



WASHINGTON COUNTY, ARKANSAS
County Courthouse

MEETING OF THE
WASHINGTON COUNTY QUORUM COURT
PERSONNEL COMMITTEE

Monday, March 9, 2020
6:00 P.M.
Washington County Quorum Court Room

Vice-Chair Susan Cunningham
Judith Yanez
Lisa Ecke

Chair Butch Pond

Sam Duncan
Shawndra Washington
Sue Madison

A G E N D A

1. CALL TO ORDER AND WELCOME

2. PRAYER AND PLEDGE

3. ADOPTION OF AGENDA

At the beginning of each meeting, the agenda shall be approved. Any JP may request an item be added or removed from the agenda subject to approval of the Committee.

4. REQUESTS FROM COUNTY JUDGE JOSEPH WOOD

- CHANGING THE TITLE OF COMPUTER DESKTOP SUPPORT TECHNICIAN – GRADE 18 TO HELP DESK COORDINATOR/SYSTEMS ANALYST – GRADE 22 IN THE INFORMATION TECHNOLOGY BUDGET **(4.1 – 4.5)**

- CREATING THE POSITION OF ASSISTANT DIRECTOR – GRADE 19 AND ELIMINATING THE POSITION OF ADMINISTRATIVE ASSISTANT IN THE ANIMAL SHELTER BUDGET **(4.6 – 4.10)**

5. PUBLIC COMMENT

Twelve-minute comment period with a three-minute limit for each individual to comment on items on the agenda.

6. ADJOURNMENT

**Sidney A.
Reynolds**



WASHINGTON COUNTY, ARKANSAS INFORMATION TECHNOLOGY

3, 04, 2020

The IT department has experienced a lot of turnover in the last 2 years. IT staff typically come in and work a couple of years, gain experience and training and find a position in the private sector or other government agency with a higher salary. This is not uncommon in county offices in this region.

Two employees resigned in the last two months and the positions were filled with entry level technicians. All of our positions are currently filled. Due to the vast amount on technologies the IT Department supports across all county offices, it usually takes 5-8 months for an experienced technician to get up to speed and be totally self-sufficient. During this time period, computer issues are sometimes not resolved quickly. As a result, production in county offices could suffer while computers are down.

Unfortunately, in this market, some turnover is likely to be inevitable. However, to help mitigate the problem, we are proposing a reorganization in the IT Department by deleting one of the desktop support technician positions and replacing it with a Help Desk Coordinator position.

This coordinator will be in charge of training new personnel and keeping up with computer issues across the county by helping the technicians stay as productive as possible during the training period. The employee we are promoting is doing a great job. He comes in early and stays late and is really passionate about helping county employees with computer issues. He has been a help desk technician with the county for over 3 years. We are looking forward to that rubbing off on the technicians he trains and supervises.

We are requesting the regrading of this position to reflect the considerable increase in responsibility. The Desktop Support Technician position is Grade 18 and the Helpdesk Coordinator will be a Grade 22.

One of the employees that resigned had tenure and was replaced with an entry level technician. Therefore, this reorganization would be funded out of the IT budget already appropriated for 2020.

DocuSigned by:

Sidney Reynolds

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Department Head

DocuSigned by:

Joseph Wood

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Elected Official

Current				
WASHINGTON COUNTY			POSITIONS	
2020 BUDGET Computer/IS Department			8	
FUND: 1000 General Fund DEPT: 0115 Information Technology				
Slot	Title	Grade	2020 Salary	Employee
0115002	TECHNOLOGY DIRECTOR	UNGR	84,975.00	Sidney Reynolds
0115003	NETWORK & COMPUTER ADMINISTRAT	24	58,762.00	Scott Holt
0115010	SNR PRGRMER & SYS ANALYST	25	60,614.00	Robert Voss
0115020	SOFTWARE SUPPORT SPECIALIST	20	47,960.00	Cody Johnson
0115021	DESK TOP SUPPORT TECHNICIAN	18	44,584.00	Bob Shaw
0115050	ASSISTANT IT DIRECTOR	27	74,839.00	Lisa Tolen
0115060	DESKTOP SUPPORT TECHNICIAN	18	38,390.00	Kylie Johns
0115061	DESKTOP SUPPORT TECHNICIAN	18	38,390.00	Michael Miller
			448,514.00	
Proposed				
Slot	Title	Grade	Proposed Salary	Employee
0115002	TECHNOLOGY DIRECTOR	UNGR	84,975.00	Sidney Reynolds
0115003	NETWORK & COMPUTER ADMINISTRAT	24	51,584.40	Cody Johnson
0115010	SNR PRGRMER & SYS ANALYST	25	60,614.00	Robert Voss
0115020	SOFTWARE SUPPORT SPECIALIST	20	41,766.40	Kylie Johns
0115021	HELPDESK COORDINATOR/SYSTEM ANALYST	22	50,357.00	Bob Shaw
0115050	ASSISTANT IT DIRECTOR	27	74,839.00	Lisa Tolen
0115060	DESKTOP SUPPORT TECHNICIAN	18	37,273.60	Sam Suarez
0115061	DESKTOP SUPPORT TECHNICIAN	18	39,353.60	Jerome Anderson
			440,763.00	
Overall Budget Reduction			7,751.00	
Note 1:	No change			
Note 2:	Cody Johnson promoted to replace Scott Holt who resigned			
Note 3:	Kylie Johns promoted to replace Cody Johnson who was promoted			
Note 4:	Bob Shaw promoted to Help Desk coordinator with increase from grade 18 to 22			
Note 5:	New hire Sam Suarez to replace promoted Kylie Johns			
Note 6:	New hire Jerome Anderson to replace Michael Miller who resigned			

Washington County Help Desk Coordinator / Systems Analyst Job Description

Job Code: 22
Exempt: Yes
Department: Information Systems
Reports To: Network/Systems Administrator and Technology Director
Location: County I.S. Office
Date Prepared: December 20, 2019
Date Revised:
Safety Sensitive: No

GENERAL DESCRIPTION OF POSITION

The Help Desk Manager/Systems Analyst is accountable for the effective operations, performance and maintenance of the IT Help Desk, all computer equipment, printers, and network systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manages a team of help desk support personnel and resource allocation to maintain approximately 500 users, 700 computers, 150 printers, in 10 locations.
2. Consult and assist with supervisors on County-wide projects that relate to Information Technology.
3. IT Equipment Procurement – Controls and Maintains access for procured equipment and supplies for all county departments. Performs daily operations of ordering equipment and supplies as needed.
4. Maintain accurate inventory of all networking equipment for the Information Technology department.
5. Monitors problem management database/help desk software, delegates tasks and tickets, and follows up with assigned personnel to ensure timely resolution of problems.
6. Maintains a central source of information enabling Help Desk staff and support technicians to recover outages with minimal disruption to expected service levels.
7. Ensures that daily, weekly, and monthly statistics, status reports, and graphical reporting aids are completed and continually modified to meet the needs of the department.
8. Ensures that decisions made to improve the overall customer support of the Help Desk are continually carried through.
9. Interfaces with users of technology, employing a high degree of tact and diplomacy to promote a positive image of the department. Resolves problem situations in a professional manner. Accurately communicates pertinent information to create a work environment that lends itself to the best interests of departmental personnel and customer service.
10. Creating user accounts and managing access control based on company policies.
11. Assists Network/Systems Administrator with Active Directory and Group policy changes, VOIP systems management.

12. Assess available hardware/software in anticipation of need by County Departments.
13. Provide assistance and detailed implementation of purchased software packages. Install new software upgrades on county desktops, laptops and all network hardware.
14. Assist in the design, selection and installation of all desktops, laptops and computer systems, county wide.
15. Responsible for assuring users are provided efficient and timely first and second level support on a 7x24 basis.
16. Hardware troubleshooting and repair for personal computers, printers, all network devices, cameras, cabling and peripherals.
17. Software support for the following set of standard applications: Microsoft Windows Desktop, Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Internet Explorer, and including custom and canned applications.
18. Verify County compliance with software licensing rules and verify appropriate hardware/software levels on County computers and network servers.
19. Develop and manage internal and external support documentation.
20. On call support rotation 24/7 and some after-hours support will be required. Serves as the around-the-clock contact for all related support issues, providing advanced first and second level technology support.
21. Perform any other related duties as required or assigned by Information Technology Director.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 5 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience in help desk environment supporting Desktop, Wide Area Network, and Local Area Network equipment.

COMMUNICATION SKILLS

Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS

Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

CRITICAL THINKING SKILLS

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

CompTIA A+, CompTIA Network+, CompTIA Security+, Additional Microsoft and Cisco certifications recommended.

SOFTWARE SKILLS REQUIRED

- Advanced: Contact Management, Ticket Tracking/Help Desk Database
- Intermediate: Cisco IOS, Windows Server, MS Exchange
- Basic: MS Office Outlook, Word, Excel and Power Point

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to Level 2 support or IT Director.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele. Manage multiple high priority initiatives in a fast paced, highly technical environment.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Manages and coordinates the activities of 3 helpdesk personnel. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$5,000,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Small. Job creates a monetary impact for the organization from \$100,000 to \$1mm.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Occasional routine contacts with persons outside the organization. This would include contacts with suppliers, mail service, etc.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Operates/use a variety of job specific office machines and other office equipment. Computer senior software programming, debug problem detection, database analyst ii, network development, and senior project manager.

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is frequently exposed to risk of electrical shock; and. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, use hands to finger, handle, or feel, reach with hands and arms; frequently required to walk, sit, climb or balance, stoop, kneel, crouch, or crawl; and occasionally required to talk or hear. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

DBCompensation Job Valuing Summary

SCENARIO **Washington County**
December 2019
 POSITION **Help Desk Coordinator / Systems Analyst**
 JOB CODE: **22**

FACTOR	BASIS FOR JOB VALUING	DEGREE		VALUE	
1	Experience-General: Minimum time to become familiar with requirements of the job.	8		89	
2	Experience-Minimum time to become familiar with management requirements of the job.	8		315	
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	4		45	
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A	4	6	50
		4B	4		
		4C	4		
5	Mental Demand: Measure of degree of concentration and sensory alertness.	5		70	
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6		100	
7	Responsibility for Work of Others - Supervision: Appraises responsibility for work and direction of others.	1		10	
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt, storage, issue, or use.	5		48	
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	5		57	
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A	6	9	110
		10B	1		
		10C	3		
11	Contacts with Public: Responsibility for effective handling of contacts.	1		9	
12	Contacts with Employees: Responsibility for effective handling of others.	3		28	
13	Machine-Computer Operations	10		300	
14	Working Conditions	3		18	
15	Physical Demand	5		24	
TOTAL VALUE				1273	

SIGNED: _____

ORDINANCE NO. 2020-

APPROPRIATION ORDINANCE

BE IT ENACTED BY THE QUORUM COURT OF THE COUNTY OF WASHINGTON, STATE OF ARKANSAS, AN ORDINANCE TO BE ENTITLED:

AN ORDINANCE CHANGING THE TITLE OF DESKTOP SUPPORT TECHNICIAN IN THE INFORMATION TECHNOLOGY BUDGET FOR 2020.

WHEREAS, the Information Technology Department desires to change the title of Computer Desktop Support Technician for 2020, and

WHEREAS, due to turnover in personnel positions in the IT Department since January 1, 2020, no appropriation is needed to fund this change.

NOW, THEREFORE, BE IT ORDAINED BY THE QUORUM COURT OF WASHINGTON COUNTY, ARKANSAS:

ARTICLE 1. The title of the personnel position of Computer Desktop Support Technician (Position 0115021, Grade 18) in the Information Technology Budget of the General Fund (10000115) is hereby changed to Help Desk Coordinator/Systems Analyst (Position 0115021, Grade 22).

JOSEPH K. WOOD, County Judge

DATE

BECKY LEWALLEN, County Clerk

Introduced by: **JP Butch Pond**

Date of Adoption:

Members Voting For:

Members Voting Against:

Members Abstaining:

Members Absent:

801 West Clydesdale Fayetteville, AR. 72701



March 9, 2020

Dear JESAP and Personnel Committee Members:

In an effort to more effectively staff and streamline personnel, I'd like to request a change to current Animal Shelter staffing. I'd like to add an Assistant Directors position to the Animal Shelter. My goal is to more accurately describe the duties already being performed by the current Office Manager. My wish is to move the current incumbent into the position of Assistant Director. The job rating of the Assistant Director position is a Grade 19.

The need to streamline operations to maximize productivity is the primary goal of the change. Adding this additional level of supervision to the shelter staff will allow for better efficiency to the overall flow of the shelter.

I would also like to modify the position of the Office Manager. Again, this move is to more accurately reflect the current duties that are being performed in the work place. The position of Administrative Assistant will not be filled at this time nor in the foreseeable future.

These changes come in tandem with a recent vacancy in the Veterinary Technician position. When this vacancy is finally filled, the difference in hiring someone in at the minimum rate for this grade and the difference from the person leaving provides a \$4 /hr cushion in order to self-fund the requested changes from the shelter's current 2020 budget and will not require additional funding from General Fund – after any quarterly salary sweep.

In light of each of these changes I anticipate the turn back of approximately \$2700.00 from the full time salaries line item at the end of 2020.

Thank you for your consideration.

Sincerely,

DocuSigned by:

Angela Ledgerwood

Angela Ledgerwood

Director

Washington County Animal Shelter

DocuSigned by:

Joseph Wood

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Current				
WASHINGTON COUNTY			POSITIONS	
2020 BUDGET Animal Shelter			8	
FUND: 1000 General Fund DEPT: 0308 Animal Shelter				
Slot	Title	Grade	2020 Salary	
0308001	ANIMAL SHELTER DIRECTOR	23	73,678.00	
0308002	VET TECHNICIAN/PATIENT TRANSPORT COORDINATOR	14	40,042.00	
0308003	OFFICE MANAGER ANIMAL SHELTER	14	39,614.00	
0308004	KENNEL SUPERVISOR	14	31,515.00	
0308005	KENNEL SUPERVISOR	14	35,950.00	
0308006	ADMINISTRATIVE ASSISTANT	8	27,338.00	
0308007	KENNEL SUPERINTENDENT	16	34,686.00	
0308010	KENNEL SUPERVISOR	14	31,515.00	
			314,338.00	
Proposed				
Slot	Title	Grade	Proposed Salary	
0308001	ANIMAL SHELTER DIRECTOR	23	73,678.00	
0308002	VET TECHNICIAN/PATIENT TRANSPORT COORDINATOR	14	30,597.00	Note 1
0308003	OFFICE MANAGER ANIMAL SHELTER	14	30,597.00	Note 2
0308004	KENNEL SUPERVISOR	14	31,515.00	
0308005	KENNEL SUPERVISOR	14	35,950.00	
0308006	ADMINISTRATIVE ASSISTANT	8	0.00	Note 3
0308007	KENNEL SUPERINTENDENT	16	34,686.00	
0308010	KENNEL SUPERVISOR	14	31,515.00	
0308011	ANIMAL SHELTER ASSISTANT DIRECTOR	19	41,704.00	Note 4
			318,242.00	
Overall Budget Reduction			4,096.00	
Note 1: Replacement hired at Grade minimum				
Note 2: Administrative Assistant promoted to this position at Grade minimum				
Note 3: Position not being filled. Employee promoted to Office Manager position				
Note 4: New position starting March 23				

Washington County Assistant Director of Animal Shelter Job Description

Job Code:	19
Exempt:	Yes
Department:	Animal Shelter
Reports To:	Director of Animal Shelter
Location:	Animal Shelter
Date Prepared:	February 17, 2020
Date Revised:	
Safety Sensitive:	No

GENERAL DESCRIPTION OF POSITION

The Assistant Director works directly under the Shelter Director and supervises the Office Manager and Administrative Assistants. In the absence of the Shelter Director, the Assistant Director will supervise all areas of the shelter. The Assistant Director assists the Shelter Director to ensure shelter operations run smoothly and in accordance with the guidelines for standards of care in animal shelters.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintain specific records regarding the number and type of animals that come under the control of the shelter each month, a numerical break out indicating the origin of the animal, (named city or county) and the method of dispatching those animals.
2. Maintain accurate accounting of all funds received by the Animal Shelter, from adoptions, reclaims, donations and spay/neutering, making weekly deposits to the County.
3. Oversee the Low Cost Spay/Neuter program for Washington County. Maintain specific record regarding applications, income eligibility as well as surgical and post-operative records.
4. Assist the Shelter Director to ensure the shelter stays compliant with all pertinent county, state, and federal laws, and that the shelter meets all Arkansas Standards for Sheltering.
5. Use and maintain shelter specific software. Monitor data of current capacity, surgical, and vaccination logs, medical treatments and microchipping.
6. Sort and distribute incoming mail and email. Oversee the purchasing of office and janitorial supplies.
7. Check all employee time clock entries for accuracy before submission to the Shelter Director for approval. Submit payroll time sheets to Comptroller.
8. Compose, type, edit & maintain routine to complex forms correspondence and reports. Maintain stock of pre-printed forms.
9. Perform supervisory responsibilities in accordance with Washington County Policies which include assisting the Shelter Director with interviewing job applicants, training employees, and developing a strong work ethic in all employees.
10. Maintain a clean and sanitary animal shelter at all times. Assisting the Shelter Director with writing and implementing sanitation protocols and procedures in accordance with the advice from the

Contracted Shelter Veterinarian. Oversee the purchase of economical yet effective cleaning solutions and products.

11. Assist the Shelter Director in writing and implementing disease management protocols and procedures including cross contaminations and zoonotic disease transmission for the shelter.

12. Ensure that all citizen requests for service and any citizen complaints are processed in a rapid and professional manner and within Washington County policies and all applicable laws and standards regarding animal sheltering.

13. Prepare reports and special presentations for the Shelter Director to report to the County Judge and Quorum Court as required.

14. Assist in coordinating, scheduling and staffing on-site. Oversee the coordination of off-site adoption events, choosing animals to attend and paying special attention to the medical records and preparation of animals attending events. Off-site adoption events include: Farmer's Market, Tractor Supply, The Whole Pet, and a variety of other locations as requested.

15. Oversee the development of a strong cadre of qualified animal shelter volunteers and the guidelines under which they will be allowed to participate at the Shelter. Under the direction of the Shelter Director oversee the Volunteer Coordinator who will supervise all volunteers and keep records of days and hours worked at the Shelter.

16. Coordinate with the Shelter Director regarding the selection of animals for euthanasia and approve and supervise the process to ensure it is conducted in a humane fashion and according to state and federal law. Coordinating with Shelter Director all medical treatments for shelter animals.

17. Assist with the development of a comprehensive adoption and fostering program at the Animal Shelter, and in the Directors absence approve applications for adoption of shelter animals. Research and forward information to the Shelter Director to adjust adoption and fostering applications as needed to comply with major animal welfare organizations recommendations.

18. Maintain city contracts. Bill contracted cities monthly for animals brought to the shelter.

19. Maintain constant contact with the Shelter Director, and provide any information that you feel should be pushed up to the higher echelons of your supervisory chain and this administration.

20. Communicate with potential rescue organizations, collecting application information, making reference calls and forwarding to the Director for approval. Monitoring current rescue organizations to ensure the group complies with Arkansas Standards for Sheltering.

21. Set up and facilitate shelter tour groups from local schools, educating children of shelter policies and procedures, adoptions, as well as spay/neuter. Facilitate educational meetings at local Elementary Schools.

22. Oversee community service program at the shelter. Schedule service to be performed by applicants that have been approved by the Shelter Director. Oversee the assigning of tasks to be performed and the verification of hours. Oversee the completion of service logs as needed.

23. Work with the Volunteer Coordinator to coordinated, schedule and staff fundraising opportunities for the shelter.

24. Assist with monitoring disaster planning program.

25. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 2 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS: None

SOFTWARE SKILLS REQUIRED

Intermediate: Database, Spreadsheet, Basic: Alphanumeric Data Entry, Word Processing-Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general direction, working from policies and general directives. Rarely refers specific cases to supervisor unless clarification or interpretation of the organization's policy is required.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Moderately directed. Freedom to act is given by upper level management guided by general policies and objectives that are reviewed by top management.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to talk or hear; and frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms; occasionally required to climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

ADDITIONAL INFORMATION

Attend conferences, training classes and receive continuing education relating to sanitation, capacity for care, and shelter management, bi-yearly or as budget constraints allow.

DBCompensation Job Valuing Summary

SCENARIO **Washington County**

February 2020

POSITION **Assistant Director of Animal Shelter**

JOB CODE: **19**

FACTOR	BASIS FOR JOB VALUING	DEGREE	VALUE
1	Experience-General: Minimum time to become familiar with requirements of the job.	5	54
2	Experience-Minimum time to become familiar with management requirements of the job.	5	165
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	4	45
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A 5	6 50
		4B 4	
		4C 4	
5	Mental Demand: Measure of degree of concentration and sensory alertness.	5	70
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	100
7	Responsibility for Work of Others - Supervision: Appraises responsibility for work and direction of others.	3	55
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt, storage, issue, or use.	5	48
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	4	44
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A 6	9 110
		10B 1	
		10C 3	
11	Contacts with Public: Responsibility for effective handling of contacts.	5	80
12	Contacts with Employees: Responsibility for effective handling of others.	5	49
13	Machine-Computer Operations	4	38
14	Working Conditions	3	18
15	Physical Demand	5	24
TOTAL VALUE			950

SIGNED: _____

ORDINANCE NO. 2020-

APPROPRIATION ORDINANCE

BE IT ENACTED BY THE QUORUM COURT OF THE COUNTY OF WASHINGTON, STATE OF ARKANSAS, AN ORDINANCE TO BE ENTITLED:

AN ORDINANCE CREATING THE POSITION OF ASSISTANT DIRECTOR IN THE ANIMAL SHELTER BUDGET FOR 2020; AND, ELIMINATING THE POSITION OF ADMINISTRATIVE ASSISTANT IN THE ANIMAL SHELTER BUDGET FOR 2020.

WHEREAS, the Animal Shelter Department desires to create a new position of Assistant Director and eliminate the position of Administrative Assistant for 2020; and,

WHEREAS, due to a restructure and turnover in personnel positions in the Animal Shelter Department, no appropriation is needed to fund these changes.

NOW, THEREFORE, BE IT ORDAINED BY THE QUORUM COURT OF WASHINGTON COUNTY, ARKANSAS:

ARTICLE 1. There is hereby created the position of Assistant Director (Position 0308011, Grade 19) in the Animal Shelter Budget for 2020.

ARTICLE 2. There is hereby eliminated the position of Administrative Assistant (Position 0308006) in the Animal Shelter Budget for 2020.

JOSEPH K. WOOD, County Judge

DATE

BECKY LEWALLEN, County Clerk

Introduced by: JP Butch Pond