

**CITY COUNCIL
COMMUNICATION:**

ITEM _____

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

99-305

SYNOPSIS -

AGENDA:

JUNE 28, 1999

SUBJECT:

Receive and file the job specifications for the newly created positions of Contract Compliance Officer, Deputy Community Development Director, Guest Services Manager, and Wastewater Reclamation Authority (WRA) Accounting Analyst; and the revised job specifications for positions Deputy City Engineer and Housing Services Director.

RECOMMENDATION
FOR NEW JOB
SPECIFICATIONS
AND REVISION TO
JOB
SPECIFICATIONS

FISCAL IMPACT -

TYPE:

Contract Compliance Officer (1181), Supervisory, Professional, and Management (SPM) Salary Range 27 (\$43,787-\$52,601) plus benefits. Funds for this position are appropriated in the Fiscal Year (FY) 1999-2000 budget. This new position will eliminate the services provided by private auditors under contract.

RESOLUTION
ORDINANCE
RECEIVE/FILE

Deputy City Engineer - Environmental Services (6950), SPM Salary Range 34A (\$62,273-\$78,915) plus benefits. Funds for this position are appropriated in the FY 1999-2000 budget. This is an existing position unfilled since a retirement in January, 1999 without change in compensation level.

SUBMITTED BY:

WILLIAM STOWE
HUMAN
RESOURCES
DIRECTOR

Deputy Community Development Director (4598), SPM Salary Range 35 (\$63,782-\$80,627) plus benefits. Funds for this position are appropriated in the FY 1999-2000 Community Development General Fund Operating Budget. This is a newly created position.

Guest Services Manager (5620), SPM Salary Range 23 (\$36,551-\$43,787) plus benefits. The source of additional funds is the projected net income from Zoo operations of food and gift sales. Projected net income for FY 1999-2000 is \$82,209; thus the position is fully self-supporting. This new position is created to support in-sourcing of Zoo operations.

Housing Services Director (8799), Municipal Public Housing Agency (MPHA) Salary Range 38 (\$68,066-\$89,560) plus benefits. FY 1999-2000 Housing Services Operating Budget. This is a revision of an existing position without change in compensation level.

WRA Accounting Analyst (1138), Municipal Employees Association (MEA) Salary Range 27 (\$39,514-\$47,396) plus benefits. This newly created position is a combination of SPM Salary Range 27 and MEA Salary Range 22 Accountant positions. Funding will consist of 85 percent Wastewater Reclamation Facility (WRF), 10 percent Sanitary Sewer Fund, and 5 percent General Fund.

RECOMMENDATION -

Receive and File.

BACKGROUND -

Contract Compliance Officer

Under the direction of the Assistant Aviation Director of Finance and Administration, this position will plan, supervise, and administer the Airport's contractual compliance and internal auditing program in accordance with accepted financial and/or governmental accounting and management practices.

This newly created position will enable the City to examine and evaluate Airport and tenant activities in accordance with accepted financial and/or governmental accounting and management practices. On an as needed basis, the position will also review other City operations such as the parking garages.

Deputy City Engineer

Under the direction of the City Engineer, this position will administer the Environmental Services Division of the Engineering Department including the WRA, the Storm Water Utility System, and the Sanitary Wastewater Utilities.

The City Engineer has an immediate need for revisions to the job specification. The City approved the current job specification at the December 21, 1998 City Council meeting in

order to begin recruitment to fill the vacancy resulting from the long-time incumbent's retirement. However, the recruitment was delayed because of the search for a City Engineer. Now, the search for the Deputy of Environmental Services is ready to recommence and a review of the job specification necessitates a few minor modifications to the "Distinguishing Features of the Class," "Essential Work of the Class," and "Experience and Training" required. The focus of these revisions will enhance the scope of duties to be performed and experience in wastewater, storm water and sanitary systems, and utilities.

Deputy Community Development Director

The Community Development Department has undergone major reorganizations in 1993 and 1996. The Department flattened the organization by eliminating an assistant director position in 1996. This action has adversely impacted succession planning and over extended the Director's responsibilities. The director's breadth of responsibilities in Community Development has been a challenge to cover in a timely and effective manner without direct assistance. In addition, the director and the Department have had less time to focus on significant planning issues since the Planning Administrator has supervised administration and substituted for the director in his absence. Recent changes in the Neighborhood Health and Zoning Division have required more involvement with development planning by the Planning Administrator.

The Deputy Community Development Director will work directly with the Community Development Director on issues related to the Department and will share duties of the director when appropriate. The deputy will direct the administration division, perform the duties of the Community Development Director in his/her absence, and perform project specific activities as needed. This will allow more time to be spent on planning issues and better communication to occur at the Department level.

Guest Services Manager

The position, under the direction of the Zoo Administrator and located within the Park and Recreation Department, will manage a comprehensive guest services program to include admissions, merchandise sales, food and beverage services, amusement rides, rentals, and customer relations at the City-

owned Blank Park Zoo.

The pre-existing contract with Service Systems Associates (SSA) to operate the Zoo's food, beverage, and merchandise sales included the option to renew the contract for a two-year period effective March 17, 1999. SSA declined to renew because their account manager for the Zoo tendered her resignation. Because of the short time available to prepare for the 1999 season, SSA decided it was not cost-effective for them to incur the additional expense to maintain the account for only an additional two-year period. In order to provide the Zoo the time necessary to take over the account and hire a manager, the contract was extended to August 31, 1999.

The Zoo currently operates all revenue-producing guest services except food, gifts, and the camel ride. The rationale for in-sourcing the food and gift operations are:

- With the completion of the Web of Life Interpretive Center in the Year 2000, the Zoo will have a year-round visitor season.
- Increased net income contribution to operating expenses, which will increase the attendance growth generated by year-round exhibits.
- More effective management control through integration of sales, marketing, and customer services, and more efficient use of personnel in delivering overall programs and services.

Housing Services Manager

Under the direction of the City Manager, this position will plan, organize, and direct the operations and activities of the Housing Services Department. Revisions are recommended to accurately reflect the assigned job responsibilities and to facilitate the executive search which is being conducted by the RJA Management Services, Inc. to fill the current vacancy resulting from a May, 1999 resignation of the former Housing Services Director, William Wilkins.

WRA Accounting Analyst (This position will carry Civil Service status.)

This newly created position will oversee financial operations within an assigned area of a City department and provide support to the WRA fiscal operations' analysis activities. The

work is performed under the direct supervision of assigned financial or administrative personnel, but considerable leeway is granted for the exercise of independent judgement and initiative. The Finance Department provides financial oversight of several WRA operations related to rate model development and analysis requirements as well as annual budget preparation assistance utilizing the services of a vacant Accountant position. In addition, the WRA has a vacant Administrative Analyst position, which provides similar support functions to the facility on a day-to-day basis. After careful review of the functions of the two positions, the City determined that cost savings could be realized if the two positions were consolidated and structured to provide a higher degree of expertise (Certified Public Accountant). The salary savings are approximately \$41,049 without benefits.