



# Travis County Commissioners Court Agenda Request

**Meeting Date:** 11/4/14

**Prepared By/Phone Number:** Elijio Arjona, 854-4555

**Elected/Appointed Official/Dept. Head:** Leroy Nellis, 854-9106

**Commissioners Court Sponsor:** Judge Samuel T. Biscoe

*For Leroy Nellis  
Debbie Maynor*

## **AGENDA LANGUAGE:**

Consider and take appropriate action on the following items for Human Resources Management Department:

Proposed routine personnel amendments.

## **BACKGROUND/SUMMARY OF REQUEST AND ATTACHMENTS:**

Attached are Personnel Amendments for Commissioners Court approval.

**Routine Personnel Actions – Pages 2 – 11.**

If you have any questions or comments, please contact Todd L. Osburn at 854-2744.

## **STAFF RECOMMENDATIONS:**

N/A

## **ISSUES AND OPPORTUNITIES:**

N/A

## **FISCAL IMPACT AND SOURCE OF FUNDING:**

None.

## **REQUIRED AUTHORIZATIONS:**

Todd Osburn, Human Resources Management Department, 854-2744

Debbie Maynor, Human Resources Management Department, 854-9170

Leroy Nellis, Planning and Budget Office, 854-9106

**AGENDA REQUEST DEADLINE:** All agenda requests and supporting materials should be submitted as a pdf to the County Judge's office, [agenda@co.travis.tx.us](mailto:agenda@co.travis.tx.us) by **Tuesdays at 5:00 p.m.** for the next week's meeting.



# HRMD

*Human Resources Management Department*

700 Lavaca Street, 4<sup>th</sup> Floor

● P.O. Box 1748

● Austin, Texas 78767

● (512) 854-9165 / FAX (512) 854-9757

**November 4, 2014**

**ITEM # :**

**DATE:** October 24, 2014

**TO:** Samuel T. Biscoe, County Judge  
Ron Davis, Commissioner, Precinct 1  
Bruce Todd, Commissioner, Precinct 2  
Gerald Daugherty, Commissioner, Pct. 3  
Margaret Gomez, Commissioner, Precinct 4

**VIA:** Leroy Nellis, County Executive, Planning and Budget

**FROM:** Debbie Maynor, Director, HRMD

**SUBJECT:** Weekly Personnel Amendments

Attached are Personnel Amendments for Commissioners Court approval.

**Routine Personnel Actions – Pages 2 – 11.**

If you have any questions or comments, please contact Debbie Maynor at 854-9170 or Todd L. Osburn at 854-2744.

LN/DM/TLO

#### Attachments

cc: Planning and Budget Department  
County Auditor  
County Auditor-Payroll (Certified copy)  
County Clerk (Certified copy)

WEEKLY PERSONNEL AMENDMENTS - ROUTINE

		CURRENT			NEW	
Action Type Description	Action Reason Description	Action Effective Date	Current Personnel Area	Position / Position Title / Employee Group / Employee Subgroup / Grade / Level / Salary/Rate Amt	New Personnel Area	Position / Position Title / Employee Group / Employee Subgroup / Grade / Level / Salary/Rate Amt
New Hire	New Hire	10/15/2014	N/A	N/A	1450 - Facilities Management	30000528 / Building Security Guard / 2 - Temporary / 05 - Hourly - Retmt / GRD09 / 00 / \$11.09
New Hire	New Hire	09/29/2014	N/A	N/A	1700 - Transportation and Nat Rsrc	30005624 / School Crossing Guard / 2 - Temporary / 05 - Hourly - Retmt / GRD11 / 00 / \$13.00
New Hire	New Hire	10/29/2014	N/A	N/A	3050 - Tax Collector	30000236 / Tax Assessor-Collector Di / 1 - Regular / 01 - Full Time Exempt / GRD28 / 00 / \$90,000.00
New Hire	New Hire	10/09/2014	N/A	N/A	3150 - County Clerk	30006768 / Elections Operations Cler / 2 - Temporary / 06 - Hourly - No Bnf / NCF01 / 00 / \$12.00
New Hire	New Hire	10/13/2014	N/A	N/A	3300 - District Attorney	30050179 / Business Analyst III / 1 - Regular / 01 - Full Time Exempt / GRD26 / 00 / \$75,046.40
New Hire	New Hire	10/17/2014	N/A	N/A	3500 - Sheriff	30002477 / Corrections Cadet / 1 - Regular / 02 - Full Time Non-Exempt / GRD80 / 01 / \$38,919.50
Re-Hire	Re-Hire	10/16/2014	N/A	N/A	1450 - Facilities Management	30000529 / Building Security Guard / 8 - Retiree Temp / 05 - Hourly - Retmt / GRD09 / 00 / \$11.09

WEEKLY PERSONNEL AMENDMENTS - ROUTINE

		CURRENT			NEW	
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Re-Hire	Re-Hire	10/15/2014	N/A	N/A	3150 - County Clerk	30006680 / Elections Early Voting Cl / 2 - Temporary / 06 - Hourly - No Bnf / NCF01 / 00 / \$10.00
Re-Hire	Re-Hire	10/15/2014	N/A	N/A	3150 - County Clerk	30006697 / Elections Early Voting Cl / 2 - Temporary / 06 - Hourly - No Bnf / NCF01 / 00 / \$10.00
Re-Hire	Re-Hire	10/16/2014	N/A	N/A	3150 - County Clerk	30006739 / Elections Early Voting Cl / 2 - Temporary / 06 - Hourly - No Bnf / NCF01 / 00 / \$10.00
Re-Hire	Re-Hire	10/14/2014	N/A	N/A	3150 - County Clerk	30006796 / Elections Early Voting Cl / 2 - Temporary / 06 - Hourly - No Bnf / NCF01 / 00 / \$10.00
Re-Hire	Re-Hire	10/13/2014	N/A	N/A	3150 - County Clerk	30006443 / Elections Early Voting De / 2 - Temporary / 06 - Hourly - No Bnf / NCF01 / 00 / \$12.00
Re-Hire	Re-Hire	10/06/2014	N/A	N/A	3150 - County Clerk	30006745 / Elections Operations Cler / 2 - Temporary / 06 - Hourly - No Bnf / NCF01 / 00 / \$12.00
Re-Hire	Re-Hire	10/13/2014	N/A	N/A	3150 - County Clerk	30006714 / Elections Early Voting Cl / 2 - Temporary / 06 - Hourly - No Bnf / NCF01 / 00 / \$10.00

WEEKLY PERSONNEL AMENDMENTS - ROUTINE

Action Type Description	Action Reason Description	Action Effective Date	Current Personnel Area	CURRENT Position / Position Title / Employee Group / Employee Subgroup / Grade / Level / Salary/Rate Amt	New Personnel Area	NEW Position / Position Title / Employee Group / Employee Subgroup / Grade / Level / Salary/Rate Amt
Mobility	Interdpt Change	11/01/2014	1400 - Information Technology Service	3000335 / Planning Mgr / 1 - Regular / 01 - Full Time Exempt / GRD24 / 00 / \$73,775.22	3050 - Tax Collector	3000335 / Planning Mgr / 1 - Regular / 01 - Full Time Exempt / GRD24 / 00 / \$73,775.22
Mobility	Promotion	10/02/2014	3500 - Sheriff	3002690 / Certified Peace Officer Sr / 1 - Regular / 02 - Full Time Non-Exempt / GRD84 / 18 / \$71,214.00	3500 - Sheriff	3002875 / Corrections Sergeant / 1 - Regular / 02 - Full Time Non-Exempt / GRD88 / 18 / \$94,793.71
Mobility	Promotion	10/19/2014	3500 - Sheriff	3002663 / Corrections Officer Sr / 1 - Regular / 02 - Full Time Non-Exempt / GRD83 / 01 / \$48,226.26	3500 - Sheriff	30003264 / Law Enforcement Sheriff Deputy / 1 - Regular / 02 - Full Time Non-Exempt / GRD72 / 01 / \$52,301.81
Mobility	Promotion	10/26/2014	3500 - Sheriff	30002356 / Corrections Officer Sr / 1 - Regular / 02 - Full Time Non-Exempt / GRD83 / 02 / \$49,452.83	3500 - Sheriff	30003315 / Law Enforcement Sheriff Deputy / 1 - Regular / 02 - Full Time Non-Exempt / GRD72 / 02 / \$53,347.84
Mobility	Reclassification	10/01/2014	1250 - Planning and Budget	30005855 / Planner Sr / 1 - Regular / 01 - Full Time Exempt / GRD21 / 00 / \$62,800.00	1250 - Planning and Budget	30005855 / Planning Project Mgr / 1 - Regular / 01 - Full Time Exempt / GRD23 / 00 / \$65,940.00
Mobility	Reclassification	10/01/2014	3200 - District Clerk	30001138 / Court Clerk II / 1 - Regular / 02 - Full Time Non-Exempt / GRD15 / 00 / \$47,973.87	3200 - District Clerk	30001138 / Court Clerk II Sr / 1 - Regular / 02 - Full Time Non-Exempt / GRD16 / 00 / \$49,593.67
Mobility	Voluntary Reassignment	10/15/2014	3500 - Sheriff	30003167 / Dispatch Specialist 911 / 1 - Regular / 02 - Full Time Non-Exempt / GRD15 / 00 / \$39,750.40	3500 - Sheriff	30002138 / Security Coord / 1 - Regular / 02 - Full Time Non-Exempt / GRD13 / 00 / \$37,042.72

<b>NEW JOB CLASSIFICATIONS</b>		
<b>Job Title / Job Object ID</b>	<b>FLSA</b>	<b>Pay Grade</b>
Tax Office Program Coordinator / 200XXXXX	Exempt	19
Tax Office Manager / 200XXXXX	Exempt	24
See attached memo and job descriptions, pages 6 - 11.		

**BY ORDER OF THE COMMISSIONERS COURT, THE PRECEDING PERSONNEL AMENDMENTS ARE APPROVED.**

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**Samuel T. Biscoe, County Judge**

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**Ron Davis, Commissioner, Pct. 1**

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**Bruce Todd, Commissioner, Pct. 2**

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**Gerald Daugherty, Commissioner, Pct. 3**

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**Margaret Gomez, Commissioner, Pct. 4**



# Human Resources Management

700 Lavaca, 4th Floor • P.O. Box 1748 • Austin, Texas 78701 • (512) 854-9165

## MEMORANDUM

DATE: October 24, 2014  
TO: Members of the Commissioners Court  
VIA: Leroy Nellis, County Executive, Planning & Budget Office *L. Nellis / [Signature]*  
FROM: Debbie Maynor, Director of Human Resources *DM*  
Todd Osburn, Compensation Manager  
SUBJECT: Proposed New Job Classifications

HRMD recommends creation of two new job classifications as outlined below:

### Tax Office Manager & Tax Office Program Coordinator

The Tax Assessor & Collector's Office (Tax Office) has been undergoing a multi-year reorganization plan. Creation of these two titles is part of that on-going effort and will facilitate increased accountability and program training.

#### **Tax Office Manager**

Creation of the Tax Office Manager title is necessary due to an organizational gap in the Office's current structure. As presently configured, the Office has multiple Tax Supervisors (PG 20) reporting to Division Directors (PG 28) and Associate Deputies (PG 29). Given the size of the Office's operations and the amount of revenue that flows through the Office, a necessary level of middle management to oversee programs and ensure financial control and accountability is missing. Creation of the Tax Office Manager title will allow the Senior Management to better focus on higher level goals and objectives by relieving them of having to be overly involved in the day-to-day management of multiple supervisors. It should improve office accountability and facilitate better long-range planning. Based on the organizational structure and market conditions, the job would be placed in Pay Grade 24 on the Classified Pay Scale.

#### **Tax Office Program Coordinator**

Creation of this job title is necessary to accommodate the growth of the the Office's operations and address the need for increased employee training, education and certification. Additionally, the Tax Office has taken on greater roles in community outreach which requires a dedicated presence on social media outlets. Coordination of these efforts in both content and media is vital to maintaining an increased presence in the community. Based on internal equity relationships, the job would be placed in Pay Grade 19 of the Classified Pay Scale.

Should you have questions, contact Debbie Maynor at ext. 4-9170 or Todd Osburn at ext. 4-2744.

# TRAVIS COUNTY JOB DESCRIPTION

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**JOB TITLE: TAX OFFICE MANAGER (DRAFT)**

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**JOB CODE:** XXX  
**PAY GRADE:** 24

**FLSA STATUS:** Exempt  
**LAST REVISED:** 11/04/14

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**JOB SUMMARY:**

Oversees the management, operating functions and staff contained within multiple tax units of a complex tax office program area. Duties require results-oriented leadership in accordance with state, federal and local laws, policies and procedures.

**DISTINGUISHING CHARACTERISTICS:**

This is a job classification within the Management job family. Responsible for tactical planning of area of responsibility with varied procedures in a constantly changing environment. This classification may require a flexible work schedule in order to meet the needs of the department.

**DUTIES AND RESPONSIBILITIES:**

- Oversees management, operating functions and staff within multiple tax units of a complex Tax office programmatic area. Assists with the development of resource and strategic plans for the department.
- Plans, evaluates, establishes and implements policies. Develops procedures to ensure maximum productivity. Researches, monitors and ensures compliance with constantly changing legislative mandates, regulations, reporting requirements and directives that affect the area of responsibility.
- Manages, delegates, coordinates, monitors and evaluates work of subordinate supervisors and technical staff. Works closely with unit supervisors to develop formal performance reviews for staff. Hires, trains and disciplines staff. Recommends performance increases and disciplinary actions, including dismissals. Handles and resolves personnel management issues and develops program performance measures.
- Performs the most complex administrative tasks to achieve department objectives. Performs highly technical analysis: collects, analyzes, researches, and audits data -. Compiles and prepares complex and technical documents and reports. Assists in preparing budget documents.
- Evaluates operations and makes recommendations for continuous improvements. Develops strategies to address program requirements. Serves as a subject matter expert, represents the department and acts as a liaison with other agencies. Responds to difficult inquires and complaints. Performs other job duties as assigned.

**MINIMUM REQUIREMENTS:****Education and Experience:**

Bachelor's degree in Public Administration, Business Administration, Business Management, Government, Political Science or a directly related field AND five (5) years of professional experience with broad management support in areas relating to budgeting, purchasing, human resources, customer service, auditing, and records management in a high-volume, high-profile customer service organization, including three (3) years of mid to senior level management experience.

OR,

Any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job.

**Licenses, Registrations, Certifications, or Special Requirements:**

Valid Texas Driver's License.

State accreditation as Professional County Collector within two years.

National accreditation as Certified Elections Registration Administrator within two years.

**Preferred:**

Master's degree in Public Administration, Business Administration, Business Management, Government, Political Science or a directly related field.

# TRAVIS COUNTY JOB DESCRIPTION

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**JOB TITLE: TAX OFFICE MANAGER (DRAFT)**

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**JOB CODE:** XXX  
**PAY GRADE:** 24

**FLSA STATUS:** Exempt  
**LAST REVISED:** 11/04/14

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## **Knowledge, Skills, and Abilities:**

### **Knowledge of:**

- Management and supervisory practices and techniques
- Strategic planning and production-related project management
- Management of databases and automated information system hardware and software applications
- Federal, State, Local and County laws, rules, regulations and guidelines
- Policies, practices, procedures and terminology of assigned function
- Legal filing, reporting requirements and research procedures
- Accounting, purchasing and budgetary theory, principles and practices
- Computer equipment to include word processing, spreadsheets, databases, presentation, automated systems, and related software applications
- Conventional business letter writing, grammar and punctuation, and report preparation

### **Skill in:**

- Supervising others, including team building
- Evaluating programs and personnel
- Explaining complicated technical problems in simple non-technical language
- Problem-solving and decision-making for developing effective solutions
- Conflict resolution and community relations
- Effective verbal and written communication including public speaking

### **Ability to:**

- Direct, motivate, train, develop and evaluate supervisors and staff.
- Plan, organize and effectively direct projects.
- Develop and implement new and innovative ideas.
- Work on a wide variety of tasks simultaneously and produce timely and tangible results.
- Analyze and interpret complex policies, regulations and procedures.
- Set priorities for a tax office program.
- Identify and resolve problems.
- Establish and maintain effective working relationships with departments, representatives of outside agencies and providers, other County employees and officials, and the public.
- Monitor program budget and make recommendations. Perform in a stressful environment while maintaining a professional demeanor

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

Physical requirements include the ability to lift, carry and set up equipment up to 10 - 25 pounds, visual acuity, speech and hearing, hand and eye coordination and manual dexterity necessary to operate a computer and office equipment. Subject to working after-hours, weekends and holidays, outdoors in hot, cold, humid, windy or dry conditions. Subject to standing for long periods of time, walking, sitting, repetitive motion, reaching, climbing stairs, bending, stooping, kneeling, crouching, crawling, pushing, pulling, balancing, client/customer contact, squatting, to perform the essential functions.

**This job description is intended to be generic in nature. It is not necessarily an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities and overtime eligibility may vary based on the specific tasks assigned to the position.**

# TRAVIS COUNTY JOB DESCRIPTION

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**JOB TITLE: TAX OFFICE PROGRAM COORDINATOR (DRAFT)**

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**JOB CODE:** XXX  
**PAY GRADE:** 19

**FLSA STATUS:** Exempt  
**LAST REVISED:** 11/04/14

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**JOB SUMMARY:**

Responsible for planning and executing tax office programs such as employee education and training, state mandated certification, media services, community outreach, and web services.

**DISTINGUISHING CHARACTERISTICS:**

This is a job classification within the Senior Management/Middle Management job family. Incumbents in this position develop and implement the daily operations of the following programs: training, training administration, certification administration, media services, community outreach, web site and social media services. Positions have high visibility within the Tax Office and the community. This classification may require a flexible work schedule that includes evenings, holidays and weekends.

**DUTIES AND RESPONSIBILITIES:**

- Designs, plans, implements, coordinates, and oversees program area.
- Identifies program needs, develops curriculum, determines appropriate methodology and delivers training.
- Supervises new employees, temporary employees, trainees (regular employees in training) and interns. Reports on performance following training sessions and internship period.
- Instructs courses approved by the State Comptroller of Public Accounts for professional certification. Instructs in-house courses designed to improve performance delivery and prevent loss.
- Represents the elected official in writing and in person.
- Converts content from other sources into web pages. Conceptualizes, designs and develops the layout and user interface of web pages, content and applications. Participates in web site revision planning.
- Coordinates publishing of routine to moderately complex content and updates. Consults with users in the maintenance of web site information to facilitate accuracy and updating of information.
- Reviews and troubleshoots routine website issues. Solves or recommends solutions, and refers complex website issues to higher level staff.
- Assists with the gathering of user requirements and business objectives. Responds to user inquiries and suggestions.
- Builds and maintains relationships with members of the news media and officials with the Texas Department of Licensing and Regulation, the State Comptroller of Public Accounts and property tax related professional associations.
- Responsible for the social media tools used to inform and guide customers in timely updates, services and locations. Responds to customer inquiries via social media sites. Monitors services to ensure consistency in referrals to the Tax Office's five locations.
- Promotes citizen awareness and initiates public outreach. Coordinates with numerous organizations throughout the community to foster excellence in customer service delivery.
- Administers information pages of the tax office website. Decides when and how changes and updates are made, and coordinates web site with social media.
- As mandated by Sec. 552.001 of the Government Code, i.e., the Public Information Act, creates articles, news releases, materials and scripts used in publications and promotional projects designed for print, broadcast and online media.
- In compliance with Title 16 of the Texas Administrative Code and specifically Rule 94.100 (Code of Ethics), incorporates professional standards into all aspects of training design, development and delivery.
- Collaborates with tax office managers and supervisors to measure core competencies, promote performance-based results and prevent loss.

# TRAVIS COUNTY JOB DESCRIPTION

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**JOB TITLE: TAX OFFICE PROGRAM COORDINATOR (DRAFT)**

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**JOB CODE:** XXX  
**PAY GRADE:** 19

**FLSA STATUS:** Exempt  
**LAST REVISED:** 11/04/14

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- Coordinates with other county offices such as the Travis County Auditor and the Travis County Attorney as well as Travis Central Appraisal District, the Texas State Comptroller, Williamson County, Hays County, Bexar County, Dewitt County, Round Rock ISD, Leander ISD, the Texas Department of Licensing and Regulation and private businesses to register and process records for students in professional accreditation courses delivered by the tax office.
- Responsible for record retention and updates associated with Tax Assessor-Collectors Association (TACA) registrants in the Tax Office.
- Responsible for the Tax Office's learning management system including maintenance of twenty web-based training courses.
- Documents program activities including maintenance of required records; prepares forms and reports as needed.
- Coordinates the use of county resources to meet program objectives. Designs and Implements measurement tools to determine the effectiveness of the program.
- Establishes yearly goals based on program accomplishment.

**MINIMUM REQUIREMENTS:**

**Education and Experience:**

Bachelor's degree in Public Administration, Business Administration, Business Management, Government, Political Science or a directly related field AND three (3) years of increasingly responsible program or project management experience, including one (1) year of mid- to senior level supervisory or management experience;

OR,

Any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job.

**Licenses, Registrations, Certifications, or Special Requirements:**

Valid Texas Driver's License.

State accreditation as a Professional County Collector within two years.

State-approved instructor within five years.

**Preferred:**

Experience with Texas property tax, motor vehicle and election laws and project management certification.

**Knowledge, Skills, and Abilities:**

**Knowledge of:**

- Curriculum development and planning.
- Federal, state, local and city election laws, rules, guidelines, regulations and legislative processes.
- Strategic planning and production-related project management.
- Management and supervisory principles, practices and techniques.
- Documentation practices in record-keeping functions.
- Effective written and verbal communication, including speech preparation.
- Conventional business letter writing, grammar and punctuation, and report preparation.
- Social media tools such as Facebook, Twitter, YouTube, Foursquare, Yelp, and Google+, Google Maps, Google Places, Yahoo Local, Bing, Hotfrog, Insider Pages, and Austin 360.

**Skill in:**

- HTML software such as Dreamweaver
- Authoring software such as Articulate Storyline and Adobe Acrobat
- Audio / video editing
- Graphic layout and design

# TRAVIS COUNTY JOB DESCRIPTION

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**JOB TITLE: TAX OFFICE PROGRAM COORDINATOR (DRAFT)**

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**JOB CODE:** XXX  
**PAY GRADE:** 19

**FLSA STATUS:** Exempt  
**LAST REVISED:** 11/04/14

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**Knowledge, Skills, and Abilities: (Cont.)**

**Skill In (Cont.)**

- Organization, presentation and reporting tools such as Microsoft Excel, PowerPoint and Access
- Supervising others, including team building.
- Explaining complicated technical problems in simple non-technical language (verbal and written).
- Problem-solving and technical decision-making for developing effective solutions.
- Conflict resolution and community relations..
- Program planning, development and monitoring.
- Conducting education sessions for large and small groups.
- Both verbal and written communication.

**Ability to:**

- Train, guide, organize and assign the work of others.
- Analyze research and evaluate findings.
- Plan, coordinate, monitor, and negotiate arrangements and evaluate complex projects.
- Analyze and interpret policies and procedures, public information statements and operational plans or activities.
- Work on a wide variety of tasks simultaneously and produce timely and tangible results.
- Manage time well, perform multiple tasks and organize diverse activities.
- Research, compile, analyze, interpret and prepare a variety of fiscal, statistical and administrative reports.
- Independently prepare correspondence, memorandums and other materials.
- Establish and maintain effective working relationships with departmental clientele, technical staff, state and local officials, elected and appointed officials, members of the media, representatives of outside agencies, other County employees and officials, and the general public.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

Physical requirements include the ability to lift, carry and set up equipment up to 10 - 25 pounds, visual acuity, speech and hearing, hand and eye coordination and manual dexterity necessary to operate a computer and office equipment. Subject to working after-hours, weekends and holidays, outdoors in hot, cold, humid, windy or dry conditions. Subject to standing for long periods of time, walking, sitting, repetitive motion, reaching, climbing stairs, bending, stooping, kneeling, crouching, crawling, pushing, pulling, balancing, client/customer contact, squatting, to perform the essential functions.

**This job description is intended to be generic in nature. It is not necessarily an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities and overtime eligibility may vary based on the specific tasks assigned to the position.**