CITY OF SULTAN
SUB COMMITTEE AND JOINT COUNCIL MEETING
WITH CIVIL SERVICE
July 17, 2008

6:30 PM Sub Committee Meeting – Agenda

1. Utility Billing Relief Requests
2. Welcome Signs Design Change
3. Park Regulations

7:15 PM Executive Session – Potential Litigation

7:30 PM Joint Meeting with Civil Service – Agenda

1. Amendments to SMC 2.52 Civil Service
2. Records Specilist Postion Provisional Appointment

Adjournment - 10:00 PM or at the conclusion of Council business.

ADA NOTICE: City of Sultan Community Center is accessible. Accommodations for persons with disabilities will be provided upon request. Please make arrangements prior to the meeting by calling City Hall at 360-793-2231.
For additional information please contact the City at cityhall@ci.sultan.wa.us or visit our web site at www.ci.sultan.wa.us

SULTAN CITY COUNCIL
AGENDA ITEM COVER SHEET

DATE: July 17, 2008

ITEM #:

SUBJECT: Civil Service Code Amendments

CONTACT PERSON: Laura Koenig, City Clerk/Deputy Finance Director

SUMMARY STATEMENT:
The issue before the Council is a policy decision to change the civil service requirements and the personnel policies and procedures applicable to the Police Chief position and up to two other unclassifed staff in the police department. Currently all the positions in the department are covered under Civil Service SMC 2.52 (Attachment C). RCW 41.12.050(2) (Attachment D) allows a city with a police department with six or more commissioned officers, including the police chief, to exempt the police chief and two unclassified staff from civil service.

Ordinance 950-07 (Attachment A) and Ordinance 951-07 (Attachment B) were introduced for a first reading on June 28, 2007. No further action was taken. To reference the correct year of adoption, the Ordinance numbers will be changed to Ordinance 950-08 and 951-08.

To be consistent with other Department Head positions, Ordinance 984-08 (Attachment F) has been included to codify the position of Police Chief.

BACKGROUND
The last Police Chief was hired in 1996 and at the time, the city did not have six full paid commissioned officers and therefore the Chief's position was subject to civil service rules, as were all staff. The City now has budgeted for six full paid commissioned officers and a police chief. There is one vacant police officer position and the Civil Service Commission is currently advertising to fill the position. Exemption of the police chief and up to two staff from civil service is allowed in a department with six or more commissioned officers, including the police chief.

Most employess of the city are subject to the personnel ordiance and the personnel policies. Staff has provided an ordinance and resolution to exclude the Police Chief from the personnel ordinance and the personnel policy, to remove "just cause" rights from the position and put it on a par with other management positions in the organization.

The purpose of the Civil Service Commission is to provide an independent body to carry out the provisions of RCW 41.12.020. It is responsible for adopting rules for the regulation of personnel administration for the classified service (full paid police department personnel). The Commission provides testing for open positions and prepares eligiblity lists. They also hold hearings to ensure compliance with Civil Service law.

DISCUSSION:
The City has the authority to exempt the Police Chief or Chief Law Enforcement Officer and up to two unclassified staff from the Civil Service process. This would allow the Mayor and Council

to develop a process for hiring the Police Chief and the unclassified staff outside of civil service rules. The purpose of using the Civil Service Commission is to make the appointment non-political.

At the Council meeting on June 28, 2007, the City Council discussed alternatives for "buffering" the Police Chief's position from City politics. The Civil Serivce commission expressed concerns that without Civil Service protection the Mayor could terminate the Chief without the benefit of over sight from an outside, independent board. One alternative to address this concern is to require the Mayor to negotiate an employment contract, for Council approval, similar to the type of contract with the City Administrator. The Council could take action to codify the position of Police Chief.

In 2006, the Council took action to create other Department level positions in the City. As a part of those ordinances, the appointment and removal of those employees is subject to confirmation by the City Council. This would offer another alternative for the Council to consider. A similar ordinance has been prepared for the position of Police Chief.

ALTERNATIVES

1. Do not approve the ordinances and leave the police chief position and administrative staff under the jurisdiction of the civil service and the just cause provisions of the personnel ordinance and resolution. This will require the hiring process to be handled by the Civil Service Commission and the Police Chief's position will be subject to civil service grievance rights, and the just cause provisions of the peronnel ordinance and personnel resolution.
   The legislatvie intent of Civil Service in local government is to curb political favoritism and remove coercive pressures that once caused public employees to contribute money and time to partisan political candidates, to the detriment of the work for which they were paid. Civil Service helps assure that Public Safety employees are recruited through open competition, hired and promoted on the basis of merit, and are demoted, suspended, removed from office, or discharge only for cause. RCW 41.12.050 allows cities with 6 or more commissioned officers including the Police to exempt from Civil Service the Chief's position, which allows the Chief to exempt other positions as authorized. The Chief must notify the Civil Service of those choices and the Civil Service must hear the issue in an open meeting.
2. Adopt the amending ordinances and exempt the position of police chief and administrative staff from civil service. As written, this will allow the police chief to exempt executive staff from civil service as well. This will allow the Mayor and council to determine the hiring process for the position of Police Chief. This position will no longer be subject to grievance rigths to the civil service commission nor subject to just cause rights under the personnel ordinance or resoltuion. Two unclassified positions would also be created, not subject to civil service, but still subject to the peronnel ordinance and resolution.
   The City of Sultan is one of the few cities that the position of Police Chief is under Civil Service. Under Civil Service, the City is limited in it's ability to quickly fill a vacant position for administrative support staff. Temporary appointments are subject to the Civil Service process and are limited to 4 months in a fiscal year. Civil Service appointment list are valid for one year and names may not be removed without the consent of the Commission. If the list is inadequate, the City has two choice, 1) allow the list to expire or 2) request the Civil Service to expand the list.

FISCAL IMPACT:
To be determined as either hiring process will require expenditures for advertising, interviews and background checks.

RECOMMENDED ACTION:
Staff recommend approval of the amending ordinances.

MOTION:
1) Move to adopt Ordinance 950-08, Civil Service Code Amendment.
2) Move to adopt Ordinance 951-08, Personnel Ordinance Amendment
3) Move to introduce Ordinance 984-08 for a first reading.

Attachments:
A. Ordinance 950-08 - Civil Service Code Amendment
B. Ordinance 951-08 - Personnel Ordinance Amendment
C. SMC 2.52 Civil Service
D. RCW 41.12 Civil Service Section
E. Minutes of the June 28, 2007
F. Ordinance 984-08 Police Chief Position

ATTACHMENT A

CITY OF SULTAN
ORDINANCE 950-08

AN ORDINANCE OF THE CITY OF SULTAN, WASHINGTION, AMENDING SMC CHAPTER 2.52 REGARDING CIVIL SERVICE.

WHEREAS, the RCW 41.12.050, allows the City to exclude the Police Chief and two assistants from Civil Service when there are six or more commissioned officers, including the police chief in the Police Department; and

WHEREAS, the City Council has determined that it would be in the best interest of the City to exclude the Police Chief from Civil Service and to allow the Police Chief to designate two unclassified assistants;

NOW, THEREFORE BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SULTAN AS FOLLOWS:

Section 1: SMC 2.52.010 is hereby amended to read as follows:

> **2.52.010 Established**: Pursuant to the authority conferred by Chapter 41.12 RCW, there is created a civil service commission to substantially accomplish the exercise of powers and the performance of the duties established by state law relative to the selection, appointment and employment in the police department of the City of Sultan, excluding the city marshal and/or police chief and excluding two unclassified assistants. In accordance with RCW 41.12.050 (2)(b), the Police Chief may designate two unclassified positions as exempt which may include the administrative assistant or administrative secretary.

Section 3 Severability: This ordinance is severable and if any portion of it shall be declared invalid or unconstitutional, the remaining portion shall remain valid and enforceable.

Section 4. Effective Date: This ordinance shall take effect and be in full force five (5) days after publication as required by law.

REGULARLY adopted this day of , 2008.

_____
Carolyn Eslick, Mayor

Attest:

_____
Laura J. Koenig, City Clerk

Approved as to form:

_____
Kathy Hardy, City Attorney

ATTACHMENT B

CITY OF SULTAN
ORDINANCE 951-08

AN ORDINANCE OF THE CITY OF SULTAN, WASHINGTION, AMENDING SMC CHAPTER 2.30.010 (c) PERSONNEL POLICY OF THE CITY OF SULTAN

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SULTAN AS FOLLOWS:

Section 1: SMC 2.30.010 is hereby amended to read as follows:

> **2.52.010 Exclusions:** This ordinance shall not apply to the following personnel: Mayor, members of the council, members of commissions or boards, reserve police officers, contract personnel, the city attorney, the city administrator and the police chief or chief law enforcement officer.

Section 3 Severability: This ordinance is severable and if any portion of it shall be declared invalid or unconstitutional, the remaining portion shall remain valid and enforceable.

Section 4. Effective Date: This ordinance shall take effect and be in full force five (5) days after publication as required by law.

REGULARLY adopted this day of , 2008.

_____
Carolyn Eslick, Mayor

Attest:

_____
Laura J. Koenig, City Clerk

Approved as to form:

_____
Kathy Hardy, City Attorney

ATTACHMENT C

Chapter 2.52
CIVIL SERVICE

Sections:

2.52.010 Established.
2.52.020 Membership.
2.52.030 Duties – Compliance with state law.
2.52.040 Permanent appointment – Requirements.

2.52.010 Established.

Pursuant to the authority conferred by Chapter 41.12 RCW, there is created a civil service commission to substantially accomplish the exercise of the powers and the performance of the duties established by state law relative to the selection, appointment and employment in the police department of the city of Sultan, including the city marshal. Said commission shall perform its duties and exercise its powers only in the event that there are more than two persons, including the city marshal, in the police force. (Ord. 541 § 1, 1990)

2.52.020 Membership.

The commission shall be composed of three members who shall be appointed by the mayor of the city and who shall serve without compensation. Such commissioners shall have the qualifications prescribed by RCW 41.12.030. (Ord. 541 § 2, 1990)

2.52.030 Duties – Compliance with state law.

The commission, upon appointment, qualifications and organization, shall hold meetings, adopt rules and regulations, perform duties, and exercise powers in compliance with Chapter 41.12 RCW. (Ord. 541 § 3, 1990)

2.52.040 Permanent appointment – Requirements.

Any full-time permanent employee of the police department of the city of Sultan, who upon the effective date of the ordinance codified in this chapter shall have been employed in a specific position for the immediately preceding six months, in compliance with RCW 41.12.060, shall receive a permanent appointment to said position. Such appointment shall not be subject to any additional probationary period and shall be as equally permanent as any subsequent permanent appointment made under civil service after examination and investigation. (Ord. 541 § 4, 1990)

ATTACHMENT D

The following is the exert from the RCW:

RCW 41.12.050 Persons included--Restricted exemptions--Competitive examinations--Transfers, discharges, and reinstatements.

(1) For police departments with fewer than six commissioned officers, including the police chief, the classified civil service and provisions of this chapter includes all full paid employees of the department of the city, town, or municipality.

(2) For police departments with six or more commissioned officers, including the police chief, the legislative body of a city, town, or municipality may exempt from civil service individuals appointed as police chief after July 1, 1987.

(a) If the police chief is not exempt, the classified civil service includes all full paid employees of the department of the city, town, or municipality, including the police chief.

(b) If the police chief is exempt, the classified civil service includes all full paid employees of the department of the city, town, or municipality, except the police chief and an additional number of positions, designated the unclassified service, determined as follows:

Department Personnel Position Appointments		Unclassified
6	through 10	2
11	through 20	3
21	through 50	4
51	through 100	5
101	through 250	6
251	through 500	8
501	and over	10

(3) The unclassified position appointments authorized by subsection (2)(b) of this section may only include selections from the following positions up to the limit of the number of positions authorized: Assistant chief, deputy chief, bureau commander, and administrative assistant or administrative secretary. The initial selection of specific positions to be in the unclassified service and exempt from civil service shall be made by the police chief, who shall notify the civil service commission of his or her selection. Subsequent changes in the designation of which positions are in the unclassified service may be made only with the concurrence of the police chief, the mayor or the city administrator, and the civil service commission, and then only after the civil service commission has heard the issue in an open meeting. If a position initially selected by the police chief to be in the unclassified service is in the classified civil service at the time of the selection, and if the position is occupied, the employee occupying the position has the right to return to the next highest position or a like position in the classified civil service.

(4) All appointments to and promotions in the department shall be made solely on merit, efficiency, and fitness except as provided in RCW 35.13.360 through 35.13.400, which shall be ascertained by open competitive examination and impartial investigation. No person in the unclassified service shall be reinstated in or transferred, suspended, or discharged from any such place, position, or employment contrary to the provisions of this chapter.

ATTACHMENT E

CITY OF SULTAN COUNCIL MEETING – June 28, 2007

The regular meeting of the Sultan City Council was called to order in the Sultan Community Center by Mayor Tolson. Councilmembers present: Champeaux, Wiediger, Slawson, Flower, Boyd and Blair.

Change to Civil Service Rules to Exempt Personnel – Ordinance 950-07, Ordinance 951-07 and Resolution 07-13. The issue before the Council is a policy decision to change the civil service requirements and the personnel policies and procedures applicable to the Police Chief position and up to two other unclassified staff in the police department. Currently all the positions in the department are covered under Civil Service SMC 2.52. RCW 41.12.050(2) allows a city with a police department with six or more commissioned officers, including the police chief, to exempt the police chief and two unclassified staff from civil service. Most employees of the city are subject to the personnel ordinance and the personnel policies. Staff has provided an ordinance and resolution to exclude the Police Chief from the personnel ordinance and the personnel policy, to remove "just cause" rights from the position and put it on a par with other management positions in the organization. Cindy Broughton, Civil Service Commission Chairperson, expressed concern over the changes as the Commission has not had time to review the proposed ordinance.

Ordinance 950-07: On a motion by Councilmember Flower, seconded by Councilmember Seehuus, Ordinance 950-07, Civil Service Code Amendment was introduced for a first reading and passed on to a second reading. All ayes.
Ordinance 951-07: On a motion by Councilmember Flower, seconded by Councilmember Champeaux, Ordinance 951-07, Personnel Ordinance Amendment was introduced for a first reading and passed on to a second reading.
Resolution 07-13: On a motion by Councilmember Flower, seconded by Councilmember Slawson, Resolution 07-13 amending the Personnel Policy was adopted. All ayes.

ATTACHMENT F

CITY OF SULTAN
ORDINANCE NO. 984-08

AN ORDINANCE OF THE CITY OF SULTAN, WASHINGTON
ENACTING A NEW CHAPTER 2.07 POLICE CHIEF

It is hereby ordained by the City Council of the City of Sultan, Washington as follows:

Section 1. Police Chief. A new Chapter 2.07 Sultan Municipal Code, entitled Police Chief, is hereby enacted, reading as follows:

Chapter 2.07
Police Chief

Sections:
2.07.010 Position established
2.07.020 Appointment
2.07.030 Powers and Duties
2.07.040 Oath of Office
2.08.050 Salary

2.08.010 Position established
There is established the position of Police Chief in and for the City of Sultan.

2.08.020 Appointment
The Mayor shall have the power of appointment and removal of the Police Chief. Such appointment and removal shall be subject to confirmation by a majority vote of the City Council.

2.08.030 Powers and duties

The powers, duties and responsibilities of the Police Chief shall be subject to the direction, authority and supervision of the Mayor, and shall include, without limitation, the following:

1. Assume full management responsibility for all Police Department services and activities including law enforcement, criminal investigations, community relations, traffic control measures, records maintenance and crime prevention; recommend and administer policies and procedures.

2. Select, train, motivate and evaluate department personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures as appropriate.

3. Initiate and oversee internal investigations of complaints and allegations of police employee misconduct; provide corrective action as required or provide recommendations to the City Administrator or Mayor.

4. Respond to and resolve difficult and sensitive citizen inquiries and complaints; respond to media inquiries and questions; prepare news releases; control media access to confidential information.
5. Analyze crime trends, juvenile delinquency, traffic conditions, white collar crime, vice, narcotics issues, and related law enforcement concerns in the community; implement appropriate actions to meet needs surfaced by these analyses, and report major issues and trends to the Mayor, City Council, and City Administrator.
6. Prepare realistic and fiscally sound annual and special budgets to enable the department to achieve its objectives; ensure that the department functions within budget appropriations. Develop and issue bid requests for departmental purchases and coordinate with vendors on such purchases.
7. Prepare and update short and long range strategic plans to ensure the department's contribution to the City's overall plans and strategies. Coordinate the department's activities with those of other City departments and offices to ensure a consistent approach towards common projects and interests.
8. Prepare and present departmental issues and recommendations on major issues requiring policy direction to appropriate advisory bodies and to the City Council.
9. Plan and present crime prevention and safety promotion programs through civic, school, business, and other community groups.
10. Perform various police duties necessary to enforce City, State and Federal laws; provide cover and assistance to other officers involved in hazardous police operations; supervise and participate in search warrants and tactical operations.
11. Execute powers of arrest and control including full search, rights advisement, warrant execution, and arresting persons. Perform duties necessary for conducting special operations for raids, searches or searches for persons in a darkened building or environment.
12. Perform duties using force or deadly force to subdue suspects; defend self with or without weapons and discharge firearms in multiple scenarios including daylight, nighttime, or darkness with artificial lighting. Operate emergency vehicles on hazardous road conditions and during high speed pursuits and responses.

2.08.040 Oath of Office
The Police Chief, before entering upon the discharge of her/his duties shall take and subscribe to an oath of office.

2.08.060 Salary
The Police Chief shall receive a salary in such amount as the City Council may from time to time establish by ordinance for a permanent hire, and such amount as the Mayor may negotiate and the City Council approve by resolution for an interim appointment.

Section 2. If any section of this ordinance, or if any subsection or part shall be declared unlawful, the balance of this ordinance and of each section shall remain in full force and effect.

Section 3. This Ordinance shall be in full force and effect five days after publication as required by law.

PASSED by the City Council and APPROVED by the Mayor this day of , 2009

CITY OF SULTAN

By_____
Carolyn Eslick, Mayor

ATTEST:

By_____
Laura J. Koenig, City Clerk

Approved as to form:

By_____
Kathy Hardy, City Attorney

City of Sultan

Date: July 17, 2008

TO: Civil Service Commission

RE: Records Specialist Position

The individual performing the duties of Records Specialist for the Police Department resigned effective July 9, 2008. The City needs to fill this position to insure that the Violations Bureau is maintained, records requests are processed, court documents are filed in a timely manner and data entry into the ACCESS system is completed.

We are requesting the Civil Service certify a Provisional or Temporary Appointment list to allow the City to appoint staff to the position during the hiring process. (Civil Service Rules, Chapter 9, Sections 9.5 and 9.6 attached).

The City has advertised for the position of Utility Clerk/Receptionist. Several of the applicants have expressed an interest in the Records Specialist position. We have provided copies of those applications for the Civil Service to review.

It is vital that the City provide staff to the Police Department as soon as possible. We are requesting the Civil Service certify a list at their regular scheduled meeting of July 21, 2008.

Thank you for consideration of this matter.

Sincerely,

Carolyn Eslick, Mayor

cc: City Council

319 Main Street, Suite 200 • P.O. Box 1199 • Sultan Washington 98294
City Hall (360) 793-2231 • Fax (360) 793-3344

Section 9.3 Failure to Respond

Whenever a candidate whose name has been certified for appointment fails to answer an inquiry of the Secretary/Chief Examiner or of the Appointing Authority within five (5) business days next succeeding the mailing of such notice of certification, or fails to accept an appointment when offered it within the same period, or within the next succeeding business day when notification is supplied orally or by telephone or telegraph, he/she may be deemed to have declined appointment. If a candidate accepts appointment within the period outlined and fails to present himself or herself to the Appointing Authority within three (3) days of the date specified in the notice, he/she may be deemed to have declined appointment.

After certification by the Commission and prior to appointment by the Appointing Authority, certified applicant must still pass a LEOFF Physical, a pre-employment polygraph examination, pre-employment psychological examination, a background investigation before being appointed and going on duty in the Police Department.

Section 9.4 Emergency Appointments

To meet the immediate requirements of an emergency condition, which threatens life or property, the Appointing Authority may employ any person or persons who they choose. The Appointing Authority may be legally empowered to appoint without restriction of Civil Service law and these regulations. Also, the Appointing Authority may make an emergency appointment within one (1) week, if the Civil Service Commission does not provide the required names or name from the current eligibility list. Such employment shall be limited to the duration of the emergency period.

Section 9.5 Provisional Appointment

The Commission shall, from time to time, as necessary, at the request of the Appointing Authority, certify a provisional appointment list of names to the Appointing Authority for designated positions within the Police Department when there is no certified eligibility list from which to make such appointments. The provisional appointment list shall contain the names of persons which the Commission determines, summarily, without having to resort to an open and competitive examination and impartial investigation, are minimally qualified to perform such job on the basis of merit, efficiency and fitness. The Commission shall be the sole judge of the criteria by which to judge such qualifications of persons to be listed on any such provisional appointment list; or

A provisional appointment may be appointed temporarily to the Police Department and may become a regular full time employee, covered by Civil Service and they have successfully completed their 12 (twelve) month probationary period from the date of Appointment, and such appointments shall not exceed 1 (one) year, unless approved by the Mayor and the Chief of Police.

Section 9.6 Temporary Appointment

In making temporary appointments, the Appointing Authority shall make requisition to the Secretary/Chief Examiner in the manner provided for regular appointment but shall indicate the time at which it is estimated the position will terminate. The Secretary/Chief Examiner shall notify the person or persons appearing on the appropriate list, or lists, indicating the nature of the position and its duration, to learn who may be willing to accept temporary appointment. The Commission shall certify the name of the person standing highest on such list or lists.

No temporary appointment shall be made for more than four (4) months in any one fiscal year. Temporary service shall not be credited on any probationary period or be used in computing any privilege accruing under Civil Service law or these regulations.

City of Sultan

Job Description

Title: Police Records Specialist

Effective Date: July 15, 2008

Reports to: Police Chief

City Administrator _____

FLSA: Non-Exempt

Mayor _____

SUMMARY:

Under the direction of the Police Chief, record and disseminate information within the department, to other agencies, and the public within the legal limitations of public disclosure and rights to privacy; provide various services to the public.

SCOPE OF RESPONSIBILITIES:

- The employee is under the direct supervision of the Chief of Police.
- The employee's performance is governed by department policies and procedures, local, state and federal laws.
- The employee exercises discretion in regulating daily activities and use of clerical and administrative skills.
- Performance is monitored by the Chief of Police or his designee for conformance with policies, accepted practices and laws.

ESSENTIAL FUNCTIONS:

1. Receive in-station and telephone inquiries; respond to officer and City personnel requests for information; answer a variety of technical questions, refer individuals to appropriate offices and agencies; process requests for information according to established guidelines using discretionary decision making.
2. Maintain a variety of confidential files, reports, and records; enter and update information into state and national law enforcement computer systems.
3. Computer entry of rough draft or straight copy of reports, statements, forms, and letters; duplicate and distribute as required.
4. Perform a variety of technical duties related to law enforcement, including dissemination of criminal and civil records, correspondence, filing, and report entry; maintain supply room and requisition supplies for department; process traffic and

criminal citations, civil papers, and records for departmental use; prepare cases for court docket.

5. Process and issue Concealed Pistol Licenses and weapon purchases; collect payments and fees; track and assure proper distribution.
6. Receive, prepare, enter, recall, or cancel Municipal Court warrants; prepare and process arrest files.
7. Responsible for the collection, retention, maintenance, recording, dissemination and destruction of records.
8. Operate communication radios and devices; fax machine, computer, calculator, copier, shredder, microfilm monitor, multi-line communication system, and typewriter.
9. Perform related duties as assigned.

OTHER JOB FUNCTIONS:

Work requires a high degree of confidentiality and interpersonal sensitivity and is performed independently with minimum supervision. Individuals are expected to work and act as a team player in all interactions with other city employees; provide a high level of customer service at all times; project and maintain a positive image with those contacted in the course of work; develop and maintain collaborative and respectful working relationships with team members and others; and, consistently provide quality service.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Law enforcement office procedures and equipment.
- Police Department procedures and General Orders.
- Interpersonal skills using tact, patience, and courtesy.
- Record management, dissemination, and public disclosure laws.
- Operation of a computer terminal and data entry techniques.
- Telephone communication including reception, analysis, and coordination of calls.
- Correct English language usage, including grammar, spelling, punctuation, and vocabulary.

ABILITY TO:

- Maintain confidential files, records, and reports.
- Utilize alpha and numeric filing systems.
- Communicate effectively, both orally and in writing.
- Maintain records and prepare reports.
- Operate a variety of office machines, including computer terminals, communications equipment, microfilm machine, typewriter, and others.
- Develop, implement, and revise general orders and procedures.
- Learn to interpret, apply, and explain laws, codes, regulations, policies, and procedures, including dissemination and public disclosure laws.

- Communicate effectively with hostile, potentially hostile, abusive, and combative individuals.
- Cope with situations firmly, courteously, tactfully, and with respect for the rights of others.
- Complete work with constant interruptions.
- Respond to emergency situations.
- Work without direct supervision.
- Meet schedules and time lines.
- Type at 45 words net per minute from clear copy.
- Establish and maintain cooperative and effective working relationships with others.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

Work is performed in an office or conference room setting.

Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls and reach with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus. The employee may be required to push, pull, lift, and/or carry up to 20 pounds. The noise level in the work environment is usually moderately quiet.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and two years of clerical experience, involving extensive contact with the general public.

LICENSES AND OTHER REQUIREMENTS:

Personal background investigation, polygraph examination, and a medical physical, including a drug-screening test may be required.

Ability to obtain an appropriate WACIC/NCIC certification.

Must be Access Certified or be able to obtain Access Certification through the State of Washington within 60 days of hire.