs and innovations.
2. Performs a variety of clerical duties.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of a Municipal Court program.
Principles and techniques of program planning, development and evaluation.
Basic principles and practices of budget preparation and administration.
English usage, spelling, grammar, punctuation and composition.
Principles and techniques of supervision, training and performance evaluation.
Modern and complex principles and practices of record keeping and records management.
Modern office procedures, practices and equipment, including common office software.
Pertinent federal, state and local laws, codes and regulations.

Skills in:

Interpreting, explaining and enforcing city and court policies and procedures.
Using initiative and independent judgment within established guidelines.
Analyzing complex problems, identifying alternative solutions, projecting consequences of proposed actions and recommending best options.
Planning, organizing and prioritizing assignments.
Working independently without direct supervision.
Preparing clear and concise reports.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work including city officials and the general public.
Communicating with individuals from a variety of social, cultural, economic and educational backgrounds while demonstrating respect and sensitivity for perceived differences.

Experience and Training Requirements

Experience:

Three years of increasingly responsible court experience as a Court Clerk; supervisory or lead responsibility experience is desirable.

Training:

Associate degree from an accredited college or university with major in accounting, business management, criminal justice, or a field related to the essential functions.

May substitute a combination of equivalent education and experience. The city assesses 1.5 years of full-time experience as equivalent to one year of education.

Fluency in a foreign language is desirable

CITY OF LAS VEGAS
Court Services Supervisor (*continued*)

License or Certificate

Must obtain applicable level of NCIC/NCJIS certification and/or training within 6 months of the date of appointment and maintain proficiency as needed.

Depending on assignment, possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

WORKING CONDITIONS

Environmental Conditions:

Location: Office and courtroom environment.

Hazards: Exposure to potentially hostile individuals; exposure to computer screens; travel from site to site.

Special Requirements:

Compliance Unit operates 24 hours per day, 7 days per week. Assigned work schedule may change and may be for any shift and any day of the week.

Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment and vehicles.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SEGAL

REV 5/26/11

FLSA: exempt; City: nonexempt

CSB 7/27/11

IT SERVICE DESK TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Provides telephone and remote desktop support for the city's computer systems and users; identifies and determines users' needs; serves as a first point of contact for all Information Technologies support requests; and performs a variety of technical duties relative to assigned area of responsibility.

SUPERVISION RECEIVED

Receives general supervision from the Information Technologies Support Supervisor or higher level management staff.

May receive technical and functional supervision from Sr. Information Technologies Support Technicians.

ESSENTIAL FUNCTION STATEMENTS

Essential responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Records and tracks service and support requests.
2. Interfaces with the end-user customer via telephone; responds to inquiries and requests for service and support in a courteous manner.
3. Screens technical issues and requests from users; identifies the callers' issue; assists with monitoring the progress of open calls; and determines the appropriate level of escalation.
4. Performs initial troubleshooting of hardware, software and network problems via telephone, and uses expert system tools to resolve as many issues as possible; provides information within the area of assignment.
5. Directs more complex or unusual issues or requests to the appropriate personnel or department; coordinates with second and third line support.
6. Creates and assigns a priority to each incident based upon the nature of the issue.

CITY OF LAS VEGAS
IT Service Desk Technician (*continued*)

Essential Functions:

7. Resolves complaints in an efficient and timely manner.
8. Maintains a variety of automated and manual logs, records and files; performs record keeping and other related duties.
9. Prepares reports on support desk activities.

Marginal Functions:

1. Attends and participates in professional group meetings and committees; stays abreast of new trends and innovations in technical computer support.
2. Assists other staff with on site support in the field as necessary.
3. Inputs and retrieves data from the database.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Basic principles and methods of personal computer configuration and operation.
Basic principles and methods of computer networking hardware and software.
Basic principles of client-server relationships.
Computer peripherals and accessories.

Skills in:

Interpreting customer's requests, which are usually not stated in technical language.
Tactfully obtaining needed information from customer regarding the problem.
Tactfully and patiently communicating with customers who may be stressed and possibly confrontational.
Determining priorities of requests.
Monitoring and tracking a large number of requests through to completion.
Operating a personal computer, including a variety of software programs.
Establishing and maintaining effective working relationships with those contacted in the course of work.
Communicating clearly and concisely, both orally and in writing.
Multi-tasking while conducting a courteous telephone conversation.
Maintaining composure under stressful conditions.

CITY OF LAS VEGAS
IT Service Desk Technician (*continued*)

Experience and Training Requirements

Experience:

Two years of personal computer support experience in a business environment; or possession of CompTIA A+ or higher level certification and a minimum of 18 months work experience in a customer service oriented environment.

Training:

Equivalent to graduation from high school. Additional specialized training in personal computers or a related field is desirable.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment.

Hazards: Exposure to computer screens.

Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SEGAL
REV 6/23/11 (formerly Service Desk Technician)
FLSA & City: nonexempt
CSB 7/27/11

REAL PROPERTY APPRAISER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Performs appraisals and cost estimates for city purposes; ensures fair market value of appraisals; estimates the rental value of buildings; and participates in the acquisition of properties for public use and the sale of city owned properties.

SUPERVISION RECEIVED

Receives direction from higher level supervisory and management staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Appraises properties for acquisition by the city and city owned properties; compiles, prepares and presents cost estimates and reports; makes recommendations regarding location of roadways and rights-of-way.
2. Assists in the selection of outside appraisers; reviews appraisal reports submitted by other appraisers for accuracy, completeness and compliance with city policy and established rules and regulations.
3. Attends project meetings; identifies potential issues for landowners and recommends solutions.
4. Assists in developing the right-of-way budget proposal for capital improvement projects.
5. Responds to inquiries in a courteous manner provides information within the area of assignment; resolves complaints in an efficient and timely manner.
6. Secures necessary releases, reconveyances, deeds and easements; assists in finalizing titles.
7. Prepares and processes documentation including legal descriptions, deeds, agreements and maps; prepares and maintains a variety of automated and manual records and files.
8. Stays abreast of current market condition, trends and changes in legislation.

CITY OF LAS VEGAS

Real Property Appraiser (*continued*)

Marginal Functions:

1. Gathers the information necessary to make decisions about rights-of-way and property value including obtaining building construction costs from builders.
2. Operates and secures assigned vehicle and other assigned equipment; determines whether vehicle is in good working order; maintains vehicle in clean and fueled condition.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of appraisal.

Principles of real estate law.

Principles and practices of real property transactions and civil engineering as applied to the design and construction of improvements within public rights-of-way.

Assessor records.

Principles of financial mathematics.

Principles and techniques of title research, negotiating and claims settlements.

Land values, market values and assessed values of land, buildings and construction.

Modern office procedures, methods and computer equipment.

Principles of business letter writing and basic report preparation.

Principles and procedures of record keeping.

Principles and procedures of financial record keeping and reporting.

English usage, spelling, grammar and punctuation.

Pertinent federal, state and local codes, laws and regulations regarding real property title, leaseholds and condemnation proceedings.

Skills in:

Preparing, reading and interpreting maps and legal property descriptions.

Reading construction plans.

Searching property records and property liens.

Preparing and reviewing narrative appraisals of properties and cost estimates in construction.

Negotiating and explaining right-of-way acquisitions and transactions.

Typing at a speed necessary for successful job performance.

Working independently in the absence of supervision.

Understanding and following oral and written instructions.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Communicating clearly and concisely, both orally and in writing.

Responding to requests and inquiries from the general public.

CITY OF LAS VEGAS
Real Property Appraiser (*continued*)

Experience and Training Requirements

Experience:

Three years of increasingly responsible real property appraisal experience.

Training:

Bachelor's degree from an accredited college or university with major in real estate, business administration, public administration or a related field.

May substitute combination of equivalent education and related experience. The city assesses 1.5 years of fulltime experience as equivalent to one year of education.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

Possession of a Nevada Certified General Appraisal license is desirable.

Possession of a Nevada Appraisal license on the date of application, and maintenance thereafter.

WORKING CONDITIONS

Environmental Conditions:

Location: Office and field environments; travel from site to site.

Hazards: Exposure to computer screens, inclement weather conditions.

Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

CITY OF LAS VEGAS
Real Property Appraiser (*continued*)

Physical Conditions:

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SEGAL

REV 5/4/11

FLSA & City: nonexempt

CSB 7/27/11

RIGHT-OF-WAY AGENT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Acquires real property for rights-of-way and easements for major city projects and for public use; handles escrow for the purchase, sale or lease of city-owned property; and prepares maps and legal documentation necessary to process right-of-way acquisitions.

SUPERVISION RECEIVED

Receives general supervision from higher level supervisory or management staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Negotiates and interacts with property owners, attorneys, consultants, public agencies, utility companies, and engineers involving the acquisition and dedication of rights-of-way and easements; responds to inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.
2. Prepares agenda items and resolutions for acceptance of real property and easements by the City Council; participates in discussions about rights of way recommendations.
3. Obtains and processes escrows, easements and related documents. Records grant deeds, easements and other legal documents with the County Recorder.
4. Researches assessor's and district maps, land titles, government patent reservations and other records to provide right-of-way, city limits and other relevant information. Orders and reviews title reports and title insurance policies for real property being purchased.
5. Acquires right-of-way grants and temporary use permits from the Bureau of Land Management (BLM).
6. Coordinates with city engineers to resolve issues related to right-of-way.
7. Prepares forms, maps and legal documentation necessary to process right-of-way acquisitions.
8. Recommends initiation of condemnation when necessary to acquire real property; assists and provides information to city attorney's office in condemnation proceedings.

CITY OF LAS VEGAS
Right-of-Way Agent (*continued*)

Essential Functions:

9. Complete all aspects related to property acquisition to meet construction schedules for all projects assigned.
10. Prepares a variety of written reports and correspondence; participates in meetings with engineers, consultants, other agencies, and property owners related to right-of-way projects and issues.
11. Reviews planning items relating to zone changes, variances, use permits, vacations, annexations, tentative maps, final maps, parcel maps, plot plan reviews and other miscellaneous items to acquire right-of-way.
12. Monitors the work of support staff involved on a contract basis.
13. Maintains a variety of automated and manual logs, records and files; performs a variety of record keeping, filing, indexing and other general clerical work.

Marginal Functions:

1. Performs relocation assistance functions as outlined in the "Uniform Relocation Assistance and Real Property Acquisitions Policies Act of 1970", as amended.
2. Prepares value determinations for acquisitions in conformance with federal standards.
2. Operates and secures assigned vehicle and other assigned equipment; determines whether vehicle is in good working order; maintains vehicle in clean and fueled condition.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles of right-of-way acquisition.

Principles of land survey.

Pertinent federal, state and local laws, codes and regulations.

Techniques of report writing.

Modern office procedures, methods and computer equipment.

English usage, spelling, grammar and punctuation.

Principles and practices of engineering for design and construction of right-of-way and street improvements.

Principles and practices of real estate law, real estate tax law, real property appraisal techniques and real property transactions.

Principles and techniques of title search, real estate appraisal and claims settlement.

CITY OF LAS VEGAS
Right-of-Way Agent (*continued*)

Skills in

Reading, interpreting and understanding technical engineering drawings, maps, legal descriptions and other documents of public record.
Understanding real estate appraisal reports.
Searching property records and check property liens.
Gathering, organizing and analyzing property data.
Communicating tactfully with the public
Understanding and following oral and written instructions.
Establishing and maintaining effective working relationships with those contacted in the course of work.
Communicating clearly and concisely, both orally and in writing.
Meeting critical deadlines.

Experience and Training Requirements

Experience:

Two years of increasingly responsible right-of-way or real estate sales or appraisal experience.

Training:

Bachelor's degree from an accredited college or university with major in business, public administration or a field related to the essential functions.

May substitute combination of equivalent education and related experience. The city assesses 1.5 years of fulltime experience as equivalent to one year of education.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment; outdoor environment; travel site to site.

Hazards: Exposure to computer screens; some exposure to inclement weather.

CITY OF LAS VEGAS
Right-of-Way Agent (*continued*)

Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SEGAL

Revised 5/4/11[formerly Right-of-Way Agent I and II (X)]

FLSA & City: nonexempt

CSB 7/27/11

RIGHT-OF-WAY AND REAL PROPERTY SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Plans, prioritizes, assigns, supervises, and reviews the work of staff responsible for right-of-way and real property appraisal, design and acquisition services; oversees and participates in all work activities; and performs a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level management staff.

Acts as a formal supervisor, exercising direct supervision, including selecting new employees, monitoring and formally evaluating employee performance, and participating in the discipline and termination of employees.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Plans, prioritizes, assigns, supervises and reviews the work of staff responsible for right-of-way and real property appraisal services including design, acquisition, sale, lease and purchase of real estate, consultant selection, appraisal, mapping and planning, zoning and development review.
2. Acts as first line supervisor for designated staff within a department, including interviewing and selecting of job applicants, training, overseeing work, and establishing and evaluating appropriate performance standards in accordance with department objectives.
3. Recommends and assists in the implementation of division goals, objectives, policies and procedures. Assists with the annual development and submission of business plan measures. Prepares and presents monthly performance statistics and reports. Recommends and implements approved policies and procedures.
4. Ensures employees adhere to established work methods, techniques and schedules, and comply with applicable city and department policies, procedures, standards and specifications; reviews needs with appropriate management staff; allocates resources accordingly.

CITY OF LAS VEGAS

Right-of-Way and Real Property Supervisor (*continued*)

Essential Functions:

5. Negotiates and interacts with property owners, consultants and public agencies for dedication and acquisition.
6. Drafts real estate related agreements and contracts; prepares estimates, reports and correspondence.
7. Participates in the preparation and administration of the division budget. Submits budget recommendations. Monitors all financial transactions, expenditures, and identifies and reports potential financial overruns and variances at an early stage. Prepares reports on actual and estimated revenues and expenditures.
8. Negotiates and participates in selection and hiring of consultants; supervises, monitors and reviews contract consultant work.
9. Maintains a variety of automated and manual logs, records and files; performs a variety of record keeping, filing, indexing and other general clerical work.

Marginal Functions:

1. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of right-of-way and real property appraisal.
2. Operates and secures assigned vehicle and other assigned equipment; determines whether vehicle is in good working order; maintains vehicle in clean and fueled condition.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of a right-of-way and real property program.
Principles and techniques of supervision, training and performance evaluation.
Modern and complex principles and practices of right-of-way and real property management.
Principles and practices of right-of-way acquisition.
Principles and practices of land survey.
Principles of engineering design and construction.
Pertinent federal, state and local laws, codes and regulations.
Modern office procedures, methods and computer equipment.

CITY OF LAS VEGAS

Right-of-Way and Real Property Supervisor (*continued*)

Skills in:

Reading, interpreting and understanding technical engineering drawings, maps and legal descriptions and appraisal reports.

Interpreting, explaining, applying and enforcing city policies and procedures.

Planning, organizing and prioritizing assignments.

Meeting deadlines.

Working independently without direct supervision.

Preparing clear and concise reports.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work, including city officials and the general public.

Experience and Training Requirements

Experience:

Four years of increasingly responsible right-of-way or real property appraisal experience including two years of lead, supervisory or project management responsibility.

Training:

Bachelor's degree from an accredited college or university with major in public administration, business management or a field related to the essential functions.

May substitute combination of equivalent education and related experience. The city assesses 1.5 years of fulltime experience as equivalent to one year of education.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment; outdoor environment; travel site to site.

Hazards: Exposure to computer screens; some exposure to inclement weather.

Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

CITY OF LAS VEGAS

Right-of-Way and Real Property Supervisor (*continued*)

Physical Conditions:

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SEGAL

REVISED: 4/28/11

FLSA & City: nonexempt

CSB 7/27/11

TERMINAL AGENCY TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Inputs, audits, and verifies information with multiple national, regional, state, and local law enforcement and criminal justice systems and databases, including, but not limited to, the National Crime Information Center (NCIC), Department of Motor Vehicles (DMV), Nevada Law Enforcement Telecommunications (NLETS), California Law Enforcement Telecommunications (CLETS), Nevada Criminal Justice Information Systems (NCJIS) and Las Vegas Metropolitan Police Department Shared Computer Operation for Protection in Enforcement (SCOPE) systems. Maintains user access and trains users on proper policies and procedures to ensure compliance. Conducts background checks.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from supervisor and higher level management staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Assigns Operator Identification Numbers, and maintains user access to multiple national, regional, state, and local law enforcement systems and databases, such as the National Crime Information Center (NCIC), Department of Motor Vehicles (DMV), Nevada Law Enforcement Telecommunications (NLETS), California Law Enforcement Telecommunications (CLETS), Nevada Criminal Justice Information Systems (NCJIS) and Las Vegas Metropolitan Police Department Shared Computer Operation for Protection in Enforcement (SCOPE) systems. Monitor system usage, enforces applicable policies and/or procedures, conducts scheduled and random investigations concerning system abuse or misuse; responds and participates in scheduled and random audits of Municipal Court by controlled service agencies.
2. Acts as a liaison between the city and various local, state, and federal agencies. Responds to internal and external requests for information and/or actions in a timely manner.
3. Conducts pre-employment and post-employment computer-based background checks of city employees, contractors, and volunteers who may have access to Municipal Court facilities and networking infrastructure. Trains and assists Municipal Court terminal operators on all database systems. Ensures all operators and non-operators have the applicable certifications and training and maintain such certifications. Ensures that training databases are accurate and updated with applicable agencies.

CITY OF LAS VEGAS

Terminal Agency Technician (*continued*)

Essential Functions:

4. Enters, updates, deletes and ensures accuracy of Municipal Court related information entered into criminal justice databases. Maintains accurate database authorization lists, user reports, files and policy manuals. Conducts scheduled and random audits to ensure system entries are accurate. Disseminates pertinent information to the State of Nevada and terminal users and other city employees and contractors as required.
5. Assists in researching, writing, implementing and monitoring policies and procedures as they relate to criminal justice systems and databases.
6. Participates in department new employee orientation sessions to explain procedures concerning Municipal Court computer use and restrictions. Develops and updates training materials. Trains supervisors and staff on new programs as needed.
7. Coordinate with Information System Unit staff in conducting testing of court management system interfaces with criminal justice agencies and bail changes; updates bail table when fine, court status or judicial order changes occur.
8. Assists with court management system computer issues as directed and assists in the coordination of programming and testing of new and updated system applications, and special projects and reports.
9. Participates in assigned committees and assists with development of changes as determined by committee action.

Marginal Functions:

1. Assists with general clerical duties as needed.
2. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Procedures and practices of criminal justice computer systems, including NCIC, NCJIS, NLETS, CLETS, SCOPE and DMV policies.
Criminal History Repository Information (CHRI) policies and procedures.
Principles and practices of record keeping.
Principles and practices of database entry and maintenance.
Modern office procedures, methods and computer equipment.
Basic bail bond procedures.

CITY OF LAS VEGAS

Terminal Agency Technician (*continued*)

Knowledge of:

English usage, spelling, grammar and punctuation.

Pertinent federal, state and local laws, codes and regulations related to the use of criminal justice computer systems, dissemination of information and security and privacy requirements.

Desktop computing, networking and system security fundamentals, including troubleshooting techniques.

Skills in:

Understanding, interpreting and explaining the various criminal justice computer systems functions.

Researching and resolving potential improper usage of criminal history information systems.

Maintaining accurate files and records.

Maintaining confidentiality of work performed.

Collecting and compiling information for a variety of department and state required reports.

Working independently without direct supervision.

Understanding and following oral and written instructions.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Experience and Training Requirements

Experience:

Two years of experience in a court, legal office or criminal justice environment, one year of which must have been in the data management of a multi-platform, multi-vendor automated information processing system in a law enforcement agency or court system; experience in conducting background investigations is required.

Training:

Associate's degree from an accredited college or university in criminal justice, public administration or closely related field.

May substitute a combination of equivalent education and experience. The City assesses 1.5 years of full-time experience as equivalent to one year of education.

License and Certificate:

Possession of a Terminal Agency Coordinator/NCIC certification issued by the State of Nevada Public Safety Division within six months of the date of appointment, and maintenance thereafter.

CITY OF LAS VEGAS
Terminal Agency Technician (*continued*)

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SEGAL
REV 6/2/11
FLSA & City: nonexempt
CSB 7/27/11