

**AN ORDINANCE TO AUTHORIZE CITY CONTRACT 17006HRPS - LIMITED SERVICES EMPLOYMENT - WITH INTEGRITY STAFFING SOLUTIONS, INC.**

#4318

Sponsor:

Council  
Member  
Freel

WHEREAS, pursuant to Section 2-308 and Section 8-200 of the City Charter, City Council may, by Ordinance, authorize contracts for the supply of property or the rendering of services for more than a period of one year; and

WHEREAS, the City publicly advertised the specifications for City Contract 17006HRPS - Limited Services Employment ("the Contract") - in accordance with the requirements of Section 8-200 of the City Charter, and subsequently awarded the Contract, a copy of which, in substantial form, is attached hereto and incorporated by reference herein as Exhibit "A," to Integrity Staffing Solutions, Inc. ("the Contractor"), the highest ranked proposer; and

WHEREAS, the primary purpose of the Contract is to obtain sufficient temporary staff (as determined by the City) to perform tasks under a broad spectrum of categories including, but not limited to, Administrative/Clerical, Technical, Professional, Labor, Recreation, and Driver; and

WHEREAS, the initial term of the Contract is for a period of approximately five (5) months beginning on or about February 1, 2017, and ending on June 30, 2017, with the possibility of three (3) one-year extensions thereafter, at the option of the City, provided that all terms and conditions, including price, remain the same; and

WHEREAS, the estimated price of the Contract shall be <sup>\*</sup>~~One Million One Hundred Thirty Seven Thousand Dollars (\$1,137,000.00)~~ on an annual basis to be prorated appropriately for periods of less than one year. The actual price of the Contract shall be determined by the needs of the City and the approved budget for the applicable fiscal year; and

**\*Note Amendment:** Delete amount and insert, One Million Six Hundred Seventy One Thousand Four Hundred Eighty Three Dollars (\$1,671,483.00)

WHEREAS, it is the recommendation of the Department of Human Resources that the City enter into the Contract with the Contractor for a period of approximately five (5) months beginning on or about February 1, 2017, with the option to extend the Contract for three (3) periods of one-year each thereafter.

**THE COUNCIL OF THE CITY OF WILMINGTON HEREBY ORDAINS:**

**SECTION 1.** City Contract 17006HRPS - Limited Services Employment - between the City and Integrity Staffing Solutions, Inc., a copy of which Contract, in substantial form, is attached hereto as Exhibit "A," for a period of approximately five (5) months beginning on or about February 1, 2017, and ending on June 30, 2017, with the possibility of three (3) one-year extensions thereafter, at the option of the City, provided that all terms and conditions, including the price, remain the same, at an estimated price of ~~One Million One Hundred Thirty Seven Thousand Dollars (\$1,137,000.00)~~<sup>\*</sup> on an annual basis to be prorated appropriately for periods of less than one year, is hereby approved, and the Mayor, or his designee, and the City Clerk are hereby authorized and directed to execute as many copies of the Contract, as well as all additional undertakings related thereto, as may be necessary.

**SECTION 2.** This Ordinance shall be effective upon its passage by City Council and approval of the Mayor.

**\*Note Amendment:**

Delete amount and insert,  
One Million Six Hundred Seventy  
One Thousand Four Hundred Eighty  
Three Dollars (\$1,671,483.00)

First Reading . . . . January 19, 2017  
Second Reading. . . January 19, 2017  
Third Reading . . . February 16, 2017

Passed by City Council, Feb. 16, 2017

  
President of City Council

ATTEST:   
City Clerk

Approved as to form this  
18<sup>th</sup> day of January 2017

Mary Pihick  
First Assistant City Solicitor

Approved this 22 day of  
Feb., 2017  
[Signature]  
Mayor

\* **SYNOPSIS:** This Ordinance authorizes City Contract 17006HRPS - Limited Services Employment - between the City and Integrity Staffing Solutions, Inc., for a period of approximately five (5) months beginning on or about February 1, 2017, and ending on June 30, 2017, with the possibility of three (3) one-year extensions thereafter, at the option of the City, provided that all terms and conditions, including the price, remain the same, at an estimated price of ~~One Million One Hundred Thirty Seven Thousand Dollars (\$1,137,000.00)~~ on an annual basis to be prorated appropriately for periods of less than one year.

**\*Note Amendment:**

Delete amount and insert, One Million Six Hundred Seventy One Thousand Four Hundred Eighty Three Dollars (\$1,671,483.00)

**Agenda #4318**

**IMPACT STATEMENT**

This Ordinance authorizes City Contract 17006HRPS -- Limited Services Employment -- between the City and Integrity Staffing Solutions, Inc., for a period of approximately five (5) months beginning on or about February 1, 2017, and ending on June 30, 2017, with the possibility of three (3) one-year extensions thereafter, at the option of the City, provided that all terms and conditions, including the price, remain the same, at an estimated price of One Million One Hundred Thirty Seven Thousand Dollars (\$1,137,000.00) on an annual basis to be prorated appropriately for periods of less than one year.

CITY CONTRACT 17006HBPS  
LIMITED SERVICES EMPLOYMENT  
BETWEEN  
CITY OF WILMINGTON  
AND  
INTEGRITY STAFFING SOLUTIONS

EXHIBIT "A"

Run Dates: 05/17/16, 05/17/16  
The City of Wilmington  
will receive sealed proposals  
at the Div. of Procurement &  
Records, 5th Fl.,  
Louis L. Redding Bldg.,  
800 French St., Wilm., DE 19801 for:

**17006HRPS – LIMITED SERVICES  
EMPLOYMENT CONTRACT**

Proposals are due on **TUESDAY,  
MAY 31, 2016**, at the close of  
business, 5:00 p.m.

Scope of Services may be obtained  
at the above address.

Phil Ceresini  
Purchasing Agent II  
Department of Finance  
Division of Procurement  
and Records  
5/14,17-NJ

0001276558-01

## ADDENDUM # 1

### Contract 17006HRPS Limited Service Employment Contract



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**In response to questions and comments that have been received we offer the following responses, updates, clarifications. Note that only questions that were determined to be relevant have been addressed.**

- Who received the last award for this current contract? - Integrity Staffing Solutions
- What is the annual spend amount for the last contract? – FY16 Budget \$1.4M
- Is it possible to receive the Employee Pay Rate, Bill Rate and Markup rate for the current contract? – Requires a formal FOIA request
- Is it a single year or multiple year award –Included in Overview
- What is the annual budget for this contract? – FY17 Budget \$1.6M
- How many temps do you currently have? - Included in RFP
- Can you please provide the approximate spend for each job class covered by in last contract? – Information not tracked in this manner, and as such is difficult to calculate.

- Could you please provide more information what you required in response for following sections?
  - a. Ability to staff a variety of positions to meet the City of Wilmington's operational needs
  - b. The scope and diversity of workforce
  - c. Experience with staffing governmental entities
  - d. Experience length of time in business
  - e. Proximity to City limits

The aforementioned is the basis upon which the respondents will be evaluated. Please submit a response that completely addresses the entity's ability/experience.

- The successful vendor must address staffing for employees who are normally scheduled to work less than 29 hours per week. Prepare a response that addresses if there a cost differential for employees who work 30 hours or more per week.
- Does the City of Wilmington include LGBT owned as a minority status? This is not relevant to the criteria by which the proposal will be rated.
- There are 49 positions currently in temp status for bid; Integrity has 48 of these people currently working. Can you confirm? That is correct.
- Is there a future forecast for added or decreased positions to come available in the future based on job families share in the RFP. We anticipate the same staffing levels for the foreseeable future.
- In presenting our proposed service solution, would procurement like to see the pricing (bill rates) and mark up based on the salary levels and wage ranges or by position? Both

**ALL OTHER PROVISIONS OF THIS SOLICITATION REMAIN THE SAME.**

Issued May 26, 2016 by the  
Procurement and Records Division, Department of Finance  
Louis L. Redding City County Building, 800 French Street  
Wilmington, DE 19801



## REQUESTS FOR PROPOSALS

1. Proposals on City Contract 17006HRPS – LIMITED SERVICES EMPLOYMENT CONTRACT will be received in the Division of Procurement and Records, 5<sup>th</sup> Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware, on TUESDAY, MAY 31, 2016, at the close of business, 5:00 p.m.
2. Proposals must be an original and four (4) copies, along with a PDF electronic copy on either a CD, DVD, or Thumb Drive, sealed in an envelope, and the envelope endorsed “Proposal for City Contract 17006HRPS – LIMITED SERVICE EMPLOYMENT CONTRACT” and addressed to the Department of Finance, Division of Procurement and Records, 5<sup>th</sup> Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware.
3. Any proposal may be withdrawn prior to the schedule time for opening of proposals or authorized postponement thereof. No proposal may be withdrawn within sixty (60) calendar days after the actual opening thereof.
4. The successful proposer will be required to have or obtain an appropriate business license from the Department of Finance, Revenue Division, City of Wilmington, in order to be awarded the contract. Before obtaining a City of Wilmington Business License, all applicants must show proof of a current State of Delaware Business License.
5. The successful proposer will be required to withhold City of Wilmington Wage Tax from their employees and withheld taxes paid to the City of Wilmington pursuant to the provisions of the Wilmington Wage Tax Law. This law applies to people living and/or working in the City of Wilmington.
6. The U.S. Department of Commerce monitors Procurement transaction made to minority business enterprises by the City of Wilmington. The Minority Business Developments Agency’s District Office reserves the right to contact the successful minority proposer and/or subcontractor to confirm any participation in the Procurement process.
7. The successful bidder certifies that they are not listed on the Federal Governmental, Excluded Parties List System ([www.sam.gov](http://www.sam.gov)). This will be verified by the City of Wilmington and if listed may be grounds for rejection of the bid or proposal.

### 8. Award and Execution of Contract

- A. **Consideration of Proposals.** Before awarding the contract, a proposer may be required to show that he/she has the ability, experience, necessary equipment, experienced personnel, and financial resources to successfully carry out the work required by the contract.

The right is reserved to reject any and/or all proposals, to waive technicalities, to advertise for new proposals, or to proceed to do the work otherwise, if in the judgement of the department the best interest of the City will be promoted thereby.

- B. **Award of Contract.** The award of the contract, if it be awarded, must be within sixty (60) calendar days after the opening of proposals to the qualified proposer whose proposal complies with all the requirements prescribed. The successful bidder will be notified by letter mailed to the address shown on his proposal that his proposal has been accepted and has been awarded the contract.

C. **Cancellation of Award.** The City reserves the right to cancel the award of any contract at any time before the execution of said contract by all parties without any liability against the City.

9. Any person doing business or seeking to do business with the City shall abide by the following Global Sullivan Principles:

- A. Support universal human rights and particularly, those of employees, the communities within which you operate, and parties with whom you do business.
- B. Promote equal opportunity for employees at all levels of the company with respect to issues such as color, race, gender, age, ethnicity, or religious beliefs, and operate without unacceptable worker treatment such as the exploitation of children, physical punishment, female abuse, involuntary servitude, or other forms of abuse.
- C. Respect employee's voluntary freedom of association.
- D. Compensate employees to enable them to meet at least their basic needs and provide the opportunity to improve their skill and capability in order to raise their social and economic opportunities.
- E. Provide a safe and healthy workplace; protect human health and the environment; and promote sustainable development.
- F. Promote fair competition including respect for intellectual and other property rights, and not offer, pay, or accept bribes.
- G. Work with governments and communities in which you do business to improve the quality of life in those communities – their educational, cultural, economic, and social well-being – and seek to provide training and opportunities for workers from disadvantaged backgrounds.
- H. Promote the application of these principles by those with whom you do business.

Questions must be submitted via email to Phil Ceresini, Purchasing Agent at [pceresini@wilmingtonde.gov](mailto:pceresini@wilmingtonde.gov) and will not be accepted within 1 week of proposal due date.

## OVERVIEW

### 1) GENERAL SCOPE OF SERVICES

- a) The services to be provided under this contract are to provide and administer an unspecified number of Vendor employees, as determined by the City of Wilmington, (the City) to perform tasks under a broad spectrum of job functions/families including: Supervisory, Administrative/Clerical, Technical, Driver, Professional, Recreation, and Labor. The employees may be assigned to various departments to assist and support regular City employees.
- b) Payroll Transfer of City Employees
  - i) City employees may be referred to the Vendor for employment purposes. The City reserves the right to hire these employees prior to their services being made available to other vendor clients.
  - ii) After ninety (90) days, the City reserves the right to rehire any temporary employees onto the payroll that were originally referred to the Vendor by the City.

### 2) DESCRIPTION OF WORK

- a) Work assignments will vary dependent upon the needs of the various departments. However, each employee will be provided a role description, which will define the duties and responsibilities of the position(s) the employee will fill. Examples of areas of work and duties to be performed include, but are not limited to the following:
  - i) Labor: skilled and unskilled laborers, Delivery Assistant, Kitchen Staff, Messenger, Refuse Worker, Refuse Assistant, Security Guard and Parking Regulation Enforcement Officer, etc.
  - ii) Administrative/Clerical: Office Assistant, Youth Counselor, Bilingual Case Manager, Education Coordinator, Intern, Mail Room Assistant, Risk Management Assistant, etc.
  - iii) Technical: Freelancer, Production Assistant, Planning Assistant, Planning Specialist, Lab Technician, etc.
  - iv) Professional: Accountant, Consultant, Engineer, Financial Analyst, Payroll Specialist, Photographer, etc.
  - v) Recreation: Recreation Specialist and Lifeguard
  - vi) Driver: All driver positions (CDL, heavy equipment operator, etc.)

### 3) HOURS OF WORK

- a) Working hours normally will start at 9:00 a.m. and end at 5:00 p.m. to meet the operational needs of the City. User departments will communicate specific needs to the Vendor; however, the Vendor will dictate and determine the hours during which the Vendor employee(s) will provide his/her services. Employees assigned to this schedule shall be paid for seven (7) hours per day and will have an unpaid lunch break of either ½ hour or one (1) hour depending on the assignment. Employees shall be paid only for hours worked.
- b) Overtime, weekend or holiday work may be required due to special events and circumstances.
- c) Other shifts may be necessary to support the operations of the respective departments. Hours of work, shifts and dates will be explained to Vendor employees prior to acceptance of any assignment.
- d) The successful Vendor must supply the necessary staff for the requirements of this contract. This also includes the necessary supervisors and/or dispatchers

## OVERVIEW

to ensure attendance of their employees at the times requested by the City. A decision-making supervisor for the successful bidder shall be made available 24 hours a day on weekdays and a telephone number shall be submitted with bid.

- e) The successful Vendor must address staffing for employees who are normally scheduled to work less than 29 hours per week.

### 4) INSURANCE

- a) The following insurance, naming the City as an additional insured, is required by the Vendor providing the employment services:

General Liability	
Bodily Injury (including death)	\$1,000,000
Property Damage	\$1,000,000
Fidelity Bond	\$500,000
Workers' Compensation	Statutory

- b) The Vendor shall notify the City of any changes in the organization's insurance coverage.

### 5) INDEMNIFICATION OF THE CITY

- a) The Vendor shall pay, indemnify, and hold harmless the City, its agent and employees from all suits, actions, claims, demands, damages, losses, expenses, and/or costs of every kind and description to which the City may be subjected or put by reason of injury (including death) to persons or property resulting from the manner or method employed by the vendor, its agents and employees, or subcontractors, or from neglect or default of the vendor, its agent and employees or subcontractors in the performance of this contract or any part thereof or from, by, or on account of any act or omission of the vendor, its agents and employees, or subcontractors, and whether such suits, actions, claims, demands, losses, expenses, and/or cost (including attorney's fees) against, suffered, or sustained by the City, its agents and employees, or be against, suffered or sustained by either corporations or persons to whom the City, its agents and employees, may become liable therefore.

### 6) BASIS OF PAYMENT

- a) The City will authorize and process for payment each invoice within thirty (30) days after the date of receipt, provided all supporting documentation is included with the invoices.

### (7) BILLING

- a) Vendor shall be required to electronically submit all bills to the Finance Department/Accounts Payable with the respective department's purchase order number attached to each bill. Billing must include supporting documentation and timesheet(s) signed by both employee and vendor manager when billing respective departments. Billing problems/questions must be resolved directly with the ordering department.

### 8) TIME SHEETS

- a) Vendor shall be required to use the standard timesheet form or timesheets electronic format as approved by the Finance Department. Additionally, Vendor shall be responsible for producing multiple copies of the form to support the billing process.

## OVERVIEW

### 9) SKILLS/BACKGROUND VERIFICATION

- a) Vendor shall complete pre-employment physicals, drug screening, driver's license, criminal and other background checks on all applicants prior to referral for any City position. Vendor shall also complete background checks in compliance with the Joseph R. 'Beau' Biden, III Child Protection Act for relevant employees. Upon request of the City, the vendor must furnish related test scores/resumes and proof of background check of temporary personnel who are scheduled for interviews. The Vendor is responsible to assure only qualified personnel are utilized, and that the background of personnel employed warrants employment in any City facility. All performance appraisals will be conducted by the vendor.
- b) Vendor shall comply with the City background check policy guidelines as outlined in Policy 201.2; Employee Background Review. Criminal backgrounds of all candidates will be reviewed as a part of the process to determine suitability of positions. Criminal backgrounds which reflect felony convictions in the past seven (7) years and for relevant positions, misdemeanors involving substantiated cases of abuse and/or neglect that may have led to the harm of a child/youth will be forwarded to the City for review as a part of the selection process.
- c) Vendor shall provide to affiliates assigned to this contract a copy of the following City policies; Harassment Free Work Environment, Code of Ethics, and where applicable, the Motor Vehicle Policy.
- d) Vendor shall acknowledge that no affiliate shall be permitted to operate a City vehicle that has not been provided a copy of the City Motor Vehicle Policy (605.4). No affiliate will be permitted to operate a City owned/rented/or leased vehicle who has not supplied the City with a recent certified copy of their motor vehicle driving record and a certificate of successful completion of the current State of Delaware Defensive Driving Course.

### 10) TERMINATION AND REPLACEMENT

- a) In the event the Vendor does not fulfill its obligations under the terms and conditions of this contract, the contract can be cancelled by the City with thirty days written notice. Reasons for cancellation of this contract include but are not limited to:
  - i) Excessive failure to fill a job order within specified timeframe.
  - ii) Failure to supply qualified personnel in accordance with role descriptions.
  - iii) Assignment of City referred temporary employees to another client prior to the City invoking its first rights of refusal.
- b) The City reserves the right to terminate any limited service employee for any reason, in which case, notification will be given to the Vendor in advance. In the event termination is the result of disciplinary action, no notice shall be given. The Vendor shall replace the employee if requested by the City within twenty-four (24) hours of the start of business the day following the termination, if possible. The Vendor shall have the right to discharge or reassign the vendor employee and shall assume liability for all claims of unemployment.

### 11) LAWS, RULES, SAFETY PRACTICES, ETC.

- a) The Vendor and its employees shall comply at all times with all applicable Federal, State, and local statutes, laws, rules and regulations relative to the services to be performed herein and shall further be subject to all rules, regulations, policies

## OVERVIEW

and practices which may be promulgated by the City while engaged in work for the City. Vendor employees shall at all times comply with all rules, regulations and instructions in effect or issued by City supervisory personnel while performing work for the City and shall take all necessary precautions to prevent injury or damage to persons or property. The Vendor shall assume all liability for all work-related injuries and assume liability for all claims pertaining to workers' compensation. The Vendor shall ensure that copies of vendor work rules are explained and distributed to each employee, to include but not necessarily limited to, attendance and grounds for immediate termination.

- b) The Vendor shall comply with Substitute #1 to Ordinance 13-031. This ordinance requires that applications of City residents who unsuccessful in their pursuit of City employment be forwarded to the temporary agencies servicing the City for further employment opportunities.
- c) The Vendor shall comply with Ordinance 14-042. This ordinance establishes a minimum wage of \$10.10 per hour to be paid to the workers in the performance of any contract or subcontract with the City, and applies to all contracts for which competitive bidding is required.

### 12) LICENSES AND TAXES

- a) The Vendor shall obtain all necessary licenses and permits in connection with this contract, including but not limited to, a City business license from the City Finance Department. The Vendor shall also withhold City wage taxes, if appropriate, from the compensation of its employees in accordance with the City Wage Tax Law. Any positions which may require special certification/license, employees must have current certification/license and shall have the certification/license in their possession at all time.

### 13) NON-DISCRIMINATION

- a) In the performance of this contract, the Vendor shall not discriminate on account of race, color, religion, national origin, sex, disability, sexual orientation. The Vendor shall assume all liability for all claims of discrimination regarding vendor employees.
- b) The Vendor shall provide a contact number for general complaints or inquiries regarding discrimination or reasonable accommodation request, to insure compliance with EEOC and ADA federal guidelines.

### 14) TERM OF CONTRACT

- a) The original terms of this contract shall be from 12:01 a.m. July 1, 2016, or as soon as possible thereafter through 11:59 p.m. June 30, 2017.
- b) The City reserves the option to extend this contract for three additional one (1) year terms, provided that all terms and conditions of this contract shall remain the same and it is in the best interest of the City to do so.
- c) The City will give sixty (60) days advance written notice if the contract is to be extended after the first year. If no notice is issued, it will be assumed that this contract will end on the above ending date of the original term.

### 15) AWARD

## OVERVIEW

- a) The City reserves the right to award to multiple vendors or to solicit temporary employees outside of this contract.

## DEFINITIONS

This section contains definitions of the categories of employment listed under Limited Service Employment.

**Appointed Service** means and includes all executive and support staff legally appointed to their positions pursuant to the City charter section 7-101 and who serve at the pleasure of the appointing officer, but does not include members of boards or commissions.

**Classified Service** means all regular positions within the City's merit based employment system that are subject to merit system screening, regulation and law; excluding those positions specifically excepted by City charter section 7-101.

**Compensation** means salary, wage, allowances and all other forms of valuable consideration earned by or paid to a City employee by reason of service in any position, but does not include reimbursable expenses incurred as incidents to employment.

**Limited service employment** means all or any of the following employees, whose positions are not in the classified, appointed, or elected service(s) and do not appear on the annual position allocation list.

**Emergency employee** is defined as and includes all persons who in times of public emergency as declared by the Mayor are temporarily employed pursuant to authorization by City Council.

**Non-allocated grant employee** is defined as and includes all employees whose positions are specifically funded by a limited grant to the City, which funding shall, pursuant to the terms of the grant, expire after a designated period of time.

**Part-time employee** is defined as and includes all employees who are hired to work less than the full work schedule generally applicable to the position(s) which they are assigned, which must be no more than 35 hours per week.

**Provisional appointee** is defined as and includes all employees temporarily employed to fill vacant positions within the classified service until such time as an appropriate eligibility list can be certified by the Director of Human Resources and a regular employee selection is made for the position.

**Seasonal employee** means all employees whose employment is not permanent and is not dependent upon a condition of emergency or excessive workload but is regularly recurrent in certain offices or departments because of particular duties and functions that occur periodically each fiscal year.

**Temporary employee** is defined as and includes all persons employed for a specified, limited period of time to address a work load within the employing department that is too great to be handled expeditiously by those employees whose positions are included in the annual position allocation list.



## DEFINITIONS

**Performance Appraisal** is defined as a systematic, assessment technique designed to measure and recognize employee effectiveness, identify actions leading to improved performance and communicate a supervisor's rating of the employee's overall performance to the employee.

**Position** means the combination of current duties and responsibilities assigned to a single official or employee in support of organizational goals and activities and performed on either a regular or limited basis.

**Position Allocation List** means and includes those positions designated by the City Council in each fiscal year to be funded from the City's annual budget, and may include positions in the elected, appointed and classified services.

**Probationary Period** means a trial period during which an employee is required to demonstrate by actual performance his/her fitness to perform the duties of the position for which he/she is hired.

**Regular Employee** is defined as an employee who: (1) is assigned to a position on the position allocation list and (2) works a 40-hour work week, except in those positions for which a special or flat rate of pay constitutes full remuneration of all services rendered regardless of number of hours worked and (3) has completed the probationary period.

**Role Description** means a formal record of the purpose, minimum qualifications, required certifications/licenses, essential functions, salary level, duties and responsibilities of a position.

**Salary Level** is a numeric designation assigned to a role description which indicates the corresponding wage range in which an employee in that position may be paid

**Wage Range** is the minimum to maximum range of dollar amounts in which a particular salary level may be compensated.

TEMPORARY STAFFING CONTRACT  
SELECTION CRITERIA

- I. Ability to staff a variety of positions to meet the City of Wilmington's operational needs.
- II. The scope and diversity of workforce
- III. Experience with staffing governmental entities
- IV. Experience/length of time in business
- V. Proximity to City limits
- VI. Price

**CITY OF WILMINGTON LIMITED SERVICE EMPLOYEES**

<b>DIVISION</b>	<b># LSEs</b>
PARKS & RECREATION - RECREATION	7
PARKS & RECREATION - CYCLE-HANDLING	1
AUDIT	1
FINANCE - GENERAL CASHIERING	2
FINANCE - EARNED INCOME TAX	2
FINANCE - ADMINISTRATION	2
FINANCE - PARKING ENFORCEMENT	2
FINANCE - DELINQUENT ACCOUNTS	4
FINANCE - UTILITY BILLING	4
MAYOR'S OFFICE - INFORMATION TECHNOLOGY	1
MAYOR'S OFFICE - CONSTITUENT SERVICES	1
REAL ESTATE & PLUMBING	1
HUMAN RESOURCES	1
PLUMBING & INSPECTIONS	4
PUBLIC WORKS - SEWER MAINTENANCE	4
PUBLIC WORKS - STORMWATER SYSTEMS	6
PUBLIC WORKS - SANITATION	6
PUBLIC WORKS - ADMINISTRATION	1
PUBLIC WORKS - PROPERTY MANAGEMENT	1
PUBLIC WORKS - WATER QUALITY	4
<b>TOTAL</b>	<b>49</b>

**CURRENT AGENCY LIMITED SERVICE EMPLOYEES**

<b>DIVISION</b>	<b>LABORER</b>	<b>ADMIN/ CLERICAL</b>	<b>TECHNICAL</b>	<b>RECREATION</b>	<b>PROFESSIONAL</b>
PARKS & RECREATION	X			X	
PARKS & RECREATION - YOUTH AND FAMILIES		X			
AUDITOR'S OFFICE		X			
FINANCE - EARNED INCOME TAX		X	X		
FINANCE - ADMINISTRATION		X			
FINANCE - PARKING ENFORCEMENT		X			
FINANCE - DELINQUENT ACCOUNTS					X
FINANCE - UTILITY BILLING		X			
MAYOR'S OFFICE - INFORMATION TECHNOLOGY			X		
MAYOR'S OFFICE - CONSTITUENT SERVICES		X			
REAL ESTATE & HOUSING		X			
HUMAN RESOURCES		X			
LICENSES & INSPECTIONS		X			
PUBLIC WORKS - SEWER MAINTENANCE	X				
PUBLIC WORKS - WATER SYSTEMS	X				
PUBLIC WORKS - SANITATION	X				
PUBLIC WORKS - ADMINISTRATION		X			
PUBLIC WORKS - PROPERTY MANAGEMENT	X				
PUBLIC WORKS - WATER QUALITY	X		X		
RETAILS					

**CITY OF WILMINGTON  
CONTRACT EMPLOYEES  
SALARY LEVELS AND WAGE RANGES**

<u>Level</u>	<u>Wage Range</u>
1	\$10.10-\$11.00
2	\$11.01-\$12.00
3	\$12.01-\$15.00
4	\$15.01-\$18.00
5	\$18.01-\$21.00
6	\$21.01-\$24.00
7	\$24.01-\$27.00
8	\$27.01-\$30.00
9	\$30.01-\$33.00
10	\$33.01-\$36.00
11	\$36.01-\$39.00
12	\$39.01-\$42.00

Effective: 7/1/16  
Revised: 4/11/16

Job Function/Family	New Level	Dept/Div.	Contract Employee Job Title	Wage Range	Comments
Supervisory	4	P&R/REC	Aquatic Coordinator	\$15.01 - \$18	
Supervisory	2	P&R/REC	Assistant Pool Manager	\$11.01 - \$12	
Supervisory	3	P&R/Y&F	Assistant Program Director III	\$12.01 - \$15	
Supervisory	4	P&R/Y&F	Assistant Program Director IV	\$15.01 - \$18	
Administrative/Clerical	3		Bilingual Case Manager	\$12.01 - \$15	
Professional	5		Consultant V	\$18.01 - \$21	
Professional	6		Consultant VI	\$21.01 - \$24	
Professional	7		Consultant VII	\$24.01 - \$27	
Professional	8		Consultant VIII	\$27.01 - \$30	
Labor	1	P&R/Y&F	Delivery Assistant	\$10.10 - \$11	
Professional	4	P&R/Y&F	DPNA Coordinator	\$15.01 - \$18	Drug Prevention Network of America
Driver	1	P&R/Y&F	Driver I	\$10.10 - \$11	
Driver	2	P&R/Y&F	Driver II	\$11.01 - \$12	
Driver	3	P&R/Y&F	Driver III	\$12.01 - \$15	CDL drivers only
Administrative/Clerical	4	P&R/Y&F	EC Family Matters Coordinator	\$15.01 - \$18	
Administrative/Clerical	2	P&R/Y&F	Education Coordinator II	\$11.01 - \$12	
Administrative/Clerical	3	P&R/Y&F	Education Coordinator III	\$12.01 - \$15	
Professional	10		Engineer X	\$33.01 - \$36	
Technical	4		Examining Engineer	\$15.01 - \$18	
Professional	4	P&R/Y&F	Family Support Case Worker	\$15.01 - \$18	
Professional	7	FIN	Financial Analyst VII	\$24.01 - \$27	
Technical	3	City Council	Freelancer	\$12.01 - \$15	
Administrative/Clerical	1	Multiple	Intern I	\$10.10 - \$11	
Administrative/Clerical	2	Multiple	Intern II	\$11.01 - \$12	
Administrative/Clerical	3	Multiple	Intern III	\$12.01 - \$15	
Labor	1	P&R/Y&F	Kitchen Staff I	\$10.10 - \$11	
Labor	2	P&R/Y&F	Kitchen Staff II	\$11.01 - \$12	
Labor	3	P&R/Y&F	Kitchen Staff III	\$12.01 - \$15	
Labor	1	Multiple	Laborer I	\$10.10 - \$11	
Labor	2	Multiple	Laborer II	\$11.01 - \$12	
Labor	3	Multiple	Laborer III	\$12.01 - \$15	
Recreation	1	P&R/REC	Lifeguard I	\$10.10 - \$11	
Recreation	2	P&R/REC	Lifeguard II	\$11.01 - \$12	
Administrative/Clerical	1	MO	Mail Room Assistant	\$10.10 - \$11	
Labor	1	Law	Messenger	\$10.10 - \$11	
Supervisory	3	P&R/Y&F	Monitor III	\$12.01 - \$15	
Administrative/Clerical	1	Multiple	Office Assistant I	\$10.10 - \$11	
Administrative/Clerical	2	Multiple	Office Assistant II	\$11.01 - \$12	
Administrative/Clerical	3	Multiple	Office Assistant III	\$12.01 - \$15	
Administrative/Clerical	4	Multiple	Office Assistant IV	\$15.01 - \$18	
Professional	3	MO	Photographer	\$12.01 - \$15	
Technical	6	Planning	Planning Specialist VI	\$21.01 - \$24	
Technical	7	Planning	Planning Specialist VII	\$24.01 - \$27	
Technical	4	Planning	Planning Assistant IV	\$15.01 - \$18	
Technical	5	Planning	Planning Assistant V	\$18.01 - \$21	
Supervisory	3	P&R/REC	Pool Manager	\$12.01 - \$15	
Labor	2	Police	PREO - Temp.	\$11.01 - \$12	
Technical	5	City Council	Production Assistant - Ch. 22	\$18.01 - \$21	
Professional	7	P&R/Y&F	Professional Development Coordinator	\$24.01 - \$27	
Supervisory	3	P&R/Y&F	Program Director III	\$12.01 - \$15	
Supervisory	4	P&R/Y&F	Program Director IV	\$15.01 - \$18	
Supervisory	5	P&R/Y&F	Program Director V	\$18.01 - \$21	
Supervisory	6	P&R/Y&F	Program Director VI	\$21.01 - \$24	
Supervisory	3	P&R/Y&F	Program Supervisor III	\$12.01 - \$15	
Supervisory	4	P&R/Y&F	Program Supervisor IV	\$15.01 - \$18	
Recreation	1	P&R/REC	Recreation Specialist I	\$10.10 - \$11	
Recreation	2	P&R/REC	Recreation Specialist II	\$11.01 - \$12	
Recreation	3	P&R/REC	Recreation Specialist III	\$12.01 - \$15	
Labor	1	P&R/Y&F	Refuse Assistant	\$10.10 - \$11	
Labor	2	P&R/Y&F	Refuse Worker	\$11.01 - \$12	
Administrative/Clerical	4	HR	Risk Management Assistant	\$15.01 - \$18	
Labor	2	P&R/REC	Security Guard	\$11.01 - \$12	
Supervisory	2	P&R/Y&F	Site Supervisor II	\$11.01 - \$12	
Supervisory	3	P&R/Y&F	Site Supervisor III	\$12.01 - \$15	
Administrative/Clerical	4	P&R/Y&F	Special Events Coordinator	\$15.01 - \$18	
Technical	4		Technical Inspector Aide	\$15.01 - \$18	
Administrative/Clerical	5	FIN	Title Researcher	\$18.01 - \$21	
Administrative/Clerical	1	P&R/Y&F	Youth Counselor I	\$10.10 - \$11	

NOTE: Advance written justification and approval by the HR Director required for placement of ALL employees into Level 3 and greater job titles

Job Function/Family	New Level	Dept/Div.	Contract Employee Job Title	Wage Range	Comments
Administrative/Clerical	2	P&R/Y&F	Youth Counselor II	\$11.01 - \$12	
Administrative/Clerical	3	P&R/Y&F	Youth Counselor III	\$12.01 - \$15	
Administrative/Clerical	4	P&R/Y&F	Youth Counselor IV	\$15.01 - \$18	
Administrative/Clerical	5	P&R/Y&F	Youth Counselor V	\$18.01 - \$21	
Youth Worker	1	P&R/Y&F	Youth Worker I	\$10.10 - \$11	
Youth Worker	2	P&R/Y&F	Youth Worker II	\$11.01 - \$12	

**NOTE: Advance written justification and approval by the HR Director required for placement of ALL employees into Level 3 and greater job titles**

4/11/2016

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Aquatic Coordinator	Salary Level(s): 4
Job Family: Supervisory	Revision Date: June 2010
Department: Parks and Recreation	Division: Recreation

### Description of Occupational Work

The purpose of the Aquatic Coordinator position is to oversee and ensure the effective operation of the City aquatic facilities, supervise the pool staff and ensure the safety and welfare of all patrons of the City's aquatic facilities.

*This job title incorporates Salary Level 4. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Supervises pool staff. Assigns and coordinates work schedules of pool staff. Recommends and enforces discipline as appropriate for pool staff.

Oversees the operation of City pool facilities ensuring adherence to City policies and procedures and state and local health and safety laws and regulations. Addresses and resolves issues with the public and any pool-related problems. Responsible for the sanitation of pool facilities.

Responsible for pool operations and public safety.

Oversees daily operations and fiscal transactions, keeps records, writes clear reports

May be required to act as a backup and perform all the essential functions of a Lifeguard I, Lifeguard II, Assistant Pool Manager and/or Pool Manager.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.



Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Aquatic Coordinator

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

Must be at least 21 years old and have 5+ years experience in swimming instruction or as a lifeguard. A Bachelor's degree with coursework in business, physical education, sciences or education is required. (Alternate combinations of training and experience may be accepted at the discretion of the department.)

Must have valid American Red Cross Certifications, Lifeguard Training/First Aid and CPR/AED for Lifeguards.

Comprehensive knowledge of methods, techniques and practices used in pool operation, emergency response procedures and pool maintenance. Comprehensive knowledge of rules and regulations pertaining to pool and locker room facilities. Comprehensive knowledge of pool sanitation requirements and practices.

Ability to organize, conduct and participate in various swimming activities. Must have physical ability to swim, dive, conduct swimming instruction, participate in water games, make water rescues, and perform first aid and CPR as needed.

Ability to address and resolve issues concerning the public, pool-related problems and sanitary concerns.

Ability to operate specific pool equipment and machinery.

Ability to keep accurate records and write detailed reports.

Ability to give clear instructions. Ability to successfully communicate to adults and children and enforce pool rules and regulations with tact and diplomacy. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work outdoors and in the water for extended periods of time.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Assistant Pool Manager	Salary Level(s): 2
Job Family: Supervisory	Revision Date: June 2010
Department: Parks and Recreation	Division: Recreation

### Description of Occupational Work

The purpose of the Assistant Pool Manager position is to provide for the supervision and ensure the safety and welfare of all adult and youth patrons of the City's aquatic facilities.

*This job title incorporates Salary Level 2. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Observes lifeguard staff, adult and youth patrons of City pool facilities ensuring their behavior is consistent with City policies and procedures and state and local health and safety laws and regulations. Addresses and resolves issues with the public, pool-related problems and sanitation.

Maintains order and organization and enforces aquatic policies and procedures.

Responsible for pool operations and public safety in the absence of the Pool Manager.

Conducts water rescue training and various drills to evaluate and ensure the emergency readiness of the lifeguard staff.

Ensures lifeguard staff is attired in proper uniform and positioned appropriately while on duty. Ensures lifeguard staff adequately scans the pool and is appropriately alert to facility patrons.

Routinely inspects pool facility (including equipment and supplies) and reports safety concerns, violations of rules and regulations, repairs needed to pool and/or locker room facilities, operational issues, etc. to Pool Manager

Creates reports and maintains records as required. Completes incident and accident reports. Recommends changes in standard procedures to the Pool Manager. Tests pool water at specified intervals and records the readings on daily log sheet.

Attends all scheduled aquatic training and meetings.

May be required to act as a backup and perform the essential functions of a Lifeguard I or Lifeguard II.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Assistant Pool Manager**

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

Must be at least 17 years old and have a minimum of 2 years experience in swimming instruction or as a lifeguard. (Alternate combinations of training and experience may be accepted at the discretion of the department.)

Must have valid American Red Cross Certifications, Lifeguard Training/First Aid and CPR/AED for Lifeguards.

Good knowledge of methods, techniques and practices used in pool operation, emergency response procedures and basic pool maintenance. Good knowledge of rules and regulations pertaining to pool and locker room facilities.

Ability to organize, conduct and participate in various swimming activities. Must have physical ability to swim, dive, conduct swimming instruction, participate in water games, make water rescues, and perform first aid and CPR as needed.

Ability to address and resolve issues concerning the public, minor pool-related problems and sanitary concerns.

Ability to operate specific pool equipment and machinery.

Ability to refrain from unnecessary conversation with patrons while on duty.

Ability to keep accurate records and write detailed reports.

Ability to give clear instructions. Ability to successfully communicate to adults and children and enforce pool rules and regulations. Ability to work with a diverse population.

Ability to travel locally to complete work assignments.

Ability to work outdoors and in the water for extended periods of time.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Assistant Program Director	Salary Level(s): 3 - 4
Job Family: Supervisory	Revision Date: May 2010
Department: Parks and Recreation	Division: Multiple

### Description of Occupational Work

The purpose of the Assistant Program Director is to plan, organize, lead, direct and oversee Department of Parks and Recreation program-specific activities and/or operations and enforce City rules and regulations.

*This job title incorporates Salary Level(s) 3 through 4 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Assists the Program Director in the supervision of child and adult food program(s). Ensures site safety, sanitation, records maintenance and operations are in compliance with City, State and Federal applicable requirements. Supervises adult and youth food program staff. Keeps accurate records accounting for all delivered meals. Responsible for assuring overall program compliance. Identifies, addresses and corrects compliance exceptions. Reconciles any record-related discrepancies (i.e. meal counts, etc.) Prepares menus and other information for bid package(s). *(Pertains to Assistant Program Director assigned to Youth and Families Division Food Program(s) only.)*

Performs administrative and clerical duties related to supervision of youths and adults. Assists in the direction of program's financial goals, objectives and management of program budget. Assists in the development and implementation of effective reporting systems.

Supervises the activities of youth and/or adult employees and participants in department-sponsored community programs (such as food program(s), before and after school programs, Summer Youth Program, Saturday Enrichment Program, summer camp(s), etc.). Plans, organizes, leads, directs, teaches and oversees program operation and associated activities.

Maintains accurate records, comprehensive files and prepares clear written reports.

May perform all the Essential Functions of a Driver. (See role description for Driver.)

May conduct and/or assist with training and employee orientation as needed.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows complex verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

Work setting may vary from indoor to outdoor locations depending upon specific assignment. Must have ability to work in setting appropriate to assigned position.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Assistant Program Director III**

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

Must be at least 18 years of age, have a High school diploma and 3 to 4 years experience in relevant area related to supervisory assignment. Previous supervisory experience required.

Thorough knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Thorough knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of adults and/or children during mealtime. (Pertains to Assistant Program Directors assigned to Youth and Families Division Food Program(s) only.)

Thorough knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other functional area specific to assignment.

Thorough knowledge of applicable City, state and federal rules and regulations pertaining to program assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist employees and/or participants in carrying out job tasks or learned skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

#### **Assistant Program Director IV**

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

Must be at least 18 years of age, have a High school diploma and 5+ years experience in relevant area related to supervisory assignment. A minimum of 2 years of previous supervisory experience and a minimum of 1 year previous work experience assigned to specific department program are required.

Comprehensive knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Comprehensive knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of adults and/or children during mealtime. (Pertains to Assistant Program Directors assigned to Youth and Families Division Food Program(s) only.)

Comprehensive knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other functional area specific to assignment.

Thorough knowledge of applicable City, state and federal rules and regulations pertaining to program assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist employees and/or participants in carrying out job tasks or learned skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Civilian Cold Case/DNA Forensic Coordinator	Salary Level(s): 8
Job Family: Professional	Revision Date: April 2011
Department: Police	Division:

### Description of Occupational Work

The Civilian Cold Case/DNA Forensic Coordinator is a grant-funded position responsible for reviewing the existing DNA evidence that is currently stored within the Wilmington Police Department (WPD) facility in an effort to solve cold cases.

*This job title incorporates Salary Level 8. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Researches evidence of crimes such as homicide, sexual assault, robbery, kidnapping and other violent crimes to determine the availability of DNA evidence. Compiles and coordinates the appropriate request for DNA analysis and forwards the evidence to a certified DNA lab for testing.

Responsible for maintaining a computer database of all reviewed cases for the purpose of determining what cases were reviewed, what cases were sent to the lab for analysis, individual case status and chain of evidence protocol.

Responsible for maintaining a database of existing cold case homicides. Conducts a detailed case summary of every WPD cold case homicide. The summary will be used as a knowledge base for reviews by a Cold Case Unit that is comprised of WPD investigators, and volunteer retired officers that will serve as reviewers.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.



Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Civilian Cold Case/DNA Forensic Coordinator VIII**

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

Retired Wilmington law enforcement officer with extensive experience in criminal investigations related to homicide, sexual assault and aggravated assault cases with a major emphasis on trial experience and working knowledge of crime scene investigations and scientific technology associated with DNA and forensic databases including, but not limited to, CODIS, AFIS and IBIS.

Ability to work both in a standard office environment and outdoors as needed.

Ability to work efficiently and productively with little to no supervision. Must be self-motivated and disciplined.

# City of Wilmington

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Department of Human Resources

## Limited Service Employee Role Description

Job Title: Consultant V-VIII	Salary Level(s): 5-8
Job Family: Professional	Revision Date: May 2010
Department: Multiple	Division: Multiple

### Description of Occupational Work

The purpose of the Consultant is to assist the City by providing expert services and specialist skills in a specialized subject area such as business strategy, business structure, marketing, financial and management controls, human resources, risk management, information technology, operations, vendor/supply-chain management, project management, etc. Consultant services arrangements return a pre-determined, measurable result and/or a deliverable to the City in exchange for monetary compensation.

*This job title incorporates Salary Levels 5 through 8. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Using knowledge of a specialized, professional field, provides objective expertise, performs service(s), improves business performance and completes project assignments.

Performs services with goal of creating value, maximizing growth and/or efficiency and improving the business performance of the assigned department, division or project.

Identifies issue(s) or problem(s), performs research, analyzes data, formulates recommendations for solution(s), identifies necessary resources, reports findings and recommendations, provides guidance and may implement or assist in the implementation of solution(s).

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Consultant V

#### *Knowledge, Skills and Abilities*

Graduation from an accredited college or university with Bachelor's Degree in Business Administration, Finance, Accounting, Engineering, Computer Science or other field of specialization. Master's Degree or PhD preferred. Must have 3-5 years of industry experience in specialized field.

Comprehensive knowledge of field of specialization. Must possess current and valid licenses, certifications, etc. as is usual and customary for the field of specialization.

Ability to work both in a standard office environment and outdoors as needed.

Ability to work efficiently and productively with little to no supervision. Must be self-motivated and disciplined.

Outstanding oral and written communication abilities, analytical skills, judgment, time-management skills and creative ability.

### Consultant VI

#### *Knowledge, Skills and Abilities*

Graduation from an accredited college or university with Bachelor's Degree in Business Administration, Finance, Accounting, Engineering, Computer Science or other field of specialization. Master's Degree or PhD preferred. Must have 5-7 years of industry experience in specialized field.

Previous supervisory experience preferred.

Comprehensive knowledge of field of specialization. Must possess current and valid licenses, certifications, etc. as is usual and customary for the field of specialization.

Ability to work both in a standard office environment and outdoors as needed.

Ability to work efficiently and productively with little to no supervision. Must be self-motivated and disciplined.

Outstanding oral and written communication abilities, analytical skills, judgment, time-management skills and creative ability.

#### Consultant VII

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

Graduation from an accredited college or university with Bachelor's Degree in Business Administration, Finance, Accounting, Engineering, Computer Science or other field of specialization. Master's Degree or PhD preferred. Must have 8-10 years of industry experience in specialized field.

Previous supervisory experience preferred.

Comprehensive knowledge of field of specialization. Must possess current and valid licenses, certifications, etc. as is usual and customary for the field of specialization.

Ability to work both in a standard office environment and outdoors as needed.

Ability to work efficiently and productively with little to no supervision. Must be self-motivated and disciplined.

Outstanding oral and written communication abilities, analytical skills, judgment, time-management skills and creative ability.

#### Consultant VIII

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

Graduation from an accredited college or university with Bachelor's Degree in Business Administration, Finance, Accounting, Engineering, Computer Science or other field of specialization. Master's Degree or PhD required. Must have 11+ years of industry experience in specialized field.

Previous supervisory experience required.

Comprehensive knowledge of field of specialization. Must possess current and valid licenses, certifications, etc. as is usual and customary for the field of specialization.

Ability to work both in a standard office environment and outdoors as needed.

Ability to work efficiently and productively with little to no supervision. Must be self-motivated and disciplined.

Outstanding oral and written communication abilities, analytical skills, judgment, time-management skills and creative ability.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Delivery Assistant	Salary Level(s): 1
Job Family: Labor	Revision Date: April 2010
Department: Parks and Recreation	Division: Youth and Families

### Description of Occupational Work

The purpose of the Delivery Assistant position is to ensure that boxes of packaged food are delivered to multiple sites within an assigned time schedule in support of child and adult food programs.

*This job title incorporates Salary Level 1 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Loads delivery vehicle with boxes of portioned, packaged food. Delivers boxes of packaged food from delivery vehicle to site in a safe, timely, efficient manner.

Communicates with Food Program office staff daily. Submits truck slips and other paperwork as required to Food Program office.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows simple verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Delivery Assistant

#### *Knowledge, Skills and Abilities*

High school diploma or GED and ability to read.

Good knowledge of City geography.

Ability to lift and carry up to 50 lbs.

Ability to operate a two-way radio.

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: DPNA Coordinator

Salary Level(s): 4

Job Family: Administrative/Clerical

Revision Date: December 2010

Department: P&R

Division: WHACC

### Description of Occupational Work

The Drug Prevention Network of Alliance (DPNA) Coordinator is a grant-funded position responsible for implementing the objectives and activities of the DPNA grant as contracted by the State of Delaware, Office of Prevention & Early Intervention – Division of Family Services. Activities are conducted on-site and through outreach partnerships with recruited youth.

*This job title incorporates Salary Level 4 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Recruits youth participants through schools, churches and other community groups. Plans and implements activities for participating youth from designated prevention program All Stars materials to achieve performance measures established in funding contract. Teach drug/alcohol resistance skills to youth, with the goal of enhancing self-images of children. Establish relationships with families of youth participants through regular face-to-face contact, meetings and structured and informal activities.

Provides referral services for youth and their families as needed.

Attends monthly coordinator meetings and training sessions as scheduled.

Serves as a positive in the character development of each program participant by modeling appropriate behavior.

Maintains compliance with regulatory mandates of organizations responsible for the oversight of youth programs. Ensures that participant and program records are complete and maintained according to the requirements of the DPNA and delivery site. Maintain organized attendance records of daily participation and submit monthly statistic reports, as required. Completes all assessment and evaluation procedures/measures as required by the contract and directed by DPNA.

Applies National Recreation & Park Association (NRPA) practices and standards to ensure programs meet minimum requirements set forth by the NRPA.

Works evenings and weekends as necessary/required.

Maintains a valid driver's license with a clean driving record.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **DPNA Coordinator**

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

*Bachelor's degree* in recreation, physical education, education or related field with a minimum of *one (1) year* of experience in youth program management and services.

Demonstrated ability in youth program marketing and recruiting youth for program services and activities.

Some knowledge of youth and family social services agencies.

Considerable knowledge of substance abuse issues and prevention strategies.  
Considerable experience in working with youth and families in substance abuse and drug prevention.

Knowledge of Program Evaluation Review and Techniques (PERT)

Ability to successfully complete twelve (12) hours of approved prevention training per year.

Ability to pass a fingerprint and criminal history record check.

Possesses a valid driver's license.



Ability to conform to a flexible work schedule to complete activities with youth. Ability to appropriately and efficiently manage work schedule so that all responsibilities of the position are fulfilled.

Considerable knowledge and experience in the NRPA practices and standards.

Considerable knowledge of Microsoft Word, Excel, PowerPoint and other software programs as applicable and needed.

Comprehensive proficiency in the use of correct grammar, spelling, punctuation.

Ability to work effectively and complete job functions accurately with little to no supervisory oversight.

# City of Wilmington

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Department of Human Resources

## Limited Service Employee Role Description

Job Title: Driver I - III	Salary Level(s): 1-3
Job Family: Driver	Revision Date: May 2010
Department: Parks and Recreation	Division: Multiple

### Description of Occupational Work

The purpose of the Driver position is to safely transport passengers, equipment or perishable cargo such as food in a safe, efficient manner in support of City business in accordance with all applicable City, State and Federal laws and regulations.

*This job title incorporates Salary Level(s) 1 through 3. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Operates City-owned, City-leased or rented motor vehicles in accordance with applicable City, State and Federal laws and regulations. Observes all speed limits, road signs and traffic laws.

Maintains a valid driver's license with a clean driving record.

Operates motor vehicle in accordance with assigned schedule and within assigned route in a safe and efficient manner. Ensures motor vehicles are operated and utilized ONLY for valid, approved City business purposes.

Inspects exterior and interior of vehicle at beginning of each shift for properly operating headlights, turn signals, brake lights, interior courtesy lamps, air-conditioning or heating, warning lamps, mirror adjustment, properly inflated tires, windshield wipers, vehicle damage, etc. prior to moving vehicle.

Responsible for ensuring inside and outside of vehicle are properly cleaned and fueled on an ongoing basis. Keeps interior of vehicle neat and orderly. Reports fuel used and/or presents fuel receipts to appropriate office as directed.

May be responsible for the pick up and drop off of rented vehicles and conforming to the terms of the rental agreement.

Maintains daily communication with department/division. May submit truck slips, maintenance receipts, and other paperwork as required to department/division.

May pick up from and deliver trash to assigned locations.

Performs manual, non-driver labor as needed/assigned. May be required to load and unload vehicle with equipment, boxes, garbage or other cargo.

Reports accidents or other safety situations to dispatch.

Work is performed in a year-round, outdoor environment, including occasional inclement weather. Monitors traffic and weather conditions and notifies dispatch of potential problems.

Assists passengers in boarding and exiting vehicle when operating a passenger vehicle.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows simple verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Driver I

#### *Knowledge, Skills and Abilities*

Must be at least 21 years old, have a High school diploma and the ability to read.

Good knowledge of City geography.

Ability to lift and carry up to 50 lbs.

Ability to accurately maintain a variety of records as requested or required.

Ability to transmit and receive over a two-way radio.

Ability to change a flat tire independently.

Ability to parallel park.

Ability to work outdoors.

## **Driver II**

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

Must be 21 years old, have a High school diploma and the ability to read.

Must have 3 + years of work experience as a driver.

Good knowledge of City geography.

Ability to lift and carry up to 50 lbs.

Ability to accurately maintain a variety of records as requested or required.

Ability to transmit and receive over a two-way radio.

Ability to change a flat tire independently.

Ability to parallel park.

Ability to work outdoors.

## **Driver III**

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

Must be 21 years old, have a High school diploma and the ability to read.

Thorough knowledge of City geography.

Ability to lift and carry up to 50 lbs.

Ability to accurately maintain a variety of records as requested or required.

Ability to transmit and receive over a two-way radio.

Ability to change a flat tire independently.

Commercial Drivers License A or B required. Additional endorsements may be required dependent upon specific assignment.

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: EC Family Matters Coordinator	Salary Level(s): 4
Job Family: Administrative/Clerical	Revision Date: May 2010
Department: Parks and Recreation	Division: Youth and Families

### Description of Occupational Work

The purpose of the EC Family Matters Coordinator is to identify and recruit youth and families in need and employ strategies to assist with immediate basic needs (food, shelter, utilities, etc). Assist families with substance abuse, teen pregnancy, and violence prevention strategies.

*This job title incorporates Salary Level(s) 4. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Assists families with obtaining needed services through communication with community organizations, religious organizations, community groups, and residential developments. Provides referral services for families as needed.

Establishes and maintains interpersonal relationships with parents. Informs youths and parent/guardian of Federal, State and local programs/services available. May act on behalf of youth or parent/guardian to obtain services.

Monitors program activities to ensure safe and appropriate behavior of both parents and children. Assists in the planning, staffing and implementation of multi-site activities. Prepares, maintains and contributes to a variety of records and reports to document information relating to activities. Performs basic mathematical operations.

Operates a personal computer and competently navigates a Windows-based operating system. Operates fax machine, copy machine, postage machine, multi-line telephone system and any additional office equipment as needed to complete job functions.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are

provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### EC Family Matters Coordinator

#### *Knowledge, Skills and Abilities*

Associate's Degree in Human Services or related field and 2 to 3 years of related experience or 60 credit hours of related coursework/training 4+ years of related experience. Experience working with youth and families required.

Comprehensive knowledge of planning, developing and implementing substance abuse, teen pregnancy and violence prevention strategies.

Good knowledge of standard office practices, office equipment and office etiquette.

Good knowledge of Microsoft Word and Excel.

Good proficiency in using correct grammar, spelling, punctuation. Skill in oral and written communication and interpersonal relations.

Skill in eliciting accurate, adequate information and making appropriate referrals.

Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to work effectively and complete job functions accurately with minimal supervisory oversight.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work both in a standard office environment and outdoors as needed.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Education Coordinator II - III	Salary Level(s): 2-3
Job Family: Administrative/Clerical	Revision Date: April 2010
Department: Parks and Recreation	Division: Youth and Families

### Description of Occupational Work

The purpose of the Education Coordinator is to provide tutoring services or academic camp counseling services to City youth both generally and in the specialized areas of reading, mathematics, English as a second language or computer science.

*This job title incorporates Salary Levels 2 through 3. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Screens youths to determine their academic aptitude and identifies areas in need of improvement. Identifies and assesses issues with student learning and comprehension. Establishes and implements plan for corrective action resulting in a measurable improvement in the student's academic performance.

Acts as liaison between student, parent(s)/guardian(s) and school administration as needed.

Meets monthly with division head or designee to report individual student progress, discuss problem areas and/or receive training.

Provides referral information to youth and parent(s)/guardian(s) as appropriate. Informs youths and parent/guardian of Federal, State and local programs/services available. May act on behalf of youth or parent/guardian to obtain services.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Education Coordinator II

#### *Knowledge, Skills and Abilities*

Associates Degree from an accredited college or university with major coursework in Education, English, Mathematics, Human Services, or related field with 3-4 years of experience in counseling, teaching or otherwise motivating youth OR Bachelor's Degree from an accredited college or university with major coursework in Education, English, Mathematics, Human Services, or related field with less than 2 years experience in counseling or teaching youth.

Good knowledge of planning, developing and implementing strategies to enable and empower youth to become self sufficient, goal-focused and career-minded.

Good knowledge of the educational needs of inner-city youth

Skill in communication and negotiation.

Ability to keep accurate records and write detailed reports.

Ability to work successfully with hostile and uncooperative individuals and/or groups to attain objective and measurable results. Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work both in a standard office environment, loud/disruptive community center setting and outdoors as needed.

### Education Coordinator III

#### *Knowledge, Skills and Abilities*

Associates Degree from an accredited college or university with major coursework in Education, English, Mathematics, Human Services, or related field with 5+ years of experience in counseling, teaching or otherwise motivating youth OR Bachelor's Degree from an accredited college or university with major coursework in Education, English,



Mathematics, Human Services, or related field with 3 to 4 years experience in counseling or teaching youth.

Thorough knowledge of planning, developing and implementing strategies to enable and empower youth to become self sufficient, goal-focused and career-minded.

Thorough knowledge of the educational needs of inner-city youth

Skill in communication and negotiation.

Ability to keep accurate records and write detailed reports.

Ability to work successfully with hostile and uncooperative individuals and/or groups to attain objective and measurable results. Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work both in a standard office environment, loud/disruptive community center setting and outdoors as needed.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Freelancer	Salary Level(s): 3
Job Family: Technical	Revision Date: May 2010
Department: City Council	Division: WITN Channel 22

### Description of Occupational Work

The purpose of the Freelancer position is to provide technical support for video production.

*This job title incorporates Salary Level(s) 3. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Operates ENG/studio cameras.

Assembles, prepares and sets up equipment prior to filming, which may include tripods, monitors, lighting, cables and leads and headphones. May assist in repairing and maintaining equipment.

Checks microphone(s), relays information between studio/site and control room and performs countdowns.

May arrange set lighting, props, etc.

Offers advice on how best to shoot a scene. Explains the visual impact created by particular shot(s).

Assists in finding solutions to technical or other practical problems.

Perform other duties as needed and as directed by Station Manager or other supervisor.

Ability to lift and move a minimum of 15 pounds.

Flexibility to work late afternoons, evenings and weekends as needed.

Consistently and accurately follows simple verbal or written directions.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Freelancer

#### *Knowledge, Skills and Abilities*

High School Diploma and 1-2 years experience in the operation of Electronic News Gathering (ENG) and/or studio cameras.

Experience with editing and graphics software including Final Cut Pro and Photoshop preferred.

Experience working in a professional office environment preferred.

Some knowledge of grip and audio positions in video production.

Ability to think and move quickly when necessary and to react quickly to directions.

Ability to stand for long periods of time.

Ability to focus on a specific task despite distractions and be able to work well with coworkers and the public in live and/or stressful situations.

Ability to work in studio or on location.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Intern I-III	Salary Level(s): 1-3
Job Family: Administrative/Clerical	Revision Date: May 2010
Department: Multiple	Division: Multiple

### Description of Occupational Work

The purpose of the Intern is to gain real-world, practical work experience and job knowledge through the performance of duties specific to a functional area in support of a City employee, division or department.

*This job title incorporates Salary Levels 1 through 3. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

(Specific functions vary by assignment.)

Provides assistance to department personnel in completing department-specific tasks.

May perform clerical and reception duties. Answers telephones and receives in-person visitors in a standardized, courteous and professional manner consistent with management's verbal or written direction. Files and retrieves information accurately in accordance with established methods and/or management's instructions. Operates a personal computer and competently navigates a Windows-based operating system. Operates fax machine, copy machine, postage machine, multi-line telephone system and any additional office equipment as needed to complete job functions.

May keep basic records and prepares simple, accurate reports.

Performs basic mathematical operations.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently and accurately follows verbal or written directions. Abides by applicable standards, rules and regulations as established by the assigned department.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service.

Communicates courteously and effectively with diverse populations. Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

Work setting may vary from indoor to outdoor locations depending upon specific assignment. Must have ability to work in setting appropriate to assigned position. Must have ability to physically perform job duties.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Intern I

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

Must be at least 16 years old and be enrolled in high school or college.

Ability to work effectively and complete job functions accurately under close supervision.

Ability to follow simple verbal and written instructions. Ability to work with a diverse population.

Ability to work both indoors and outdoors as needed.

### Intern II

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

Must be at least 17 years old and have a high school diploma or GED and be enrolled in college.

A minimum of 6 months of previous employment experience required.

Ability to work effectively and complete job functions accurately under close supervision.

Ability to follow simple verbal and written instructions. Ability to work with a diverse population.

Ability to work both indoors and outdoors as needed.

### Intern III

#### *Knowledge, Skills and Abilities*

Must have Associate's Degree in relevant area of specialization; or have completed at least 2 years (minimum of 48 credit hours) of college coursework, with at least 9 credit hours in the specialized area to which assigned.

Must have at least a Junior standing and be currently enrolled in college.

A minimum of 6 months of previous employment experience required.

Ability to work effectively and complete job functions accurately under close supervision.

Ability to follow simple verbal and written instructions. Ability to work with a diverse population.

Ability to work both indoors and outdoors as needed.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Kitchen Staff I - III	Salary Level(s): 1-3
Job Family: Labor	Revision Date: May 2010
Department: Parks and Recreation	Division: Youth and Families

### Description of Occupational Work

The purpose of the Kitchen Staff position is to assist in the preparation and packaging of food in support of adult and child food programs administered by the department.

*This job title incorporates Salary Levels 1 through 3. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Applies food service principles, practices and methods governing food preparation activities such as food handling, proper storage and temperature control, cleaning of kitchen equipment and utensils to comply with safety and sanitary standards. Maintains kitchen equipment to ensure proper working order and maintains kitchen premises in a clean, efficient and orderly manner.

Operates various commercial kitchen equipment such as dishwashers, ovens, toasters, food processors, steam pots, blenders and mixers.

May prepare and cook a variety of food items by baking, frying and broiling, gathering and measuring ingredients according to standardized menus/recipes and dietetic guidelines.

May prepare requisitions for- or otherwise order/purchase food items and other needed supplies.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows simple verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Kitchen Staff I

#### *Knowledge, Skills and Abilities*

Less than 2 years experience in commercial food preparation.

Some knowledge in the application of food service principles, practices, processes, techniques and methods governing food preparation activities.

Some knowledge of the materials, methods and equipment used to cook and prepare large volumes of food.

Skill in the operation of kitchen equipment.

Ability to cook complete meals with limited supervision.

Ability to work from a menu in the preparation of meals.

Ability to prepare records and reports.

Ability to assist in maintaining adequate food and supplies inventory.

### Kitchen Staff II

#### *Knowledge, Skills and Abilities*

3- 4 years experience in commercial food preparation.

Good knowledge in the application of food service principles, practices, processes, techniques and methods governing food preparation activities.

Good knowledge of the materials, methods and equipment used to cook and prepare large volumes of food.

Skill in the operation of kitchen equipment.

Ability to cook complete meals with minimal supervision.

Ability to work from a menu in the preparation of meals.

Ability to maintain records and reports.



Assists in maintaining adequate food and supplies inventory.

Ability to prioritize and organize food preparation activities.

Ability to train Kitchen Staff I employees.

### **Kitchen Staff III**

#### ***Knowledge Skills and Abilities***

5+ years experience in commercial food preparation.

Thorough knowledge in the application of food service principles, practices, processes, techniques and methods governing food preparation activities.

Thorough knowledge of the materials, methods and equipment used to cook and prepare large volumes of food.

Skill in the operation of kitchen equipment.

Ability to cook complete meals with little to no supervision.

Ability to work from a menu in the preparation of meals.

Ability to maintain records and reports.

Assists in maintaining adequate food and supplies inventory.

Ability to prioritize and organize food preparation activities.

Ability to maintain inventory of food and supplies.

Ability to train Kitchen Staff I and Kitchen Staff II employees

Ability to supervise the overall operation of a small facility kitchen.

# City of Wilmington

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Department of Human Resources

## Limited Service Employee Role Description

Job Title: Lifeguard I-II	Salary Level(s): 1-2
Job Family: Recreation	Revision Date: June 2010
Department: Parks and Recreation	Division: Recreation

### Description of Occupational Work

The purpose of the Lifeguard position is to oversee the City pools and surrounding areas to ensure the safety and welfare of the patrons of the City's pool facilities. Makes water rescues and performs CPR as needed.

*This job title incorporates Salary Levels 1 through 2. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Observes adult and youth patrons of City pool facilities ensuring their behavior is consistent with City, state and local health and safety laws and regulations.

Intervenes to assist persons in need of water rescue or other assistance related to health and welfare. Performs CPR and first aid as needed.

Maintains order and organization and enforces rules and regulations in the swimming pool and locker room facilities.

Operates pool equipment and machinery. Performs general pool cleaning duties.

Responsible for pool operations and public safety in the absence of the Pool Manager and/or Assistant Pool Manager.

Organizes, provides guidance and instruction and participates in water activities and water games.

May provide swimming instruction.

Addresses and resolves issues with the public, minor pool-related problems and sanitation. Reports safety concerns, violations of rules and regulations, repairs needed to pool and/or locker room facilities, operational issues, etc. to appropriate personnel.

Creates reports and maintains records as required.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Lifeguard I

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

Must be at least 15 years old. Must have valid American Red Cross Certifications, Lifeguard Training/First Aid and CPR/AED for Lifeguards.

Some Knowledge of methods, techniques and practices used in instructional swimming, water games and pool operation. Some Knowledge of rules and regulations pertaining to pool and locker room facilities.

Ability to organize, conduct and participate in various swimming activities. Must have physical ability to swim, dive and participate in water games.

Ability to address and resolve issues concerning the public, minor pool-related problems and sanitary concerns.

Ability to operate specific pool equipment and machinery.

Ability to refrain from unnecessary conversation with patrons while on duty.

Ability to keep accurate records and write detailed reports.

Ability to give clear instructions. Ability to successfully communicate to adults and children and enforce pool rules and regulations. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work outdoors and in the water for extended periods of time.

## Lifeguard II

### *Knowledge, Skills and Abilities*

Must be at least 17 years old and have a minimum of 6 months experience as a lifeguard. (Alternate combinations of training and experience may be accepted at the discretion of the department.)

Must have valid American Red Cross Senior Lifesaving Certificate and American Red Cross CPR for the Professional Rescuer Certificate.

Good knowledge of methods, techniques and practices used in instructional swimming, water games and pool operation. Good knowledge of rules and regulations pertaining to pool and locker room facilities.

Ability to organize, conduct and participate in various swimming activities. Must have physical ability to swim, dive and participate in water games.

Ability to address and resolve issues concerning the public, minor pool-related problems and sanitary concerns.

Ability to operate specific pool equipment and machinery.

Ability to refrain from unnecessary conversation with patrons while on duty.

Ability to keep accurate records and write detailed reports.

Ability to give clear instructions. Ability to successfully communicate to adults and children and enforce pool rules and regulations. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work outdoors and in the water for extended periods of time.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Messenger	Salary Level(s): 1
Job Family: Labor	Revision Date: December 2010
Department: Law	Division:

### Description of Occupational Work

The purpose of the Messenger is to deliver legal documents and correspondence to private and public law offices in Wilmington and to file legal documents with state and federal courts.

*This job title incorporates Salary Level 1 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Delivers documents and parcels to multiple Wilmington business district locations, including state and federal court, on foot.

Must be available to work Monday through Friday, from 3 p.m. to 5 p.m. during the school year. Additional hours may be available during summer months as needed.

Handles letters, records and other information about constituents, employees and businesses including proprietary information and intellectual property to which the City holds rights, in a strictly confidential manner.

May answer telephones in a standardized, courteous and professional manner consistent with specific verbal or written direction. Effectively interprets and evaluates written, telephonic and in-person inquiries. Answers questions and directs inquires to appropriate individual, office or department. Effectively performs job duties under pressure and responds appropriately and courteously to inquiries, questions, complaints, etc.

Operates fax machine, copy machine, multi-line telephone system and any additional office equipment as needed to complete job functions.

Consistently and accurately follows simple verbal or written directions.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations, including professional office staff and members of the public.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Messenger I

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

Must be *at least 15 years of age.*

Thorough knowledge of Wilmington business district geography. Familiarity with streets and locations of public and private office buildings required.

Ability to keep all work-related information strictly confidential and to refrain from discussing the information with anyone else without proper authority.

Basic knowledge of standard office procedures and equipment.

Ability to work effectively and complete job functions in a timely manner, outside the standard office environment, without direct supervision.

Ability to follow simple verbal and written instructions.

Ability to work both indoors and outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Monitor III	Salary Level(s): 3
Job Family: Labor	Revision Date: April 2010
Department: Parks and Recreation	Division: Youth and Families

### Description of Occupational Work

The purpose of the Monitor position is to ensure that: child and adult food program sites operate in compliance with City, state and federal regulations, accurate site records are maintained ensuring payment to sponsor and program recipients receive nutritious meals.

*This job title incorporates Salary Level 3 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Monitors Food Program sites to ensure Food Program is operating in compliance with applicable requirements and sites maintain adequate records. Reconciles any record-related discrepancies (i.e. meal counts, etc.) with Site Supervisor.

Conducts announced pre-operational site visits and first-week operational check site visits for new sites, and unannounced compliance check site visits for existing and problem sites as necessary. Records and documents site visit findings. Suggests corrective action to Site Supervisor as necessary to resolve site problems and ensure Food Program compliance. Follows up with announced and unannounced site visits to ensure corrective actions are implemented and sites are in full compliance.

Reviews food service operations of all assigned sites within first four weeks of operation. Examines meal service from start to finish. Identifies, addresses and corrects compliance issues.

Conducts site training as necessary in multiple subject areas including non-discrimination.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows complex verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are

provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Monitor III

#### *Knowledge, Skills and Abilities*

High school diploma and 5+ years experience in food service, grant administration, bookkeeping or other subject area related to Food Program administration. Supervisory experience preferred.

Thorough knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities.

Thorough knowledge of Food Program sites and corresponding operation dates.

Thorough knowledge of Food Program(s) requirements and guidelines. Thorough knowledge of applicable City, state and federal rules and regulations.

Ability to detect errors and discrepancies in records and reports. Ability to research and rectify errors and discrepancies.



# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Office Assistant I - IV

Salary Level(s): 1-4

Job Family: Administrative/Clerical

Revision Date: March 2010

Department: Multiple

Division: Multiple

### Description of Occupational Work

The purpose of the Office Assistant is to perform a variety of administrative, clerical, bookkeeping, payroll and/or reception functions in a professional manner in support of a City employee, division or department.

*This job title incorporates Salary Levels 1 through 4. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Answers telephones and receives in-person visitors in a standardized, courteous and professional manner consistent with specific verbal or written direction. Effectively interprets and evaluates written, telephonic and in-person inquiries. Answers questions and directs inquires to appropriate individual, office or department. Effectively performs job duties under pressure and responds appropriately and courteously to inquiries, questions, complaints, etc.

Reads, drafts, prepares, sends and receives professional correspondence in a professional manner.

Operates a personal computer and competently navigates a Windows-based operating system. Operates fax machine, copy machine, postage machine, multi-line telephone system and any additional office equipment as needed to complete job functions.

Files and retrieves information accurately in accordance with established methods and/or direction.

Performs basic mathematical operations. Maintains and reconciles bank and general ledger accounts. Prepares accurate reports.

May collect fees if needed dependent upon position assignment.

Performs accurate data entry, takes thorough and accurate notes and maintains complete and accurate written and electronic records.

Consistently and accurately follows simple verbal or written directions.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Office Assistant I**

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

High School Diploma or GED and less than 2 years of professional experience performing administrative functions in a modern office setting.

A minimum of 6 months of experience in a customer service setting or similar position involving working with and interacting with the public.

Some knowledge of standard office practices, office equipment and office etiquette.

Some knowledge of Microsoft Word and Excel.

Some knowledge of accounting, finance and/or bookkeeping.

Good proficiency in using correct grammar, spelling, punctuation

### **Office Assistant II**

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

High School Diploma or GED and 3 to 4 years of professional experience performing administrative functions in a modern office setting.

Good knowledge of standard office practices, office equipment and office etiquette.

Good knowledge of Microsoft Word and Excel.

Good knowledge of accounting, finance and/or bookkeeping.

Good proficiency in using correct grammar, spelling, punctuation

### Office Assistant III

#### *Knowledge, Skills and Abilities*

High School Diploma or GED and 5 to 6 years of professional experience performing administrative functions in a modern office setting *or* an associate's degree in business administration, business management, accounting, finance, bookkeeping or related field *and* 1 to 2 years of professional experience performing administrative functions in a modern office setting

Thorough knowledge of standard office practices, office equipment and office etiquette.

Thorough knowledge of Microsoft Word and Excel.

Thorough knowledge of accounting, finance and/or bookkeeping. Performs advanced mathematical operations. Maintains and reconciles moderately complex bank and general ledger accounts.

Thorough proficiency in the use of correct grammar, spelling, and punctuation.

Ability to consistently and accurately follow moderately complex verbal or written directions.

Ability to work effectively and complete job functions accurately with minimal supervisory oversight.

### Office Assistant IV

#### *Knowledge, Skills and Abilities*

High School Diploma or GED and 7+ years of professional experience performing administrative functions in a modern, executive office setting *or* an associate's degree in business administration, business management, accounting, finance, bookkeeping or related field *and* 3 to 4 years of professional experience performing administrative functions in a modern, executive office setting

Comprehensive knowledge of standard office practices, office equipment and office etiquette.

Comprehensive knowledge of Microsoft Word, Excel, PowerPoint and other software programs as applicable and needed. *Note: Knowledge will be demonstrated and verified through the successful completion of pre-employment skills testing.*

Comprehensive knowledge of accounting, finance and/or bookkeeping. Performs complex mathematical operations. Maintains and reconciles complex bank and general

ledger accounts. Ability to research errors and discrepancies and resolve issues independently. *Note: Knowledge will be demonstrated and verified through the successful completion of pre-employment skills testing.*

Comprehensive proficiency in the use of correct grammar, spelling, punctuation.

Ability to consistently and accurately follow complex verbal or written directions.

Ability to work effectively and complete job functions accurately with little to no supervisory oversight.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Photographer	Salary Level(s): 3
Job Family: Professional	Revision Date: April 2010
Department: Mayor's Office	Division:

### Description of Occupational Work

The purpose of the Photographer is to combine artistic talent and technical skill to produce professional photographs.

*This job title incorporates Salary Level 3 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Operates manual and digital cameras and associated photography equipment. Uses an extensive range of technical equipment, including cameras, lenses, filters, lighting and specialized software.

Arranges still life objects, products, scenes, props and background. Composes frame and adjusts lighting such that subject will stand out and be visually appealing in the finished photograph.

Enhances, color corrects, retouches, changes emphasis, crops, moves objects and otherwise edits images to achieve desired effect.

Prepares proofs for review and approval.

Communicates with clients to discuss the images they require and how they want to use them.

Seeks out appropriate photographic subjects and opportunities.

Conducts research and preparation for a photo shoot.

Communicates with photographic subjects, puts them at ease, encourages and directs them.

Liaises with other professionals, including graphic designers, writers, gallery managers, picture researchers, commissioning editors and art directors.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows complex verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the City and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliability and punctuality.

*Essential functions are fundamental, core functions common to all Salary Levels within this Job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such, the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Photographer**

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

Formal photography education or training through completion of photography courses and/or 1 to 2 years experience as a professional photographer.

Thorough knowledge in the art and science of photography.

Skill in the use of manual and digital photographic equipment.

Ability to effectively digitally manipulate and correct photographs using computer software.

Ability to translate a client's needs and objectives into a successful photograph. Ability to capture mood or feeling of subject in a photograph.

Ability to work in a variety of locations, and under a variety of circumstances as necessary to get the right image

Ability to produce and deliver finished photography product of desired file size, print size, file format, etc.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Planning Assistant IV - V	Salary Level(s): 4-5
Job Family: Technical	Revision Date: May 2010
Department: Planning	Division:

### Description of Occupational Work

The purpose of the Planning Assistant is to perform research, collect data, prepare reports, conduct presentations and otherwise assist Planning Department employees with their assignments.

*This job title incorporates Salary Levels 2 through 3. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Performs research and collects data.

Prepares reports, studies and other documents. Makes professional presentations to the public.

Communicates project-related information with City, county, state and federal agencies, corporations, community-based organizations, and others as appropriate on behalf of the Planning Department.

Assists Planning Department with assignments as needed.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Operates a personal computer and competently navigates a Windows-based operating system. Operates fax machine, copy machine, postage machine, multi-line telephone system and any additional office equipment as needed to complete job functions.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations. Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Planning Assistant IV**

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

Bachelor's Degree from a four-year, accredited college in urban, regional, or community planning, urban affairs, urban geography, community development, economic development, historic preservation or public administration required. Master's Degree from accredited college is preferred.

1-2 years of relevant field work experience required.

Good knowledge of urban, regional or community planning, economic development, historic preservation, urban geography and urban affairs.

Thorough knowledge of personal computers

Good knowledge of data collection and research methods.

Ability to prepare written reports and present information orally effectively and professionally.

### **Planning Assistant V**

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

Bachelor's Degree from a four-year, accredited college and a Master's Degree from accredited college in urban, regional, or community planning, urban affairs, urban geography, community development, economic development, historic preservation or public administration.

1-2 years of relevant field work experience required.

Thorough knowledge of urban, regional or community planning, economic development, historic preservation, urban geography and urban affairs.

Thorough knowledge of personal computers

Thorough knowledge of data collection and research methods.

Ability to prepare written reports and present information orally effectively and professionally.



# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Pool Manager	Salary Level(s): 3
Job Family: Supervisory	Revision Date: June 2010
Department: Parks and Recreation	Division: Recreation

### Description of Occupational Work

The purpose of the Pool Manager position is to oversee operation of the City pool facility, supervise the pool staff and ensure the safety and welfare of all adult and youth patrons of the City's aquatic facilities.

*This job title incorporates Salary Level 3. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Supervises pool staff. Assigns and coordinates work schedules of pool staff. Recommends and enforces discipline as appropriate for pool staff.

Oversees the operation of City pool facilities ensuring adherence to City policies and procedures and state and local health and safety laws and regulations. Addresses and resolves issues with the public and any pool-related problems. Responsible for the sanitation of pool facilities.

Responsible for pool operations and public safety.

May teach swimming lessons.

May be required to act as a backup and perform the essential functions of a Lifeguard I, Lifeguard II and/or Assistant Pool Manager.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Pool Manager

#### *Knowledge, Skills and Abilities*

Must be at least 21 years old and have a minimum of 3 years experience in swimming instruction or as a lifeguard. A Bachelor's degree with coursework in business, physical education, sciences or education preferred. (Alternate combinations of training and experience may be accepted at the discretion of the department.)

Must have valid American Red Cross Certifications, Lifeguard Training/First Aid and CPR/AED for Lifeguards.

Thorough knowledge of methods, techniques and practices used in pool operation, emergency response procedures and pool maintenance. Thorough knowledge of rules and regulations pertaining to pool and locker room facilities. Thorough knowledge of pool sanitation requirements and practices.

Ability to organize, conduct and participate in various swimming activities. Must have physical ability to swim, dive, conduct swimming instruction as needed, participate in water games, make water rescues, and perform first aid and CPR as needed.

Ability to address and resolve issues concerning the public, pool-related problems and sanitary concerns.

Ability to operate specific pool equipment and machinery.

Ability to keep accurate records and write detailed reports.

Ability to give clear instructions. Ability to successfully communicate to adults and children and enforce pool rules and regulations with tact and diplomacy. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work outdoors and in the water for extended periods of time.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Program Director	Salary Level(s): 3 - 6
Job Family: Supervisory	Revision Date: April 2010
Department: Parks and Recreation	Division: Multiple

### Description of Occupational Work

The purpose of the Program Director is to plan, organize, lead, direct and oversee Department of Parks and Recreation program-specific activities and/or operations and enforce City rules and regulations.

*This job title incorporates Salary Level(s) 3 through 4 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Administration, oversight, and supervision of child and adult food program(s) operations. Ensures site safety, sanitation, records maintenance and operations are in compliance with City, State and Federal applicable requirements. Acts as liaison between department and all state and federal agencies, vendors. Keeps accurate records accounting for all delivered meals. Recruits new sites. Submits timely bid package(s) to department. (Pertains to Program Director assigned to Youth and Families Division Food Program(s) only.)

Directs program's financial goals, objectives and manages program budget within established guidelines and limits. Develops and implements effective reporting systems. Maintains accurate records, comprehensive files and prepares clear written reports. Responsible for all program financial transactions, budget preparation and overall program compliance. Provides timely records and audit materials as requested.

Responsible for the supervision and training of all adult and youth program staff and program participants in department-sponsored community programs (such as food program(s), before and after school programs, Summer Youth Program, Saturday Enrichment Program, summer camp(s), etc.). Plans, organizes, leads, directs, teaches and oversees program operation and associated activities. Performs administrative and clerical duties related to supervision of youths and adults. Conducts training and employee orientation as needed. May perform all Essential Functions of program staff.

May perform all the Essential Functions of a Driver. (See role description for Driver.)

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows complex verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

Work setting may vary from indoor to outdoor locations depending upon specific assignment. Most work locations are outdoors. Must have ability to work in setting appropriate to assigned position.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Program Director III**

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

- ▲ Must be at least 18 years of age, have a High school diploma and 3 to 4 years experience in relevant area related to supervisory assignment. Previous supervisory experience required.

Thorough knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Thorough knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of adults and/or children during mealtime. (Pertains to Program Directors assigned to Youth and Families Division Food Program(s) only.)

Thorough knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other functional area specific to assignment.

Thorough knowledge of applicable City, state and federal rules and regulations pertaining to program assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist employees and/or participants in carrying out job tasks or learned skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

#### **Program Director IV**

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

Must be at least 18 years of age, have a High school diploma and 5 - 6 years experience in relevant area related to supervisory assignment. A minimum of 2 years of previous supervisory experience and a minimum of 1 year previous work experience assigned to specific department program are required.

Comprehensive knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Comprehensive knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of adults and/or children during mealtime. (Pertains to Program Directors assigned to Youth and Families Division Food Program(s)only.)

Comprehensive knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other functional area specific to assignment.

Comprehensive knowledge of applicable City, state and federal rules and regulations pertaining to program assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist employees and/or participants in carrying out job tasks or learned skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

#### **Program Director V**

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

Must be at least 18 years of age, have a Bachelor's Degree and 7 - 8 years experience in relevant area related to supervisory assignment. A minimum of 4 years of previous

supervisory experience and a minimum of 2 years previous work experience assigned to specific department program are required.

Comprehensive knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Comprehensive knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of adults and/or children during mealtime. (Pertains to Program Directors assigned to Youth and Families Division Food Program(s) only.)

Comprehensive knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other functional area specific to assignment.

Comprehensive knowledge of applicable City, state and federal rules and regulations pertaining to program assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist employees and/or participants in carrying out job tasks or learned skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

## Program Director VI

### *Knowledge, Skills and Abilities*

Must be at least 18 years of age, have a Bachelor's Degree and 9+ years experience in relevant area related to supervisory assignment. A minimum of 6 years of previous supervisory experience and a minimum of 3 years previous work experience assigned to specific department program are required.

Comprehensive knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Comprehensive knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of adults and/or children during mealtime. (Pertains to Program Directors assigned to Youth and Families Division Food Program(s) only.)

Comprehensive knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other functional area specific to assignment.

Comprehensive knowledge of applicable City, state and federal rules and regulations pertaining to program assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist employees and/or participants in carrying out job tasks or learned skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Program Supervisor	Salary Level(s): 3 - 4
Job Family: Supervisory	Revision Date: April 2010
Department: Parks and Recreation	Division: Multiple

### Description of Occupational Work

The purpose of the Program Supervisor is to plan, organize, lead, direct and oversee Department of Parks and Recreation program-specific activities and/or operations and enforce City rules and regulations.

*This job title incorporates Salary Level(s) 3 through 4 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Assists the Program Director in the supervision of child and adult food program(s). Ensures site safety, sanitation, records maintenance and operations are in compliance with City, State and Federal applicable requirements. Supervises adult and youth food program staff. Keeps accurate records accounting for all delivered meals. Responsible for assuring overall program compliance. Identifies, addresses and corrects compliance exceptions. Reconciles any record-related discrepancies (i.e. meal counts, etc.). Prepares menus and other information for bid package(s). *(Pertains to Program Supervisors assigned to Youth and Families Division Food Program(s) only.)*

Performs administrative and clerical duties related to supervision of youths and adults.

Supervises the activities of youth and/or adult employees and participants in department-sponsored community programs (such as food program(s), before and after school programs, Summer Youth Program, Saturday Enrichment Program, summer camp(s), etc.). Plans, organizes, leads, directs, teaches and oversees program operation and associated activities.

Maintains accurate records, comprehensive files and prepares clear written reports.

May perform all the Essential Functions of a Driver. (See role description for Driver.)

Conducts training and employee orientation as needed.



Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows complex verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

Work setting may vary from indoor to outdoor locations depending upon specific assignment. Most work locations are outdoors. Must have ability to work in setting appropriate to assigned position.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Program Supervisor III**

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

Must be at least 18 years of age, have a High school diploma and 3 to 4 years experience in relevant area related to supervisory assignment. Previous supervisory experience required.

Thorough knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Thorough knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of adults and/or children during mealtime. (Pertains to Program Supervisors assigned to Youth and Families Division Food Program(s) only.)

Thorough knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other functional area specific to assignment.

Thorough knowledge of applicable City, state and federal rules and regulations pertaining to program assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist employees and/or participants in carrying out job tasks or learned skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

#### **Program Supervisor IV**

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

Must be at least 18 years of age, have a High school diploma and 5+ years experience in relevant area related to supervisory assignment. A minimum of 2 years of previous supervisory experience and a minimum of 1 year previous work experience assigned to specific department program are required.

Comprehensive knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Comprehensive knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of adults and/or children during mealtime. (Pertains to Program Supervisors assigned to Youth and Families Division Food Program(s) only.)

Comprehensive knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other functional area specific to assignment.

Thorough knowledge of applicable City, state and federal rules and regulations pertaining to program assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist employees and/or participants in carrying out job tasks or learned skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Recreation Specialist I - III	Salary Level(s): 1-3
Job Family: Recreation	Revision Date: March 2010
Department: Parks and Recreation	Division: Recreation

### Description of Occupational Work

The purpose of the Recreation Specialist is to perform a wide variety of recreation-related duties in support of the development, coordination and administration of the various programs and activities provided by the Department of Parks and Recreation.

*This job title incorporates Salary Levels 1 through 3. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Coordinates the delivery of equipment and supplies to recreational sites and special event locations. Distributes and collects equipment. Oversees the proper use of equipment. Assists with care of facility and department equipment. Responsible for the re-stocking and/or the inventory accounting of equipment and supplies. Must be able to physically move equipment and supplies as needed.

Plans, schedules, organizes and conducts practice, instructional play, games or classes. Provides instruction in specialized area. Officiates, keeps score and/or time in multiple sports. Must be able to physically perform assigned activity. Implements activity-specific devices for activity participants. Assists with site/facility care and cleanup.

May tend entrance booth, accept fees, work cash register and issue receipts.

Performs clerical and/or reception duties. Keeps basic records and makes simple reports.

Monitors program site for safety, enforces safety rules and regulations and provides first aid as necessary.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows verbal or written directions. Abides by and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

Work setting may vary from indoor to outdoor locations depending upon specific assignment. Most work locations are outdoors. Must have ability to work in setting appropriate to assigned position.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Recreation Specialist I**

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

Must be at least 18 years old and possess a High School Diploma or GED. Less than two years experience in recreation administration or college course work in the field of education or recreation.

May be required to possess a valid driver's license.

Some knowledge of the principals, methods, techniques and practices used in the specialized subject area of assignment.

Some knowledge of the objectives, aims and goals of public recreation.

Some knowledge of City geography and City park locations.

Some knowledge of First Aid.

Ability to monitor site for participant and spectator safety. Ability to administer first aid.

Ability to work effectively and complete job functions accurately under general supervision.

Ability to keep and maintain records and prepare reports for program activities.

Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to work outdoors.

## Recreation Specialist II

### *Knowledge, Skills and Abilities*

Graduation from High School or GED. 3 to 4 years experience in recreation administration or college course work in the field of education or recreation.

May be required to possess a valid driver's license.

Good knowledge of the principals, methods, techniques and practices used in the specialized subject area of assignment. Possesses certifications, licenses as appropriate relevant to assignment.

Good knowledge of the objectives, aims and goals of public recreation.

Some knowledge of City geography and City park locations.

Good knowledge of First Aid.

Ability to monitor site for participant and spectator safety. Ability to administer first aid.

Ability to work effectively and complete job functions accurately under general supervision.

Ability to keep and maintain records and prepare reports for program activities.

Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to work outdoors.

## Recreation Specialist III

### *Knowledge, Skills and Abilities*

Graduation from High School or GED. 5 or more years experience in recreation administration or college course work in the field of education or recreation.

May be required to possess a valid driver's license.

Ability to monitor site for participant and spectator safety. Ability to administer first aid.

Thorough knowledge and expertise in the principals, methods, techniques and practices used in the of specialized subject area of assignment. Possesses current, valid certifications and licenses as appropriate relevant to assignment subject area.

Thorough knowledge of the objectives, aims and goals of public recreation.

Thorough knowledge of First Aid. Certification preferred.

Possess a minimum of one year of supervisory experience in the specialized area of assignment.

Some knowledge of City geography and City park locations.

Ability to work effectively and complete job functions accurately with limited supervisory oversight.

Ability to keep and maintain records and prepare reports for program activities.

Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Refuse Assistant	Salary Level(s): 1
Job Family: Labor	Revision Date: April 2010
Department: Parks and Recreation	Division: Youth and Families

### Description of Occupational Work

The purpose of the Refuse Assistant position is to assist the Refuse Worker in the collection, removal, transportation and proper disposal of garbage and other refuse from multiple sites in support of adult and child food programs administered by the department.

*This job title incorporates Salary Level 1. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Empties, cleans and replaces trash receptacles at food program sites.

Removes garbage from sites and loads into collection vehicle.

Unloads the garbage collection vehicle at the appropriate dump site.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows simple verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Refuse Assistant

#### *Knowledge, Skills and Abilities*

Less than 2 years experience in custodial, janitorial or other area(s) related to refuse removal.

Some knowledge of City geography.

Ability to lift 50 lbs.

Ability to work outdoors.



# City of Wilmington

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Department of Human Resources

## Limited Service Employee Role Description

Job Title: Refuse Worker

Salary Level(s): 2

Job Family: Labor

Revision Date: May 2010

Department: Parks and Recreation

Division: Youth and Families

### Description of Occupational Work

The purpose of the Refuse Worker position is to collect, remove, transport and properly dispose of garbage and other refuse from multiple sites in support of adult and child food programs administered by the department.

*This job title incorporates Salary Level 2. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Empties, cleans and replaces trash receptacles at food program sites.

Removes garbage from sites and loads into collection vehicle.

Unloads the garbage collection vehicle at the appropriate dump site.

May supervise the Refuse Assistant.

May perform all the Essential Functions of a Driver II. (See role description for Driver II.)

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows simple verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Refuse Worker**

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

2 years experience in custodial, janitorial or other are(s) related to refuse removal.

Good knowledge of City geography.

Knowledge, skills and abilities of a Driver II required if driving as part of job duties, including the minimum requirement of age 21. (See role description for Driver II for list of knowledge, skills and abilities.)

Ability to lift 50 lbs.

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Risk Management Assistant	Salary Level(s): 4
Job Family: Administrative/Clerical	Revision Date: May 2010
Department: Human Resources	Division: Risk Management

### Description of Occupational Work

The purpose of the Risk Management Assistant is to assist the Health Insurance Specialist and the Claims Supervisor in the performance of their job duties within the Risk Management division of the Department of Human Resources.

*This job title incorporates Salary Level(s) 4. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Receives City employees' telephone and walk-in inquiries and provides assistance in a standardized, courteous and professional manner.

Initiates and processes required paperwork related to new hires, medical support notices, family status changes and terminations. Assists employees in the completion of applications and forms.

Communicates in person and corresponds via mail and telephone with the City's benefits providers and City employees. Reads, drafts, prepares, sends and receives professional correspondence, applications, forms and other documentation related to employee benefits in a professional manner.

Files and retrieves information accurately in accordance with established methods and/or direction.

Performs research, as needed, related to inquires, special projects, etc.

Effectively performs job duties under pressure and responds appropriately and courteously to inquiries, questions, complaints, etc.

Operates a personal computer and competently navigates a Windows-based operating system. Operates fax machine, copy machine, postage machine, multi-line telephone system and any additional office equipment as needed to complete job functions.

Performs basic mathematical operations. Prepares accurate reports.

Performs accurate data entry, takes thorough and accurate notes and maintains complete and accurate written and electronic records. Maintains current employee beneficiary, dependent, etc. information in Munis system.

Consistently and accurately follows verbal or written directions.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Risk Management Assistant**

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

High School Diploma or GED and 7+ years of professional experience performing administrative functions in a modern office setting *or an associate's degree in business administration, business management, accounting, finance, bookkeeping or related field and 3 to 4 years of professional experience performing administrative functions in a modern office setting*

Comprehensive knowledge of standard office practices, office equipment and office etiquette.

Comprehensive knowledge of Microsoft Word, Excel, PowerPoint and other software programs as applicable and needed. *Note: Knowledge will be demonstrated and verified through the successful completion of pre-employment skills testing.*

Good knowledge of accounting, finance and/or bookkeeping. Ability to research errors and discrepancies and resolve issues independently. *Note: Knowledge will be demonstrated and verified through the successful completion of pre-employment skills testing.*

Comprehensive proficiency in the use of correct grammar, spelling, punctuation.

Ability to consistently and accurately follow complex verbal or written directions.

Ability to work effectively and complete job functions accurately with little to no supervisory oversight.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Security Guard	Salary Level(s): 2
Job Family: Labor	Revision Date: May 2010
Department: Parks and Recreation	Division: Recreation

### Description of Occupational Work

The purpose of the Security Guard position is to protect City property from trespass, theft, vandalism and other hazardous conditions through the enforcement of City rules, regulations and policies relative to safety, security and orderliness. A significant aspect of the work involves the possibility of dealing with crisis or emergency situations.

*This job title incorporates Salary Level 2. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Conducts comprehensive routine foot patrols throughout assigned facility, buildings and grounds. Observes and assesses the state of security. Checks fire doors, fire escapes and hallways to ensure they are free from obstructions. Conducts and documents routine checks on all emergency and safety equipment, such as fire extinguishers located within assigned facility/area.

Enforces City policies relative to safety, security and orderliness. Maintains control of crowds at City-sponsored events.

Initiates preventative and corrective actions as necessary to ensure the health and welfare of the citizenry and to attain and/or maintain compliance with applicable City rules, regulations and policies. Reports all security concerns, violations and breaches to supervisor.

Investigates unusual occurrences.

Prepares reports. May maintain an activity log.

Contacts supervisor in situations where disturbances are unusual or beyond his/her scope of control.

Directs and maintains control over traffic as required.

May perform all the Essential Functions of a Driver II. (See role description for Driver II.)

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows simple verbal or written directions. Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Security Guard**

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

Must be at least 18 years old , and have the ability to read.

Experience in law enforcement, security or other relevant area preferred.

Good knowledge of City procedures, rules and regulations related to safety and security.

Good knowledge of patrolling and recordkeeping.

Ability to consistently and accurately apply security rules and regulations.

Ability to recognize unusual and abnormal conditions or behavior and respond appropriately.

Ability to control and diffuse disturbances effectively and efficiently.

Ability to remain alert and calm and conduct his/herself appropriately and efficiently in accordance with security protocol in stressful situations.

Ability to work successfully with hostile and uncooperative individuals and/or groups to maintain security. Ability to give and receive clear instructions. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Site Supervisor	Salary Level(s): 2-3
Job Family: Supervisory	Revision Date: April 2010
Department: Parks and Recreation	Division: Multiple

### Description of Occupational Work

The purpose of the Site Supervisor is to plan, organize, lead, direct and oversee Department of Parks and Recreation site-specific activities and/or operations and enforce City rules and regulations.

*This job title incorporates Salary Level(s) 2 through 3 only. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Supervises the meal service and cleanup at child and adult food program sites. Ensures site safety, sanitation, records maintenance and operation in compliance with City, State and Federal applicable requirements. Supervises youth food handlers. Receives and accurately accounts for all delivered meals. Ensures all meals are consumed on site. Implements alternate food service arrangements during times inclement weather. Identifies, addresses and corrects compliance exceptions. Reconciles any record-related discrepancies (i.e. meal counts, etc.) with Monitor. (Pertains to Site Supervisors assigned to Youth and Families Division Food Program(s) only.)

Performs administrative and clerical duties related to supervision of youths and adults.

Supervises the recreational activities of youths and/or adults at a single recreational site (such as a field, center, school, pool or playground). Plans, organizes, leads, directs, teaches and oversees program participant activities in special skilled development areas including but not limited to: tutoring, arts and crafts, sports, music, games, etc.

Maintains accurate records, comprehensive files and prepares clear written reports.

May perform all the Essential Functions of a Driver. (See role description for Driver.)

Conducts training and employee orientation as needed.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows complex verbal or written directions.



Complies with and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation and state and federal governments.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

Work setting may vary from indoor to outdoor locations depending upon specific assignment. Most work locations are outdoors. Must have ability to work in setting appropriate to assigned position.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Site Supervisor II

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

Must be at least 18 years of age, have a High school diploma and 1 to 2 years experience in relevant area related to supervisory assignment. Previous supervisory experience preferred.

Good knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Good knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of children during mealtime. (Pertains to Site Supervisors assigned to Youth and Families Division Food Program(s) only.)

Good knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other area specific to assignment.

Good knowledge of applicable City, state and federal rules and regulations pertaining to work assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist participants in carrying out skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

### Site Supervisor III

#### *Knowledge, Skills and Abilities*

Must be at least 18 years of age, have a High school diploma and 3 to 4 years experience in relevant area related to supervisory assignment. Previous supervisory experience required.

Thorough knowledge in the application of food service principles, practices, processes, techniques and methods governing food distribution and program administration activities. Thorough knowledge of Food Program(s) requirements and guidelines. Ability to handle and maintain control of groups of children during mealtime. (Pertains to Site Supervisors assigned to Youth and Families Division Food Program(s) only.)

Thorough knowledge of recreational supervision and the rules and regulations governing competitive athletic games, recreational activities, sports or other area specific to assignment.

Thorough knowledge of applicable City, state and federal rules and regulations pertaining to work assignment.

Ability to organize and instruct a variety of recreational and social activities.

Ability to adhere to program standards and objectives outlined by supervisor(s).

Ability to communicate, demonstrate, teach and assist participants in carrying out skills.

Knowledge, skills and abilities of a Driver may be required. (See role description for Driver .)

Ability to work outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Special Events Coordinator	Salary Level(s): 4
Job Family: Administrative/Clerical	Revision Date: June 2010
Department: Parks and Recreation	Division: Youth and Families

### Description of Occupational Work

The purpose of the Special Events Coordinator is to organize, schedule, coordinate and otherwise direct cultural and educational events for youth and adults.

*This job title incorporates Salary Level(s) 4. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Schedules and sets itinerary for daylong, weekend and weeklong college and university tours for prospective students and their parents. Works in conjunction with vendors, promoters to plan teen summits, educational and financial aid workshops. Recruits chaperones. Individual is responsible for the ensuring the appropriate conduct and behavior of chaperones, parents and students who use City resources.

Effectively performs job duties under pressure and responds appropriately and courteously to inquiries, questions, complaints, etc.

Reads, drafts, prepares, sends and receives professional correspondence in a professional manner.

Operates a personal computer and competently navigates a Windows-based operating system. Operates fax machine, copy machine, postage machine, multi-line telephone system and any additional office equipment as needed to complete job functions.

Files and retrieves information accurately in accordance with established methods and/or direction. Maintains complete and accurate written and electronic records.

Performs advanced mathematical operations.

Prepares accurate budgets. Prepares accurate and timely reports, such as expense reports.

Collects fees.

Travels intrastate, interstate and overnight.

Consistently and accurately follows complex verbal or written directions.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Special Events Coordinator IV**

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

***Bachelor's Degree*** in Human Services, Criminal Justice, Social Work, Recreation Management or related field ***required***. Previous work experience ***required***.

***Comprehensive*** knowledge of standard office practices, office equipment and office etiquette.

Performs ***advanced*** mathematical operations.

***Thorough*** proficiency in the use of correct grammar, spelling, punctuation.

Ability to work evenings, weekends and overnight (for tours).

Ability to consistently and accurately follow ***complex*** verbal or written directions.

Ability to work effectively and complete job functions accurately with ***little to no*** supervisory oversight.

Ability to make decisions independently.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Youth Counselor I - V	Salary Level(s): 1-5
Job Family: Administrative/Clerical	Revision Date: May 2010
Department: Parks and Recreation	Division: Youth and Families

### Description of Occupational Work

The purpose of the Youth Counselor is to assist youth participants in the City's Summer Youth Program (SYP) in the acquisition of job training, skills and work experience.

*This job title incorporates Salary Levels 1 through 5. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Responsible for intake, advisory and job placement functions of youth participants in the SYP. Performs follow-up services, provides support and guidance throughout term of SYP.

Collects hire-related documentation. Interviews youth's school administrator/guidance counselor and parent/guardian to determine educational status including but not limited to, academic strengths, weakness, vocational pursuits, etc.

Places youth participants in work experience programs and unsubsidized permanent employment. May conduct daily work site visits. Acts as liaison between work site and Department.

Arranges for the provision of job skills and places youths in educational and/or vocational training based on career interests. Provides job retention, referral services and support for the length of the program. Informs youths and parent/guardian of Federal, State and local programs/services available. May act on behalf of youth or parent/guardian to obtain services.

Oversees and assumes an active, participatory role in the daily activities of an assigned group of youth. Establishes and maintains interpersonal relationships with youths to encourage and assist with their social, education and professional development.

Completes weekly timesheets, youth evaluations, work site evaluations and all other paperwork as applicable. Prepares, maintains and contributes to a variety of records and reports to document information relating to youths.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Youth Counselor I**

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

Must have successfully completed a minimum of 48 hours of course work (and/or attained Junior standing) from an accredited college or university with major coursework in Sociology, Human Services, Psychology, or related field with less than 2 years experience in implementing youth programs or intervention strategies.

Some knowledge of planning, developing and implementing youth strategies to enable and empower youth to become self sufficient, goal-focused and career-minded.

Some knowledge of child and adolescent behavior and development.

Skill in eliciting accurate adequate information and making appropriate referrals.

Skill in oral and written communication and interpersonal relations.

Ability to work successfully with hostile and uncooperative individuals and/or groups to attain objective and measurable results. Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work both in a standard office environment and outdoors as needed.

## Youth Counselor II

### *Knowledge, Skills and Abilities*

Graduation from an accredited college or university with major coursework in Sociology, Human Services, Psychology, or related field with 3-4 years experience in implementing youth programs or intervention strategies.

Good knowledge of planning, developing and implementing youth strategies to enable and empower youth to become self sufficient, goal-focused and career-minded.

Good knowledge of child and adolescent behavior and development.

Skill in eliciting accurate adequate information and making appropriate referrals.

Skill in oral and written communication and interpersonal relations.

Ability to work successfully with hostile and uncooperative individuals and/or groups to attain objective and measurable results. Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work both in a standard office environment and outdoors as needed.

## Youth Counselor III

### *Knowledge, Skills and Abilities*

Graduation from an accredited college or university with major coursework in Sociology, Human Services, Psychology, or related field with 5-6 years experience in implementing youth programs or intervention strategies.

Thorough knowledge of planning, developing and implementing youth strategies to enable and empower youth to become self sufficient, goal-focused and career-minded.

Thorough knowledge of child and adolescent behavior and development.

Skill in eliciting accurate adequate information and making appropriate referrals.

Skill in oral and written communication and interpersonal relations.

Ability to work successfully with hostile and uncooperative individuals and/or groups to attain objective and measurable results. Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work both in a standard office environment and outdoors as needed.

#### **Youth Counselor IV**

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

Graduation from an accredited college or university with major coursework in Sociology, Human Services, Psychology, or related field with 7 - 8 years experience in implementing youth programs or intervention strategies.

Comprehensive knowledge of planning, developing and implementing youth strategies to enable and empower youth to become self sufficient, goal-focused and career-minded.

Comprehensive knowledge of child and adolescent behavior and development.

Skill in eliciting accurate adequate information and making appropriate referrals.

Skill in oral and written communication and interpersonal relations.

Ability to train and assist new Youth Counselors.

Ability to work successfully with hostile and uncooperative individuals and/or groups to attain objective and measurable results. Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work both in a standard office environment and outdoors as needed.

#### **Youth Counselor V**

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

Graduation from an accredited college or university with major coursework in Sociology, Human Services, Psychology, or related field with 9+ years experience in implementing youth programs or intervention strategies.

Comprehensive knowledge of planning, developing and implementing youth strategies to enable and empower youth to become self sufficient, goal-focused and career-minded.

Comprehensive knowledge of child and adolescent behavior and development.

Skill in eliciting accurate adequate information and making appropriate referrals.

Skill in oral and written communication and interpersonal relations.

Ability to train and assist new Youth Counselors.



Ability to work successfully with hostile and uncooperative individuals and/or groups to attain objective and measurable results. Ability to give clear instructions. Ability to successfully communicate program information to program volunteers, parents and youths. Ability to work with a diverse population.

Ability to provide transportation and travel locally to complete work assignments.

Ability to work both in a standard office environment and outdoors as needed.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Youth Worker I-II	Salary Level(s): 1-2
Job Family: Youth Worker	Revision Date: May 2010
Department: Parks and Recreation	Division: Multiple

### Description of Occupational Work

The purpose of the Youth Worker is to perform basic, simple tasks in support of one or more of City Department (usually the Department of Parks and Recreation) as a six week assignment through the City's Summer Youth Program (SYP). The job assignment is made at the discretion of the City and department which take into consideration the strengths and interests of the individual youth. The intent of the job assignment is to emphasize real-world labor expectations, individual responsibility, work values and allow the youth to gain financial literacy.

*This job title incorporates Salary Levels 1 through 2. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Assists with care of facility, department equipment and or cleanup. May assist in the re-stocking and/or the inventory accounting of equipment and supplies. Must be able to physically move equipment and supplies as needed.

May perform clerical and/or reception duties.

Most youth workers perform manual labor in City parks and/or facilities such as providing custodial assistance, picking up litter, loading and unloading equipment, maintenance, landscaping, providing services or assistance to senior citizens, etc. Must be able to physically perform labor as needed.

May keep basic records and/or make simple reports.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows verbal or written directions. Abides by and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

Work setting may vary from indoor to outdoor locations depending upon specific assignment. Must have ability to work in setting appropriate to assigned position.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## **Levels of Work**

### **Youth Worker I**

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

***Must be between 14 and 21 years old and provide proof of age and social security number. City of Wilmington residency preferred.***

Ability to work effectively and complete job functions accurately under close supervision.

Ability to follow simple verbal and written instructions. Ability to work with a diverse population.

Ability to work both indoors and outdoors.

### **Youth Worker II**

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

***Must be between 16 and 21 years old and provide proof of age and social security number. City of Wilmington residency preferred.***

Must have a minimum of two years previous experience as a SYP Youth Worker I.

Ability to work effectively and complete job functions accurately under close supervision.

Ability to follow simple verbal and written instructions. Ability to work with a diverse population.

Ability to work both indoors and outdoors.

# City of Wilmington

Department of Human Resources

## Limited Service Employee Role Description

Job Title: Youth Worker I-II	Salary Level(s): 1-2
Job Family: Youth Worker	Revision Date: May 2010 July 2010
Department: Parks and Recreation	Division: Multiple

### Description of Occupational Work

The purpose of the Youth Worker is to perform basic, simple tasks in support of one or more of City Department (usually the Department of Parks and Recreation) as a six week assignment through the City's Summer Youth Program (SYP). The job assignment is made at the discretion of the City and department which take into consideration the strengths and interests of the individual youth. The intent of the job assignment is to emphasize real-world labor expectations, individual responsibility, work values and allow the youth to gain financial literacy.

*This job title incorporates Salary Levels 1 through 2. While level 1 is designated for new employees, departments are not precluded from hiring new employees at level 2. Employees may be promoted to a higher level in accordance with minimum qualifications, promotional standards and a department's operational needs. Qualifications must be documented and departments must receive prior approval by the Director of Human Resources for placement of employees into Salary Level 3 or above.*

### Essential Functions

Assists with care of facility, department equipment and or cleanup. May assist in the re-stocking and/or the inventory accounting of equipment and supplies. Must be able to physically move equipment and supplies as needed.

May perform clerical and/or reception duties.

Most youth workers perform manual labor in City parks and/or facilities such as providing custodial assistance, picking up litter, loading and unloading equipment, maintenance, landscaping, providing services or assistance to senior citizens, etc. Must be able to physically perform labor as needed.

May keep basic records and/or make simple reports.

Accurately performs job functions within established time frames and completes assignments/duties within established deadlines. Consistently and accurately follows verbal or written directions. Abides by and enforces applicable standards, rules and regulations as established by the Department of Parks and Recreation.

Consistently projects a competent, professional image on behalf of the City. Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service. Communicates courteously and effectively with diverse populations.

Establishes and maintains effective working relationships.

Demonstrates reliable and punctual attendance.

Work setting may vary from indoor to outdoor locations depending upon specific assignment. Must have ability to work in setting appropriate to assigned position.

*Essential functions are fundamental, core functions common to all Salary Levels within this job title and are not intended to be an exhaustive list of all job functions for any one Salary Level. As such the functions listed below may vary and may include additional functions and job duties as required and assigned by the department.*

## Levels of Work

### Youth Worker I

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

***Must be between 14 and 24 years old*** and provide proof of age and social security number. *City of Wilmington residency preferred.*

Ability to work effectively and complete job functions accurately under *close* supervision.

Ability to follow simple verbal and written instructions. Ability to work with a diverse population.

Ability to work both indoors and outdoors.

### Youth Worker II

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

***Must be between 16 and 24 years old*** and provide proof of age and social security number. *City of Wilmington residency preferred.*

Must have a *minimum of two years* previous experience as a SYP Youth Worker I.

Ability to work effectively and complete job functions accurately under *close* supervision.

Ability to follow simple verbal and written instructions. Ability to work with a diverse population.

Ability to work both indoors and outdoors.



Your Opportunity Engine.

Our clients succeed when  
our associates succeed.

May 31, 2016

Department of Finance  
Division of Procurement and Records – 5<sup>th</sup> Floor  
800 French Street  
Wilmington, DE 19801

Dear City of Wilmington Hiring Managers,

Integrity Staffing Solutions is honored to present our response to City Contract 17006HRPS – Limited Services Employment Contract. We are thrilled to be able to share more information about Integrity, provide some additional value added resources and look forward to continuing our relationship as your supplier of choice.

The first component of any relationship is trust; trust that you are working with a partner that has the experience and ability to meet your needs. Integrity's highlight reel is filled with these successes. These successes display our unique ability to turn chaos into order.

- In 2011 Integrity interviewed more people for one customer in an 8 week period than would fill the University of Michigan Football Stadium.
- Named #36<sup>th</sup> largest Staffing Firm in the US by Staffing Industry Analysts.
- Named #5 job creator by Inc. Magazine
- 12 time Philadelphia 100 Winner
- 10 time INC 500/5000 Fastest Growing privately held company award recipient.
- 2011 Ernst & Young Entrepreneur of the Year

While we are proud of our past successes, we understand that they only will provide a compass to continue to provide superior service, support and expand our value to the City of Wilmington's hiring team and human resources department. We have resources for the City we would love to share. Our focus is to partner with you to enhance the services offerings for the City of Wilmington to create a world class staffing program that not only meets, but exceeds your expectations.

The following pages detail our recommended approach and solutions. I look forward to discussing this with you further.

With warmest regards,

Christine Proffitt  
VP | Sales & Operations  
Cell: 302.559.4660  
Email: christine@integritystaffing.com

**Inc. 500**

Integrity Staffing Solutions  
placed second nationally in the  
INC. 500 list of "America's  
Fastest-Growing Companies".

**Integrity Staffing Solutions**  
700 Prides Crossing, Suite 300  
Newark, DE 19713  
Toll Free: {888} 458-8367



A company which makes the  
Philadelphia 100 list of fastest  
growing, privately held companies  
five times or more.

City Contract 17006HRPS – Limited Services Employment Contract

May 31, 2016 – Bid Submission by Integrity Staffing Solutions, Inc.



THE CITY OF

**Wilmington**  
DELAWARE



**Your Opportunity Engine**

**Christine M. Proffitt, VP Sales & Operations**

700 Prides Crossing, Newark DE 19713  
p: 302.504.9937 | c: 302.559.4660  
[www.integritystaffing.com](http://www.integritystaffing.com)

*This proposal is proprietary and confidential to ISS & the City of Wilmington 2016.*

**Account Management.** A successful staffing initiative depends upon an account team that has the skills to handle any scenario related to recruitment and workforce management. Integrity's team members are well-trained specialists; they have expertise in the overall management of the program as well as in recruiting, safety, human resources, and compliance. A centralized, off-site unit will support the on-site team, performing all of the administrative work that would otherwise pull its focus away from their primary functions.

**Customized Invoicing & PO Management.** Integrity's accounts payable and receivable team works in tandem to partner with the City's accounting team ensuring the City receives invoices with time card back up along with a spreadsheet showing the purchase order numbers and the amount remaining based on that week's invoice. This has helped keep the money spent, organized in processed in a timely fashion.

**Quality and Service Guarantee.** Integrity's staffing programs are designed not to just meet your expectations, but to exceed them. We strive to provide unmatched service, and we back that up with our 100% satisfaction guarantee. This guarantee applies not only to our commitment to 100% fill rates, but also to the City's 100% satisfaction with our Associates' performance. To ensure we can maintain a high level of satisfaction, Integrity will begin to implement a quarterly business review with HR and any department supervisor who maintains headcount with Integrity. This will allow for the communication to between our service team and the end users to improve ultimately ensuring all positions are filled timely with quality personnel.

These and all of Integrity's other services and capabilities are effective because they are built on a foundation of our core values:



This summary has briefly described Integrity's qualifications and ability to continue to be the primary staffing supplier for the City of Wilmington. As you review our detailed proposal, we are confident that you will understand how Integrity's programs have led to our success and rapid growth in the staffing industry and resulted in an impressive record of long-term client partnerships.

###



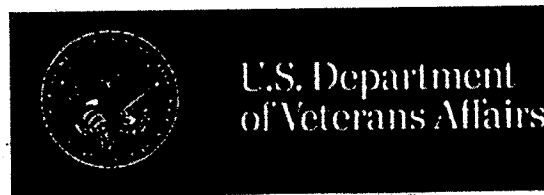
## Community Involvement

Good corporate citizenship has always been a top priority at Integrity Staffing. We firmly believe in supporting the communities where we do business and where our employees and associates reside. Not only are we committed to our community, but we also support employment-based initiatives that provide free job search support, resume writing classes, interview skills, training and more.

We are proud to add to our existing national partnerships with the United Way and Job Corps, these civic and charitable initiatives to actively participate with and support:

**1. Department of Veteran Affairs – Nationally**

We have begun a new relationship with the Department of Veteran Affairs and participate in monthly conference calls with the VA's David Honaker, Vocational Development Specialist. We discuss our current available opportunities across the nation helping Veterans get back to work.



**2. Jobs for Americas Graduates – Nationally**

<http://www.iag.org/> - Job for America's Graduates (JAG) is a highly regarded state-based national non-profit that helps connect entry-level employment opportunities with high school graduates and those who have recently graduated. JAG works directly with at risk high school seniors and new graduates getting them prepped for entering the workforce. We partner with state JAG programs in the following states; Delaware, Indiana, Arizona and Nevada and on a national level. Our Co-founder is on the Board of Directors.

JAG



**COMPREHENSIVE PRICING SCHEDULE**

At Integrity Staffing Solutions we are committed to providing only quality personnel and services. Below you will find pricing based on volume of positions filled to consider for the temporary to hire staffing program. Included in this pricing:

- All taxes, insurance and workers compensation
- Associate health benefits and other employee costs
- Sourcing, Recruiting, Customized Skill Assessments
- Criminal Background checks and drug screens and all employment verifications
- Customized billing & PO management
- Temp to Hire Agreement of 320 hours.
  - All Integrity Associates can be offered regular employment at NO FEE after 320 hours worked with no buy out (conversion) fee.
- Quality and Service Guarantee
  - Our program is designed to not only meet but to exceed your expectations. We want to provide you with an excellent service experience, and we back that up with our 100% satisfaction guarantee. If at any time, an Integrity Associate does not meet the pre-assignment expectations, we will not bill you for the work performed unsatisfactorily.

**Table 1 – Average Mark Up Rate for the Salary Levels**

Salary Level	Min Reg Pay	Max Reg Pay	Average Mark Up	Min Reg Bill Rate	Max Reg Bill Rate
1	\$ 10.10	\$ 11.00	33%	\$ 13.43	\$ 14.63
2	\$ 11.01	\$ 12.00	33%	\$ 14.64	\$ 15.96
3	\$ 12.01	\$ 15.00	33%	\$ 15.97	\$ 19.95
4	\$ 15.01	\$ 18.00	33%	\$ 19.96	\$ 23.94
5	\$ 18.01	\$ 21.00	33%	\$ 23.95	\$ 27.93
6	\$ 21.01	\$ 24.00	33%	\$ 27.94	\$ 31.92
7	\$ 24.01	\$ 27.00	33%	\$ 31.93	\$ 35.91
8	\$ 27.01	\$ 30.00	33%	\$ 35.92	\$ 39.90
9	\$ 30.01	\$ 33.00	33%	\$ 39.91	\$ 43.89
10	\$ 33.01	\$ 36.00	33%	\$ 43.90	\$ 47.88
11	\$ 36.01	\$ 39.00	33%	\$ 47.89	\$ 51.87
12	\$ 39.01	\$ 42.00	33%	\$ 51.88	\$ 55.86

All pay rates will be agreed upon based on skills and candidates selected.

\*Overtime and Holiday time is paid at time and ½ and billed at cost.

Professional	3	MO	Photographer	\$ 12.01	\$ 15.00	32%	\$ 15.85	\$ 19.80
Professional	4	P&R/Y&F	DPNA Coordinator	\$ 15.01	\$ 18.00	32%	\$ 19.81	\$ 23.76
Professional	4	P&R/Y&F	Family Support Case Worker	\$ 15.01	\$ 18.00	32%	\$ 19.81	\$ 23.76
Professional	5		Consultant V	\$ 18.01	\$ 21.00	32%	\$ 23.77	\$ 27.72
Professional	6		Consultant VI	\$ 21.01	\$ 24.00	32%	\$ 27.73	\$ 31.68
Professional	7		Consultant VII	\$ 24.01	\$ 27.00	32%	\$ 31.69	\$ 35.64
Professional	7	FIN	Financial Analyst VII	\$ 24.01	\$ 27.00	32%	\$ 31.69	\$ 35.64
Professional	7	P&R/Y&F	Professional Development Co	\$ 27.04	\$ 27.00	32%	\$ 35.69	\$ 35.64
Professional	8		Consultant VIII	\$ 27.01	\$ 30.00	32%	\$ 35.65	\$ 39.60
Professional	10		Engineer X	\$ 33.01	\$ 36.00	32%	\$ 43.57	\$ 47.52
Recreation	1	P&R/REC	Lifeguard I	\$ 10.10	\$ 11.00	35%	\$ 13.64	\$ 14.85
Recreation	1	P&R/REC	Recreation Specialist I	\$ 10.10	\$ 11.00	35%	\$ 13.64	\$ 14.85
Recreation	2	P&R/REC	Lifeguard II	\$ 11.01	\$ 12.00	35%	\$ 14.86	\$ 16.20
Recreation	2	P&R/REC	Recreation Specialist II	\$ 11.01	\$ 12.00	35%	\$ 14.86	\$ 16.20
Recreation	3	P&R/REC	Recreation Specialist III	\$ 12.00	\$ 15.00	35%	\$ 16.20	\$ 20.25
Supervisory	2	P&R/Y&F	Site Supervisor II	\$ 11.00	\$ 12.00	32%	\$ 14.52	\$ 15.84
Supervisory	3	P&R/Y&F	Assistant Program Director III	\$ 12.01	\$ 15.00	32%	\$ 15.85	\$ 19.80
Supervisory	3	P&R/Y&F	Monitor III	\$ 12.01	\$ 15.00	32%	\$ 15.85	\$ 19.80
Supervisory	3	P&R/Y&F	Program Director III	\$ 12.01	\$ 15.00	32%	\$ 15.85	\$ 19.80
Supervisory	3	P&R/Y&F	Program Supervisor III	\$ 12.01	\$ 15.00	32%	\$ 15.85	\$ 19.80
Supervisory	3	P&R/Y&F	Site Supervisor III	\$ 12.01	\$ 15.00	32%	\$ 15.85	\$ 19.80
Supervisory	4	P&R/Y&F	Assistant Program Director IV	\$ 15.01	\$ 18.00	32%	\$ 19.81	\$ 23.76
Supervisory	2	P&R/REC	Assistant Pool Manager	\$ 11.01	\$ 12.00	35%	\$ 14.86	\$ 16.20
Supervisory	3	P&R/REC	Pool Manager	\$ 12.01	\$ 15.00	35%	\$ 16.21	\$ 20.25
Supervisory	4	P&R/REC	Aquatic Coordinator	\$ 15.01	\$ 18.00	35%	\$ 20.26	\$ 24.30
Supervisory	4	P&R/Y&F	Program Director IV	\$ 15.01	\$ 18.00	35%	\$ 20.26	\$ 24.30
Supervisory	4	P&R/Y&F	Program Supervisor IV	\$ 15.01	\$ 18.00	35%	\$ 20.26	\$ 24.30
Supervisory	4	P&R/Y&F	Program Director V	\$ 18.01	\$ 21.00	35%	\$ 24.31	\$ 28.35
Supervisory	5	P&R/Y&F	Program Director V	\$ 18.01	\$ 21.00	35%	\$ 24.31	\$ 28.35
Supervisory	6	P&R/Y&F	Program Director VI	\$ 21.01	\$ 24.00	35%	\$ 28.36	\$ 32.40
Supervisory	3	City Coun	Freelancer	\$ 12.01	\$ 15.00	32%	\$ 15.85	\$ 19.80
Technical	4		Examining Engineer	\$ 15.01	\$ 18.00	32%	\$ 19.81	\$ 23.76
Technical	4	Planning	Planning Specialist IV	\$ 15.01	\$ 18.00	32%	\$ 19.81	\$ 23.76
Technical	4		Technical Inspector Aide	\$ 15.01	\$ 18.00	32%	\$ 19.81	\$ 23.76
Technical	5	Planning	Planning Specialist V	\$ 18.01	\$ 21.00	32%	\$ 23.77	\$ 27.72
Technical	5	City Coun	Production Assistant - CH. 22	\$ 18.01	\$ 21.00	32%	\$ 23.77	\$ 27.72
Technical	6	Planning	Planning Specialist VI	\$ 21.01	\$ 24.00	32%	\$ 27.73	\$ 31.68
Technical	7	Planning	Planning Specialist VII	\$ 24.01	\$ 27.00	32%	\$ 31.69	\$ 35.64
Youth Worker	1	P&R/Y&F	Youth Worker I	\$ 10.10	\$ 11.00	32%	\$ 13.33	\$ 14.52
Youth Worker	2	P&R/Y&F	Youth Worker II	\$ 11.01	\$ 12.00	32%	\$ 14.53	\$ 15.84

### Sourcing of Talent

At the beginning of the engagement, the Integrity team will meet with the City to determine staffing needs. Based on that plan, we'll then determine the volume of applicants needed for screening through the recruitment office each week. We then create the sourcing plan for the model we develop which include these factors:


- Total number of hires required
- Number of applicants
- Percent of applicants that meet minimum requirements (TBD)

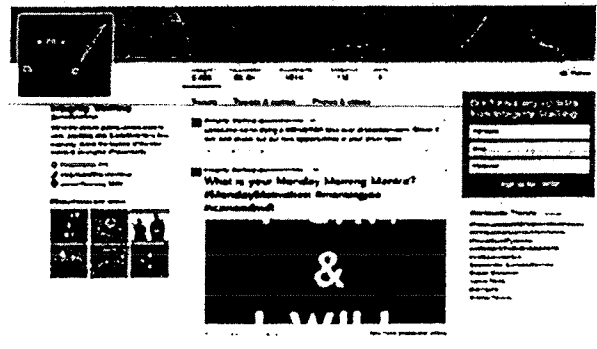
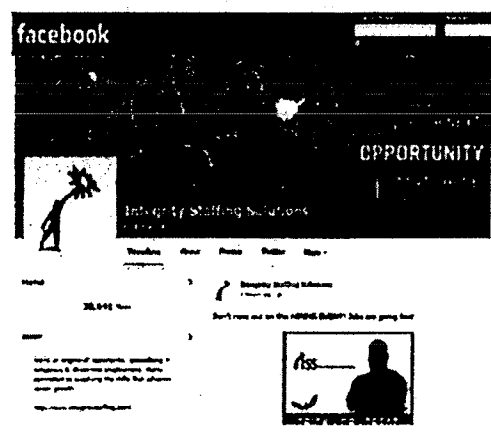
A tailor-made recruitment process for each client needs to be consistent for all levels of hiring. Integrity's plan includes sourcing the Integrity internal candidate database, internet job boards, career fairs, advertising, source passive job seekers, referral bonuses, direct marketing, local media, billboards and our centers of influences (colleges, universities and other sources), client referrals and the latest technology in on-line talent communities and social media.

### Integrity's Social Media recruitment is growing fast!


From Facebook to Twitter, Integrity puts modern social media to good use. Today, consumers are bombarded with information at every turn, so now they filter the information they receive like never before. Direct mail and online response are down dramatically—as much as 90 percent, according to some experts. More and more people are using their communities—online circles of friends and colleagues—as part of their filtering process. Interacting through social media is now the number one activity on the web. Facebook has 300 million users who share more than 200 million pieces of information every day. To stay on the leading edge, Integrity utilizes social media to its fullest potential to catapult our recruitment efforts. Moving from ads that attract to communication that engages, Integrity's social media strategy involves:

**FACEBOOK**  
 We feature all of our job postings throughout our Facebook fan page. This page continues to be a place where Integrity encourages visitors to share information about job openings with their friends. By providing a place where visitors can find solid job search information, Integrity is building trust among its Facebook community, trust that is paying off.

 Visit Us: [www.facebook.com/integritystaffingsolution](http://www.facebook.com/integritystaffingsolution)



**TWITTER**  
 Over 1000,000 Individuals read the daily twitter feeds produced by Integrity Staffing Solutions.  
 All Integrity job postings are broadcast through Twitter.

 Follow Us: [@jobsearchninja](https://twitter.com/jobsearchninja)

## Skills Assessments

Skills assessments are how we make sure the candidates we bring to you are the ones geared for success. We measure potential strengths and seek to understand compatibility based on key factors:

- 1 **PERSONALITY FACTORS** - How they are as people, not just workers.
- 2 **REASONING ABILITY** - How do they put 2 and 2 together?
- 3 **PRIOR EXPERIENCE** - Not just in a specific category, but on what might have prepared them for this moment in life.
- 4 **SKILL SETS** - What are they able to do now, and what do they have the potential and desire to learn?
- 5 **SITUATIONAL JUDGEMENT** - How they might respond to surprises, and how they make crucial judgment calls.

We look beyond fundamental job skills and find associates who will succeed within your culture. Behavioral exploration helps us understand personalities, not just abilities. We seek the softer skills that can transform qualified associates into successful employees.

We use more than 800 skills assessment tools to virtually test candidates in a variety of job categories including:

**Prove It!**

- Clerical
- Industrial
- Call Center
- Technical
- Medical
- Warehouse
- Customer Service
- Collections
- Administrative Assistants
- Financial

Our behavioral assessments ensure that we're hiring good citizens, not just good workers.

LISTENING	RELIABILITY & DEPENDABILITY
REASONING	TEAMWORK
ETIQUETTE	SELF-AWARENESS
MINDSETS & JUDGEMENT	

### Associate Benefits

Integrity Staffing Solutions is a member of the American Staffing Association. As such, and as set forward in the ASA Statement of Principles, we are dedicated to the legal and ethical management of U.S. workers. As the employer of associates temporarily assigned to our client, Integrity Staffing Solutions is responsible for ensuring that all provisions of the Employer Mandate are met for those associates.

We will work with our clients to determine the appropriate classification of the position (full-time or variable-hour) at the time of the order. Our client can assist this process by being as definite as possible about the length of the assignments they have in mind. This will ensure we are taking the appropriate steps for each employee's healthcare plan based on their classification. Integrity will maintain the benefits programs in accordance with the Affordable Care Act, and meet all requirements of the Employer Mandate.

We look forward to learning about any questions you may have regarding the ACA and how we may continue to be of assistance as your trusted workforce solutions partner. While we have been diligent in working to minimize cost impact due to ACA requirements, we have found that we must share a portion of this cost with our clients. We will review the costs assessed intermittently to ensure that this fee is fair; and that it covers the "Additional Fee" requirements outlined under the ACA to ensure it offers you the protection that you deserve.

**Integrity's cost for ACA is \$0.28 per regular hour worked.**

We look forward to working with you in the future to generate even more opportunities for success.

As members of the American Staffing Association, we are committed to compliance with the Affordable Care Act.



Our expert benefits team can answer any concerns or questions regarding our coverage or its implementation at any time. Feel free to contact our benefits team at 302.661.8770 or [acaquestions@integritystaffing.com](mailto:acaquestions@integritystaffing.com).

### CUSTOM INVOICES & P.O. MANAGEMENT

To ensure timely invoicing and payments, Integrity will customize invoice delivery for our customers. Invoices are generated on Thursday and Friday of the week following the pay period. There is a three tier QC process that occurs prior to invoices being sent to the client. Invoices can be hand delivered, emailed or sent through regular mail. In the rare occasion that an invoice is incorrect, the Integrity payroll team will issue a corrected invoice within 7 days (usually sooner).

Our accounts payable and receivable team work in tandem to ensure we provide the most detailed data to the City regarding the usage of the purchase order balances and funding.

Payment terms are typically net due upon receipt. Payments are accepted via check or EFT at no additional fee. If payment is made by Credit Card Integrity will charge a convenience fee of 3.8% which is outlined in the aforementioned service agreement.

*This is a sample email of what is sent each week to the City related to invoices and PO balances.*



FedEx Tracking# 783129188318

160163	\$3,500.00	<del>(363.50)</del>	\$4,193.50	\$415.05	(1.57)
160290	\$7,500.00	<del>(4,000.00)</del>	\$12,363.08	\$464.72	(9.84)
160282	\$125,000.00	<del>(2,362.81)</del>	\$127,002.21	\$2,330.72	(0.04)
160358	\$32,729.52	<del>(30.00)</del>	\$32,769.00	\$744.55	(0.01)
160438	\$8,589.00	<del>(1,000.00)</del>	\$10,273.84	\$367.10	(4.03)
160520	\$158,928.00	<del>(9,010.26)</del>	\$167,946.26	\$3,968.72	(2.26)

Accounts Receivable

700 Prdes Crossing, Suite 300, Newark, DE 19713  
[www.integritystaffing.com](http://www.integritystaffing.com)

Integrity Staffing Solutions  
 Your Opportunity Engine



### Quarterly Business Reviews

What better way to ensure exceptional customer service than to perform quarterly business reviews to see how we're doing? We are highly focused on achieving our goal of 100% client retention. We believe that one way to do this is to provide our customers with a report on our progress in areas that are critical to your organization. Below, you'll find some of the basic metrics that we will review with you each quarter.

- **Submission Ratio**
- **Fill Ratio**
- **Retention Ratio**
- **Orders placed/filled**
- **Time to fill orders**
- **Turnover**
- **Candidate Quality**
- **Feedback requests sent vs. completed**
- **Successes**
- **Opportunities for Improvement**
- **Associate Feedback**

Direct feedback is a critical part of success in the staff augmentation program. It allows us to identify what's working and what's not. It also helps us select the right course of action to address any concerns that may have arisen by human resources or line managers over the last 12 weeks and implement a course correction. Ideally, it would be great to have a representative present for each department and human resources, however, we can set this up with you for the best result.

We believe you'll find the Integrity feedback review as valuable as we do. Not just because it helps us provide you with even higher levels of customer service, but because it helps our associates be even more successful in supporting your business.

### EEOC STATEMENT

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Integrity Staffing Solutions will be based on merit, qualifications, and abilities.

Integrity Staffing Solutions does not discriminate in employment opportunities or practices on the basis of race, color, creed, religion, sex, national origin, sexual preference or orientation, age, disability, or any other characteristic protected by law, except where a bona fide occupational qualification exists.

Integrity Staffing Solutions will make reasonable accommodations to enable qualified individuals with disabilities to perform the essential functions of the job.

Employment decisions are based on the qualifications of each applicant related to the specific job requirements.





# CITY OF WILMINGTON

## HUMAN RESOURCES DEPARTMENT

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### MEMORANDUM

TO: Phillip Ceresini  
Purchasing Agent II

FROM: Charlotte B. Barnes *CB Barnes*  
Director of Human Resources

RE: 17006 HRPS

DATE: November 22, 2016

We have reviewed and rated all proposals submitted for 17006 HRPS Limited Services Employment Contract. The proposals were also reviewed and rated by the Department of Public Works, Department of Human Resources as well as the Procurement Division of the Department of Finance. Based upon the collective reviews and ratings of the proposals submitted, the proposals were ranked as follows:

1. Integrity Staffing Solutions
2. 22<sup>nd</sup> Century Technologies, Inc.
3. Abacus Corporation

Therefore, I recommend the Limited Services Employment contract be awarded to Integrity Staffing Solutions. Should you need further information please contact me at 576-2477.

cc: Jeffrey Starkey, Commissioner of Public Works  
Sheila Winfrey-Brown, Director of Finance  
File

## Philip Ceresini

---

**From:** Diane Wolintos <diane@integritystaffing.com>  
**Content:** Wednesday, November 23, 2016 1:26 PM  
**To:** Philip Ceresini  
**Cc:** Christine Hahn-Proffitt  
**Subject:** Integrity Staffing Solutions Revision to RFP

Phil,

Thank you for reaching out to Integrity Staffing Solutions in reference to the ACA charges.

Integrity Staffing Solutions will NOT pass thru the ACA charge of .28 for any associates placed at the City of Wilmington thru Integrity Staffing Solutions.

Thank you and we look forward to our continued partnership!

Diane Wolintos and Christine Hahn-Proffitt  
Integrity Staffing Solutions

Diane Wolintos  
Branch Manager

100 Prides Crossing, Suite 300, Newark, DE 19713  
p: 302.504.9906 | c: 302.584.5482 | f: 302.661.8778  
[www.integritystaffing.com](http://www.integritystaffing.com)

**Integrity Staffing Solutions**  
Your Opportunity Engine.



**Confidentiality Notice:** This e-mail, and any attachment to it, may contain confidential and privileged information for the sole use of Integrity Staffing Solutions, Inc. and the intended individual(s) or entity. If the reader of this e-mail is not the intended recipient, you are hereby notified that reading it is strictly prohibited. If you have received this e-mail in error, please immediately return it to the sender and delete it from your system. Thank you.

## CERTIFICATE OF AWARD OF CONTRACT

I hereby certify that Contract No. 17006HRPS is on this 28th day of November, 2016 awarded to Integrity Staffing Solutions, Inc., in the amount of \$1,137,000.00 annually, as per Proposal dated 5/31/16 and that this award is made in compliance with Wilm. Code (Charter), Section 8-200, to wit:

1. Plans and specifications for the work, supplies, or materials were filed with the Department of Finance, Division of Procurement and Records for public inspection on 5/14/16.
2. The advertisement calling for sealed bids on this contract was published in the News Journal on 5/14/16 & 5/17/16 stated that bids would be submitted at close of business on 5/31/16
3. All sealed bids were received in the office of the Department of Finance, Division of Procurement and Records at close of business at 5:00 p.m. on 5/31/16.

4. Bids were submitted by the following contractors in the following amounts:

<u>Contractor</u>	<u>Address</u>	<u>Date of Bid</u>	<u>Ratings</u>
1. Integrity Staffing Solutions	Wilmington, DE	5.31.16	1
2. 22 <sup>nd</sup> Century Technologies	Somerset, NJ	5.31.16	2
3. Abacus Corporation	Baltimore, MD	5.31.16	3


5. City License Number \_\_\_\_\_

6. Upon recommendation of Director of Human Resources and after due consideration, I determined that the contractor to whom this award is made was the lowest responsible bidder. In support of this determination I have received the following written recommendations, which are on file at my office:

<u>Author</u>	<u>Employment Position</u>	<u>Date</u>
<u>Charlotte B. Barnes</u>	<u>Director of Human Resources</u>	<u>11/22/16</u>

Approved as to Form

\_\_\_\_\_  
First Assistant City Solicitor

  
\_\_\_\_\_  
Department of Finance, Division of Procurement

# Delaware

Page 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "INTEGRITY STAFFING SOLUTIONS INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE SEVENTEENTH DAY OF AUGUST, A.D. 2016.



  
Jeffrey W. Bullock, Secretary of State

2779332 8300

SR# 20165404549

You may verify this certificate online at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

Authentication: 202845020

Date: 08-17-16

CERTIFICATE OF INCORPORATION  
OF

Integrity Staffing Solutions Inc.

A CLOSE CORPORATION

FIRST: The name of this corporation is Integrity Staffing Solutions Inc.

SECOND: Its registered office in the State of Delaware is to be located at 1313 N. Market St., Wilmington, DE 19801-1151, County of New Castle. The registered agent in charge thereof is The Company Corporation, address "same as above".

THIRD: The nature of the business and the objects and purposes proposed to be transacted, promoted and carried on, are to engage in any lawful act or activity for which corporations may be organized under the General Corporation Law of Delaware.

FOURTH: The amount of total authorized shares of stock of this corporation is 1,500 shares of NO par value.

FIFTH: The name and mailing address of the incorporator is:  
Regina Cephas, 1313 N. Market St., Wilmington DE 19801-1151

SIXTH: All of the corporation's issued stock, exclusive of treasury shares, shall be represented by certificates and shall be held of record by not more than thirty (30) persons.

SEVENTH: All of the issued stock of all classes shall be subject to one or more of the restrictions on transfer permitted by Section 202 of the General Corporation Law.

EIGHTH: The corporation shall make no offering of any of its stock of any class which would constitute a "public offering" within the meaning of the United States Securities Act of 1933 as it may be amended from time to time.

NINTH: Directors of the corporation shall not be liable to either the corporation or its stockholders for monetary damages for a breach of fiduciary duties unless the breach involves: (1) a director's duty of loyalty to the corporation or its stockholders; (2) acts or omissions not in good faith or which involve intentional misconduct or a knowing violation of law; (3) liability for unlawful payments of dividends or unlawful stock purchases or redemption by the corporation; or (4) a transaction from which the director derived an improper personal benefit.

I, THE UNDERSIGNED, for the purpose of forming a corporation under the laws of the State of Delaware, do make, file and record this Certificate and do certify that the facts herein are true, and I have accordingly hereunto set my hand.

DATED: JULY 30, 1997



Regina Cephas

Regina Cephas

STATE OF DELAWARE  
CLERK OF COURTS

DIVISION OF CORPORATIONS

FILED 09:00 AM 07/30/1997

971254395 - 2779332

CONSENT OF DIRECTORS  
OF  
INTEGRITY STAFFING SOLUTIONS, INC.

THE UNDERSIGNED, being all of the directors of Integrity Staffing Solutions, Inc., a Delaware corporation, do hereby consent to and adopt the following resolutions pursuant to section 108(c) and section 141(f) of the Delaware General Corporation Law;

RESOLVED, that the original Certificate of Incorporation of this Corporation filed in the office of the Secretary of State of the State of Delaware is hereby approved;

RESOLVED, that all of the actions taken by the incorporator of this Corporation to effect the incorporation of this Corporation are hereby approved, ratified, confirmed and adopted by and on behalf of this Corporation;

RESOLVED, that the bylaws attached are hereby adopted as and for the bylaws of this Corporation;

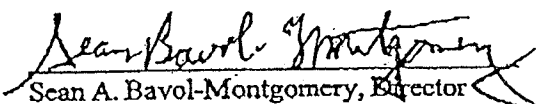
RESOLVED, that the following persons are hereby elected to serve as the officers of the corporation for a term of one year and until their successors are elected and qualified:

President	Todd Brian Bavol-Montgomery
Secretary	Sean A. Bavol-Montgomery
Treasurer	Sean A. Bavol-Montgomery

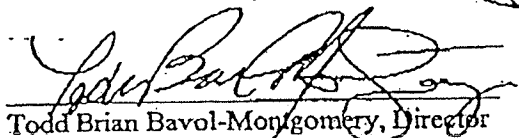
RESOLVED, that the fiscal year of the corporation shall commence on January 1 and end on December 31 of each calendar year;

RESOLVED, that in consideration of ten thousand dollars (\$10,000.00) the receipt of which is hereby acknowledged, services rendered, and other good and valuable consideration, an amount deemed adequate by the Corporation's board of directors, the Corporation shall issue to Sean A. Bavol-Montgomery four hundred (400) shares of the Corporation's common stock.

RESOLVED, that in consideration of ten thousand dollars (\$10,000.00) the receipt of which is hereby acknowledged, services rendered, and other good and valuable consideration, an amount deemed adequate by the Corporation's board of directors, the Corporation shall issue to Todd Brian Bavol-Montgomery four hundred (400) shares of the Corporation's common stock.

  
Sean A. Bavol-Montgomery, Director

DATE: 7/30/97

  
Todd Brian Bavol-Montgomery, Director

DATE: 7/30/97

----- CONTRACT-----

THIS AGREEMENT, made the 13 day of JANUARY in the year Two Thousand Seventeen by and between the City of Wilmington, a municipal corporation of the State of Delaware, acting through the agency of the Department of Finance, Division of Procurement and Records, party of the first part (hereinafter designated the Owner), and Integrity Staffing Solutions, Inc. party of the second part (hereinafter designated the Contractor).

WITNESSETH, that the Contractor, in consideration of agreements herein made by the Owner, agrees with the Owner as follows:

Article 1. The Contractor shall and will furnish and deliver per specifications, on Contract 17006HRPS "Limited Service Employment" for the Department of Personnel in accordance with Advertisement for Bids by the Department of Finance, Division of Procurement and Records date 5/14/16 & 5/17/16 and specifications identified as Contract No. 17006HRPS and by the signatures of the parties hereto, are, together with the said Advertisement for Bids, Instructions to Bidders, Forms of Proposal, and/or other documents pertinent thereto, hereby acknowledge and incorporate into these presents and are to be taken as a part of this Contract.

Article 2. It is understood and agreed by and between the parties hereto that the amount of this Contract is in the estimated amount of One Million One Hundred Thirty Seven Thousand - 00/100 -----Dollars (\$1,137,000.00) annually, to be prorated appropriately for any period of less than one year, based upon the current Fiscal Year approved budget. The actual billing will be based on the pricing submitted on the Proposal dated 5/31/2016 to the Department of Finance, Division of Procurement and Records. This Contract shall be from on or about February 1, 2017 through June 30, 2017, with the possibility of three (3), extensions of one (1) year each at the option of the owner, provided that all terms and conditions of this Contract, including prices, shall remain the same and it is in the best interest of the Owner to do so. Note that the value of this contract will be based solely on the Owner's needs for temporary staffing, and the approved budget in any given year.

Article 3. In the performance of this Contract, the Contractor shall not discriminate or permit discrimination against any person because of his race, color, religion or his national origin.

Article 4. This Agreement shall bind the heirs, executors, administrators, successors and assigns to the respective parties hereto.

In witness whereof the party of the first part has, by recommendation of the Director of Human Resources, caused the hand of the Mayor, or his designee, and the corporate seal of the City of Wilmington, attested by the City Clerk, to be hereunto affixed; and the party of the second part has caused the hand of its President, (or his authorized representative), and its corporate seal, attested by the Secretary or assistant Secretary, to be hereunto affixed.

Dated the day and year first above written in the City of Wilmington, County of New Castle, State of Delaware.

Signed, Sealed and delivered  
in the presence of:

THE CITY OF WILMINGTON

\_\_\_\_\_  
Witness

By: \_\_\_\_\_  
Michael S. Purzycki, Mayor

ATTEST:

\_\_\_\_\_  
City Clerk

INTEGRITY STAFFING SOLUTIONS, INC.

*Christine M. Proffitt*  
Witness

*Heather Kaczmarczyk*

By: \_\_\_\_\_  
President (Seal)

HEATHER KACZMARCZYK  
NOTARY PUBLIC  
STATE OF DELAWARE  
My Commission Expires April 17, 2019

ATTEST:

\_\_\_\_\_  
Secretary

Approved as to Form on this \_\_\_\_\_

Day of \_\_\_\_\_, 2017

\_\_\_\_\_  
First Assistant City Solicitor