

CITY OF EL PASO, TEXAS
DEPARTMENT HEAD'S SUMMARY REQUEST FOR COUNCIL ACTION (RCA)

DEPARTMENT: Human Resources

AGENDA DATE: 01/02/08

CONTACT PERSON/PHONE: Human Resources, Linda Ball Thomas, (915) 541-4509

DISTRICT(S) AFFECTED: City Wide

SUBJECT:

APPROVE: Resolutions for the creation of Job Specifications for International Bridges Operations Manager

BACKGROUND / DISCUSSION:

The creation of the proposed job classes was requested by the Street Department Director to implement strategic and operational efficiencies. No current specification adequately describes the nature, scope and level of the assignments and requirements for these positions.

PRIOR COUNCIL ACTION:

N/A

AMOUNT AND SOURCE OF FUNDING:

Budgeted for FY/2008

BOARD / COMMISSION ACTION:

Per Civil Service Commission approval on 12/13/07

CITY CLERK DEPT.
07 DEC 17 PM 3:02

*****REQUIRED AUTHORIZATION*****

LEGAL: (if required) _____

FINANCE: (if required) _____

OTHER: _____

(Example: if RCA is initiated by Purchasing, client department should sign also)

Information copy to appropriate Deputy City Manager

APPROVED FOR AGENDA:

CITY MANAGER: _____

DATE: _____

RESOLUTION

CITY CLERK DEPT.

07 DEC 17 PM 3:02

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the Classification and Compensation Plan shall be amended, as recommended by the Civil Service Commission. The class of **International Bridges Operations Manager** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **12400**. The Grade is **PM 130**.

PASSED AND APPROVED this ___ day of January 2008.

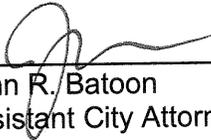
THE CITY OF EL PASO

John F. Cook
Mayor

ATTEST:

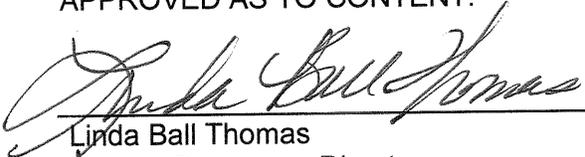
Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:



John R. Batoon
Assistant City Attorney

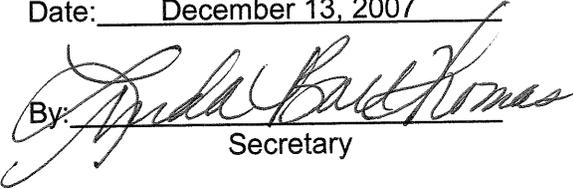
APPROVED AS TO CONTENT:



Linda Ball Thomas
Human Resources Director

APPROVED BY THE CIVIL
SERVICE COMMISSION:

Date: December 13, 2007

By: 

Secretary

JOHN COOK
MAYOR

JOYCE WILSON
CITY MANAGER

LINDA BALL THOMAS
HUMAN RESOURCES DIRECTOR

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CITY COUNCIL
ANN MORGAN LILLY, DISTRICT 1
SUSANNAH M. BYRD, DISTRICT 2
J. ALEXANDRO LOZANO, DISTRICT 3
MELINA CASTRO, DISTRICT 4
RACHEL QUINTANA, DISTRICT 5
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STEVE ORTEGA, DISTRICT 7
BETO O'ROURKE, DISTRICT 8

HUMAN RESOURCES DEPARTMENT

TO: Civil Service Commission
FROM: Linda Ball Thomas, Human Resources Director *LBT*
DATE: December 7, 2007
SUBJECT: Proposed Change to the Classification and Compensation Plan: New/Revised Job Specification

The Human Resources Department requests that the Civil Service Commission recommend the following change to the City Council for acceptance and approval. See attached proposed job specification.

<u>TITLE</u>	<u>CODE</u>	<u>GRADE</u>
PROPOSED International Bridges Operations Manager	12400	PM 130

The creation of the proposed job class was requested by the Street Department Director to implement strategic and operational efficiencies. No current specifications adequately describe the nature, scope and level of the assignments and requirements for this position.

The proposed job specification was written in the standard style and format and was reviewed by the Street Department Director and the Human Resources Director. The City's current methodology for evaluating jobs was then applied. The recommended grade shown above establishes an externally competitive as well as equitable relationship with respect to other City job classes.

This recommendation is being made pursuant to:

Civil Service Rule 4, Section 2a. & b. Classification of New Positions:

"a. The creation of a new position is subject to approval through the budgeting process based on needs demonstrated by the Department Head concerned. The Human Resources Director shall update as necessary the classification and compensation plans of the City for the classified services. The Director shall present such plans, and the recommendation of the Civil Service Commission, to the City Council for acceptance and approval."

"b. Whenever a new position is proposed, the Department Head shall forward to the Human Resources Director a description of the proposed duties and responsibilities of the position. The Human Resources Director shall, after a study of the Department Head's proposal, make changes, if necessary, recommend the appropriate class and grade in the classification plan to which the position should be allocated, and submit for recommendation and approval in accordance with Section 2a."

Attachment (*Proposed* Job Specification)





JOB SPECIFICATION

Code 12400
Grade PM 130

INTERNATIONAL BRIDGES OPERATIONS MANAGER

General Purpose

Under direction, assists in the efficient and effective management of the international bridges. Oversees operational tasks and functions related to toll collection, physical security and maintenance of bridge facilities, and parking meter operations.

Typical Duties:

Oversee and manage toll collection and parking meter system operations. Involves: Ensure that all tolls and parking revenues are properly accounted. Oversees revenue operations to ensure that administrative, accounting and audit requirements are satisfied. Prepares reports of toll and parking meter revenue collected, verify collections, report discrepancies and produce other periodic reports. Oversees scheduled maintenance and repair of bridge approaches, lane marking, toll booths, computer systems, parking meters, video security and lighting systems and order supplies, materials and equipment to ensure efficient toll operations. Reviews and monitors section's budget and may assist in the preparation of the annual budget. Analyzes, evaluates and recommends plans and procedures to assure maximum efficiency of bridge operations in area of assignment.

Ensure that responses to inquiries and complaints from public officials, other departments, contract personnel or the general public are provided. Involves: Provide accurate information to inquiries either in person or by phone, research and respond to complaints and assist employees in responding to complaints or inquiries, including complaints from individuals who may be irate.

Ensure contract compliance related to security, maintenance, and armed delivery service. Involves: Coordinate with federal agencies and Mexican authorities on operational issues. Keep abreast of federal policies and issues impacting international crossings. Oversight of toll collections automated count/verification system.

Supervise assigned personnel. Involves: Assign, schedule, guide and monitor work. Appraise employee performance and review subordinate supervisors' appraisals. Provide for training and development. Counsel, motivate and maintain harmony. Identify and resolve staff differences, conflicts and deficiencies. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Approve leave requests and document absences.

Perform related duties as required. Involves: Perform duties of immediate supervisor, coworkers, maintenance or customer service personnel as necessary to ensure continuity of operations during absences. Advise supervisor in a timely manner of situations or issues that have or could lead to deviation from expected results and recommend appropriate solutions or options. Maintain accurate records and prepare periodic internal or external reports including summaries of revenue collected or deposited.

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JOB SPECIFICATION

Code 12400
Grade PM 130

INTERNATIONAL BRIDGES OPERATIONS MANAGER

Knowledge, Skills, and Abilities

- Application of considerable knowledge of basic accounting principles necessary to accomplish proper accounting of tolls and parking meter revenues.
- Application of considerable knowledge of administrative, budgetary, personnel management, standard fiscal and operational administration policies, practices and controls.
- Application of good knowledge of customer service/public relations practices and procedures.
- Application of good knowledge of supervisory techniques.
- Application of good knowledge of automatic vehicle toll collection system.
- Application of good knowledge of federal laws/regulations associated with international crossings.
- Proof, record, extract, organize and summarize data from manual or automated sources; attention to detail and established deadlines; prepare and maintain detailed records in an automated environment.
- Establish and maintain effective working relationships with officials, contractors, coworkers, employees and the general public, including individuals who may be irate.
- Clear, concise oral and written communication.
- Safely operate common office equipment, personal computer and related applications such as word processing, spreadsheet and database programs.
- Serve as liaison with federal and state agencies regarding international crossing issues.

Other Job Characteristics

- Occasional driving thru city traffic.
- Occasional exposure to irate individuals.
- Exposure to extreme weather conditions, potential physical harm, infectious disease and hazardous chemicals including unregulated vehicle fumes.
- Occasional lifting and carrying of heavy weight objects (up to 75 pounds).

Minimum Qualifications

Education and Experience: High School Diploma or equivalent plus six (6) years supervisory experience in cash processing such as toll collection or cashiering.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.