



STAFF REPORT

Report To: Board of Supervisors **Meeting Date:** September 16, 2021

Staff Contact: Nancy Paulson, City Manager

Agenda Title: For Possible Action: Discussion and possible action regarding a proposed reorganization of the Carson City Manager's Office to eliminate the existing Department Business Manager position and to correspondingly create a Government Affairs Liaison/Public Information Officer ("PIO") position, and to eliminate the existing Office Specialist position and to correspondingly create an Office Manager position. (Nancy Paulson, npaulson@carson.org)

Staff Summary: With the upcoming retirement of the current Department Business Manager within the City Manager's Office, the City Manager proposes to use this circumstance as an opportunity for an office reorganization that will better meet the needs of the office and provide better customer service.

Agenda Action: Formal Action / Motion **Time Requested:** 5 minutes

Proposed Motion

I move to approve the reorganization of the City Manager's Office as requested.

Board's Strategic Goal

Efficient Government

Previous Action

N/A

Background/Issues & Analysis

This item is being brought to the Board of Supervisors outside of the budget process due to the upcoming retirement of the current Department Business Manager within the City Manager's Office. The City Manager would like to use this opportunity to reorganize the office to better meet the needs of the office and provide better customer service.

The City Manager is proposing to eliminate the Department Business Manager position to create a Government Affairs Liaison/PIO position. The new position of the Government Affairs Liaison/PIO will serve a critical role under the direction of the City Manager to manage the government affairs programs within Carson City, including state and federal lobbying programs, to ensure Carson City's interests are represented at the local, state and national level. The Government Affairs Liaison/PIO will monitor proposed legislation and analyze potential impacts on City government, as well as coordinate with City Departments/Elected Offices to develop legislative proposals that will enhance the City's ability to better serve its residents and business owners. The Government Affairs Liaison/PIO will plan, coordinate and conduct the citywide public information program, and serve as liaison between City government and the public and the media.

The City Manager is also proposing to eliminate the Office Specialist position and create an Office Manager position. The current Office Specialist will be promoted to the Office Manager position. This position will supervise and administer office support staff and diverse activities for the City. The Office Manager will coordinate the development and posting of the Board of Supervisor's agenda, as well as perform administrative support for the City Manager, Deputy City Manager, Elected Officials, the Government Affairs Liaison/PIO and the Purchasing and Contracts Administrator.

Lastly, the City Manager is proposing to hire a part-time Office Specialist to be funded with the existing City Manager Department hourly budget.

Applicable Statute, Code, Policy, Rule or Regulation

N/A

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number: General Fund / City Manager Department:

Salaries and Benefits - 1010600-500101 and 5002XX

Professional Services - 1010600-500309

Is it currently budgeted? Yes

Explanation of Fiscal Impact: The current annual salary range for the Department Business Manager is \$63,378.43 – 95,067.66 (Unclassified M301). The new Government Affairs Liaison/PIO position would be created using the same salary range. However, there may be some initial salary savings depending on the starting rate.

The current annual salary range for the Office Specialist position is \$33,570.16 - \$50,356.28 (CCEA A202). The annual salary range for the new Office Manager position will be \$50,459.08 - \$75,689.74 (Unclassified S301). Currently the Office Specialist makes \$48,333.26 annually. With a 10 percent promotion, the salary will be \$53,166.59.

The attached top of range comparison shows a potential increase in salaries and benefits of \$32,870.16; however, with the creation of the Government Affairs Liaison/PIO position the City will no longer be contracting for Nevada Legislative Representation with Walker & Associates which is a savings of \$43,500 annually.

Alternatives

Do not approve reorganization of the City Manager's Office and/or provide alternative direction to staff.

Attachments:

[CMO Org Chart - current.pdf](#)

[CMO Org Chart - proposed.pdf](#)

[salary comparison.pdf](#)

[Govt. Affairs-PIO.docx](#)

[Office_Manager-Executive_Office.doc](#)

Board Action Taken:

Motion: _____

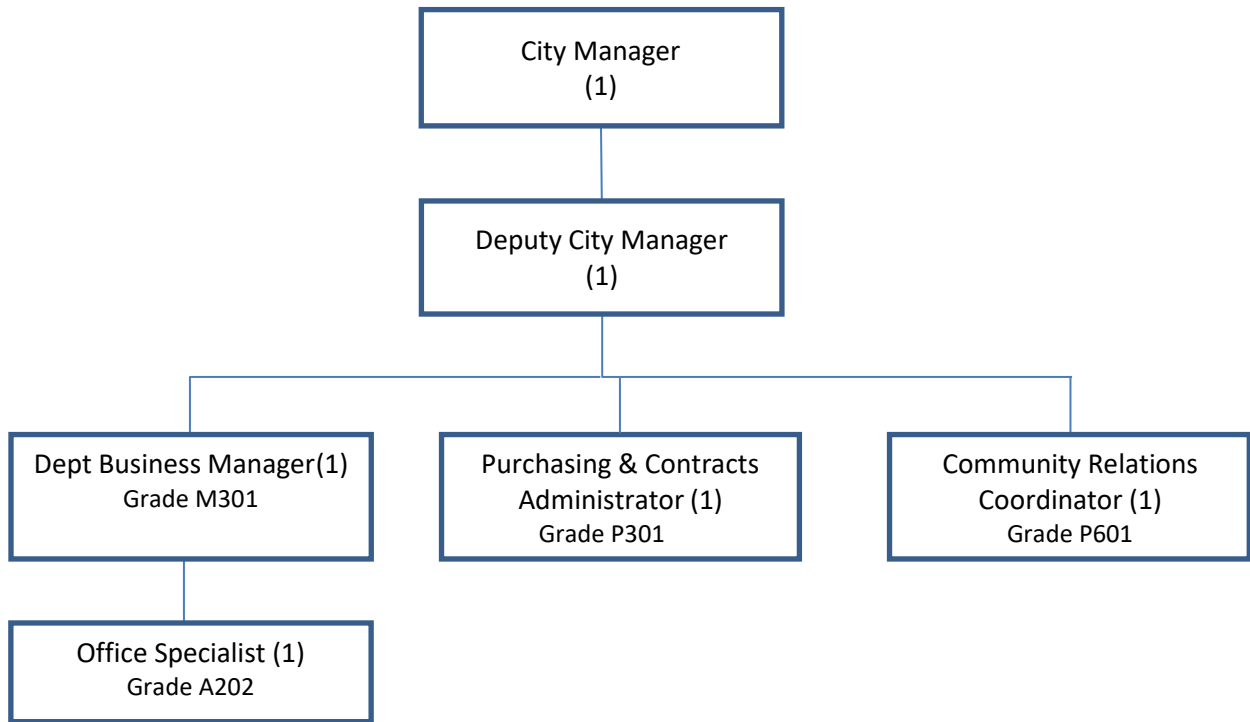
1) _____

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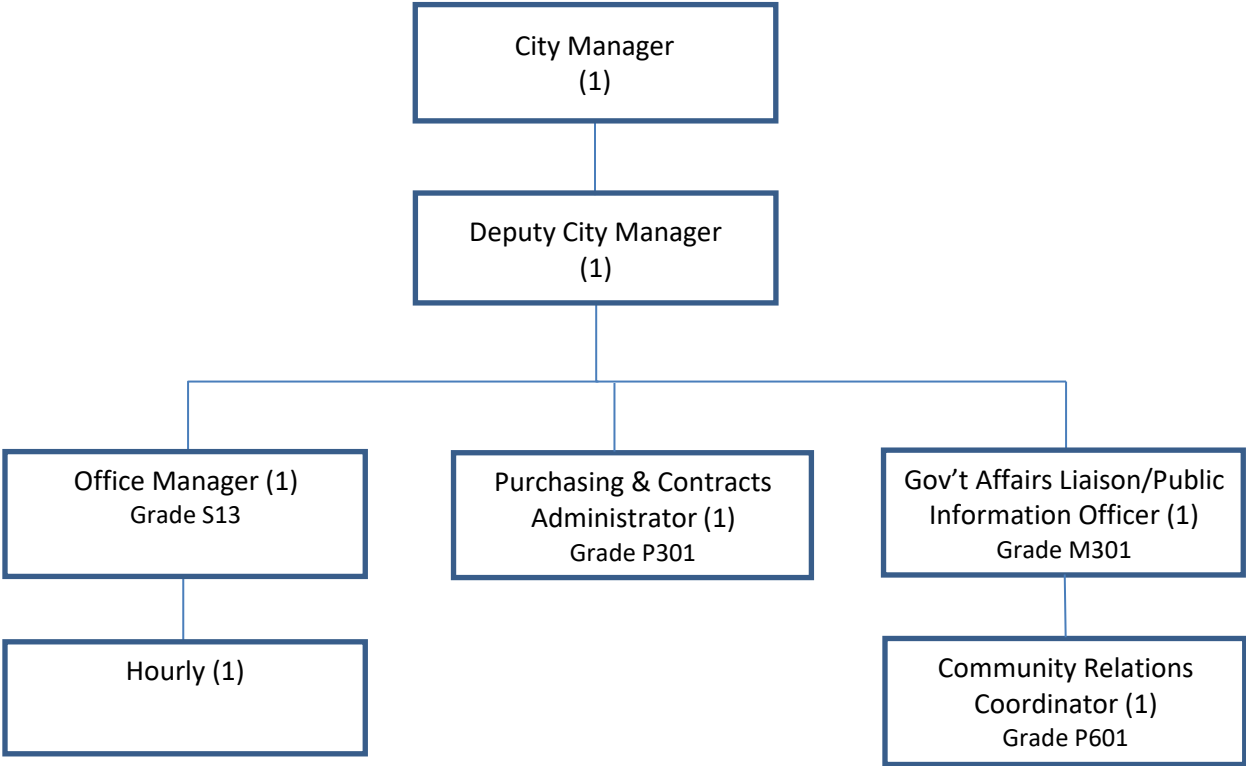
Aye/Nay

(Vote Recorded By)

**Current
City Manager's Office / 1010600**



**Proposed
City Manager's Office / 1010600**



**CITY MANAGER'S OFFICE REORGANIZATION
TOP OF RANGE COMPARISON
9/16/2021**

CURRENT POSITIONS:

DEPARTMENT BUSINESS MANAGER (UNCLASSIFIED)

SALARY	M301	\$	95,067.66
PERS	29.75%		28,282.63
			\$ 123,350.29

PROPOSED POSITIONS:

GOVT. AFFAIRS LIAISON / PIO (UNCLASSIFIED)

SALARY	M301	\$	95,067.66
PERS	29.75%		28,282.63
			\$ 123,350.29

INCREASE

		\$	-
			-
			\$ -

OFFICE SPECIALIST (CCEA)

SALARY	A202	\$	50,356.28
PERS	29.75%		14,980.99
			\$ 65,337.27

OFFICE MANAGER (UNCLASSIFIED)

SALARY	S301	\$	75,689.74
PERS	29.75%		22,517.70
			\$ 98,207.44

INCREASE

		\$	25,333.46
			7,536.70
			\$ 32,870.16



JOB DESCRIPTION

JOB TITLE: Government Affairs Liaison/Public Information Officer
DEPARTMENT: Executive Office FLSA: Exempt
REPORTS TO: Deputy City Manager GRADE: M301
DATE: August 2021 PCN:

SUMMARY OF JOB PURPOSE:

The Government Affairs/Public Information Officer is a member of the City Manager's team, who under administrative direction, manages government affairs programs within Carson City, including state and federal lobbying programs to ensure Carson City's interests are represented at the local, state and national level; monitors proposed legislation and works with City officials; plans, coordinates and conducts the city-wide public information program; and serves as liaison with the public and the media.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Consults with contract lobbyists, City Departments/Elected Offices, and other government agencies on government affairs activities at the Nevada State Legislature and the United States Congress; seeks input from appropriate City staff and elected officials; provides information to management, the Board of Supervisors and to legislators; and coordinates presentations and testimony of City staff and lobbyists before legislative committees.
- Monitors proposed legislative issues, bills, resolutions, ordinances, and meetings at the local, state, and federal level; analyzing potential impact on City government and alerts appropriate staff of potential changes; requests input from a variety of sources; assists in formulating and coordinating with City Departments/Elected Offices to develop legislative proposals that will enhance the City's ability to better serve its residents and business owners.
- Develops strategies, advocates, and lobbies to persuade diverse audiences to accept the City's position on various issues; functions as the City's advocate on issues of legislative concern.
- Conducts research, collects data, analyzes findings, prepares recommendations, and facilitates meetings and workshops in support of assigned government affairs programs; researches and articulates the City's position to ensure legislation is in the City's best interest.
- Develops and maintains contacts with legislators, elected officials, representatives of other governmental agencies, city staff and lobbyists related to the City's legislative and intergovernmental objectives.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

- Prepares complex technical reports which communicates goals, objectives, priorities, policies, work flow designs, legislative positions and procedures that have divisional, department or city-wide impacts; summarizes report results, findings, and recommendations.
- Develops and administers annual work plans; researches and assists in the preparation of annual budget proposals for the assigned government affairs program; and monitors lobbying contracts.
- Presents before the Board of Supervisors, City committees and commissions, legislative committees, advisory committees, government agencies and other special interest groups.
- Coordinates with management to develop and write policy for new or revised legislation.
- Responds to requests and inquiries from legislators, media, City staff and the general public regarding bills passed or pending and assists in formulating the City's positions on various legislative issues; serves as the spokesperson and primary resource for information for the public and the media on all City business matters; promotes good public media relations and cooperative working relationships.
- Arranges press conferences and authorizes appearances or press statements from staff members; provides staff with guidelines and strategies relating to the presentation of messages and information.
- Fosters good public/media relations by notifying the media of newsworthy events, providing pertinent information in a timely manner and discussing potential articles on radio and/or television.
- Creates material to promote and publicize internal and/or community relations, by creating and distributing newsletters, brochures, fact sheets, special feature stories, video recordings for media representatives; develops exhibits, displays and materials for promoting programs at community events and fairs to maintain public awareness of program issues and concerns.
- Develops a variety of educational materials, including publications, posters, newspaper articles, survey, awards, video and audio public service announcements, displays, correspondence, forms, and brochures; plans and coordinates lectures and public forum programs.
- Edits news releases, public service announcements, and other documents that will be released to the public from assigned staff by proofreading and rewriting the work of staff to ensure accuracy, completeness, and readability; performs layout and design and/or meet with graphic artists and printers to arrange for and coordinate their services.
- Supervises office staff.
- Assists with developing and oversees specified long- and short-term projects.
- Uses standard office equipment, including a computer, in the course of the work; drives a personal or City motor vehicle to attend meetings and visit off-site City locations.
- Demonstrates courteous and cooperative behavior when interacting with elected officials, public, contractors, and staff; acts in a manner that promotes a harmonious and effective workplace environment.

- Maintains absolute confidentiality of work-related issues, records, and City information.
- Will be required to work outside normal business hours and work extended hours to accomplish requirements of the position.

QUALIFICATIONS:

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

Education and Experience:

Bachelor's degree in political science, public administration, business administration or a closely related field and four years of full-time experience in government affairs/relations, or as a management or policy analyst in a professional or government advocacy role related to local, state, or federal legislative issues; OR an equivalent combination of education, training, and experience.

Ideal candidates are those that meet the minimum qualifications of the position but also possess problem solving skills with excellent communication, where speech is direct and to the point and who speak convincingly and with authority when appropriate.

The successful candidate will be required to maintain sensitivity to audiences while providing thorough information with the appropriate level of detail using precise language. The incumbent will be at ease developing, coordinating, and participating in legislative hearings, news conferences, special events, and other programs the City hosts.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Valid driver's license.
- FEMA Public Information Officer training program certificates are preferred but not required.

Required Knowledge and Skills

Knowledge of:

- Principles and practices of public administration, Nevada and Federal legislation processes, policies, procedures, lobbying and testifying.
- Policies, practices and procedures of Carson City and its governing Boards, Committees and Commissions.
- Organizational structure of Carson City, City operations and services in relation to other governments, agencies, community organizations and citizen groups.
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Principles and practices of developing teams, motivating employees, and managing in a team environment.
- Principles and practices of budget development and administration, basic accounting, and public finance.
- Applicable laws, codes, and regulations.
- Media resources and other forms of public outreach available in the community.

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- Computer applications related to the work.
- Terms and acronyms commonly used in the assigned function.
- Public relations practices and strategic program development.
- Correct business English, including spelling, grammar, and punctuation.
- Principles and practices of contract negotiation and administration.
- Principles and techniques of making effective oral presentations.
- Business mathematics, including statistics and financial analysis techniques.
- Records management principles and practices.
- Techniques for dealing with a variety of individuals, at all levels of responsibility, in person and over the telephone, often where relations may be confrontational or strained.
- Copy writing, editing, layout, photography, and graphics/design.
- Communicating effectively in oral and written forms.

Required Knowledge and Skills

Skill in:

- Planning, organizing, supervising, reviewing, and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Assisting in developing and implementing goals, objectives, policies, procedures, and work standards.
- Designing and presenting written materials and audio and visual materials.
- Formulating goals, objectives, strategies, and action plans.
- Developing and monitoring an annual budget.
- Developing and utilizing research material, spreadsheets, graphics, databases, and other computer applications to assist with analytical studies, reports, and projects.
- Advocacy, consensus building and group facilitation techniques.
- Interpreting and applying statutes, codes, regulations, and policies.
- Analyzing complex legislative issues, evaluating alternatives, and making creative recommendations.
- Recognizing and understanding issues of a sensitive nature; analyzing situations, identifying appropriate alternatives, and recognizing consequences of proposed action and non-action; negotiating mutually satisfactory solutions to issues and implementing appropriate responses and/or recommendations.
- Providing explanations, information, answering questions and making recommendations for action in a manner that does not intimidate or provoke members of the public.
- Organizing and prioritizing work to meet schedules and timelines.
- Working independently and exercising good judgment and confidentiality.
- Developing comprehensive public relations and public information programs; evaluating information/situations, formulating promotional or public relations strategies, and making recommendations for media access and appropriate message.
- Developing engaging content to reach the community through social media platforms, and other public outreach mediums.
- Monitoring social media platforms and providing support to Departments/Offices in social media communications.

- Planning and coordinating all components of public information, education, and promotional activities.

JOB DESCRIPTION

GOVERNMENT AFFAIRS LIAISON/PIO

- Making effective presentations in front of individuals and groups.
- Developing and maintaining cooperative and productive working relationships with local media, legislators, lobbyists, and others involved in state and federal legislation roles.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Interpreting, applying, and explaining complex federal, state, and local laws and regulations.
- Preparing clear and concise reports, policies, procedures, correspondence, and other written materials. Using initiative and independent judgment within general policy guidelines.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds, in person and over the telephone.

SUPERVISION RECEIVED AND EXERCISED:

Under Administrative Direction – Incumbents at this level are responsible for unusual, technical, complex, highly sensitive, and political work-related issues and for policy methods, implementation mechanisms, and operating procedures used to achieve goals and objectives set forth by general plans, broad policies, budgetary limitations, and legal and professional standards. Incumbents have responsibility for planning and organizing work, as well as considerable latitude interpreting and applying broad policies, rules, and regulations.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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

Mobility to work in a typical office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 25 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone; exposure to traffic conditions and external environment when traveling from one office to another.

CONDITIONS OF EMPLOYMENT:

1. Unclassified employees are "at will" and as such, may be terminated at any time for any reason, or no reason, with or without cause or notice, at any time.
2. Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.
3. Any City employee may be required to stay at or return to work during emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.
4. Employees may be required to complete Incident Command System training as a condition of continuing employment.
5. New employees are required to submit to a fingerprint-based background investigation which cost the new employee \$56.25 and a drug screen which costs \$36.50. Employment is contingent upon passing the background and the drug screen.
6. Carson City participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered employment with Carson City must complete Section 1 of the Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documentation as soon as possible after the job offer is made. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 775.887.2103 or go to the U.S. Citizenship and Immigration Services web page at www.ucis.gov.
7. Carson City is an Equal Opportunity Employer.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ DATE: _____

“Carson City is an Equal Opportunity Employer”

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JOB DESCRIPTION

JOB TITLE: Office Manager-Executive Office
DEPARTMENT: Executive Office
REPORTS TO: Deputy City Manager
DATE: August 2021

FLSA: Exempt
GRADE: S301
PCN:

SUMMARY OF JOB PURPOSE:

Under direction, supervises and administers office support staff and diverse activities for the City; performs varied project and administrative support work; assist with government relations activities and public information.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Plans, organizes, manages, and reviews diverse office and general administrative support activities.
- Coordinates activities and services with those of other City departments/Elected Offices to meet the needs, goals, and objectives of the City; assists in setting goals and objectives.
- Develops and implements procedures for and directs administrative activities such as coordinated records management and storage, word processing, clerical processing, and related activities.
- Coordinates the development of the Board of Supervisor's agenda and ensures the agenda is posted in accordance with State timelines.
- Assists with government affairs/relations tasks.
- Assists with developing news releases, public information releases and social media monitoring and responses.
- Research operational, budgetary, and administrative problems for the Executive Office and evaluates alternatives, recommends solutions, and implements adopted changes.
- Performs significant administrative support and/or coordinates work for the City Manager, Deputy City Manager, Elected Officials, the Government Affairs/Public Information Officer, and the Purchasing and Contracts Administrator, often with City-wide implications.
- Answer inquiries, provides information and resolves complaints from the public or employees regarding assigned functions and activities, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Compiles operational, budget, and other statistical data and information, maintains various records, and prepares special and periodic reports.

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- Contributes to the overall quality of the Executive Office's service provision by developing and coordinating work teams and by reviewing, recommending, and implementing improved policies and procedures.
- Demonstrates courteous and cooperative behavior when interacting with the public and City staff; acts in a manner that promotes a harmonious and effective workplace environment.
- Maintains absolute confidentiality of work-related issues, records, and City information.

QUALIFICATIONS:

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

Education and Experience:

Equivalent to a High School Diploma or GED; AND four (4) years of administrative experience; OR an equivalent combination of education, training and experience as determined by Human Resources.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Valid driver's license

Required Knowledge and Skills

Knowledge of:

- Principles and practices of developing teams, motivating employees, and managing in a team environment.
- Principles and practices of public administration, Nevada and Federal legislation processes, policies, procedures, lobbying and testifying.
- Policies, practices and procedures of Carson City and its governing Boards, Committees and Commissions.
- Organizational structure of Carson City, City operations and services in relation to other governments, agencies, community organizations and citizen groups.
- Principles and practices of budget development and administration, basic accounting, and public finance.
- Principles and practices of employee supervision.
- Applicable laws, codes, and regulations.
- Media resources and other forms of public outreach available in the community.
- Use of specified computer applications involving the design and management of databases or spreadsheet files and the development of special report formats and other computer applications related to accomplishing the job tasks.
- Terms and acronyms commonly used in the assigned function.
- Public relations practices and strategic program development.
- Correct business English, including spelling, grammar, and punctuation.
- Principles and techniques of making effective oral presentations.
- Business mathematics, including statistics and financial analysis techniques.
- Records management principles and practices.

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- Techniques for dealing with a variety of individuals, at all levels of responsibility, in person and over the telephone, often where relations may be confrontational or strained.
- Copy writing, editing, layout, photography, and graphics/design.
- Communicating effectively in oral and written forms.
- Office management practices and procedures, including records management and the operation of standard office equipment.

Skill in:

- Interpreting and training others on management policies and procedures.
- Planning, organizing, supervising and evaluating the work of others.
- Developing and implementing goals, objectives, policies, procedures, and work standards.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Designing and presenting written materials and audio and visual materials.
- Formulating goals, objectives, strategies, and action plans.
- Developing and monitoring an annual budget.
- Interpreting and applying statutes, codes, regulations, and policies.
- Recognizing and understanding issues of a sensitive nature; analyzing situations, identifying appropriate alternatives, and recognizing consequences of proposed action and non-action; negotiating mutually satisfactory solutions to issues and implementing appropriate responses and/or recommendations.
- Providing explanations, information, answering questions and making recommendations for action in a manner that does not intimidate or provoke members of the public.
- Organizing and prioritizing work to meet schedules and timelines.
- Working independently and exercising good judgment and confidentiality.
- Understanding, applying, and explaining office and administrative processes and procedures.
- Developing comprehensive public relations and public information programs; evaluating information/situations, formulating promotional or public relations strategies, and making recommendations for media access and appropriate message.
- Developing engaging content to reach the community through social media platforms, and other public outreach mediums.
- Monitoring social media platforms and providing support to Departments/Offices in social media communications.
- Preparing clear and concise reports, correspondence, and other written materials.
- Analyzing and resolving varied office administrative problems.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing, prioritizing, and coordinating work activities, coordinating multiple activities, and meeting critical deadlines.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.

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- Interpreting, applying, and explaining complex federal, state, and local laws and regulations.
- Preparing clear and concise reports, policies, procedures, correspondence, and other written materials. Using initiative and independent judgment within general policy guidelines.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds, in person and over the telephone.
- Contributing effectively to the accomplishment of team goals, objectives, and activities.

SUPERVISION RECEIVED AND EXERCISED:

Under Direction – Assignments and objectives are presented to incumbents at this level and established work processes are to be followed. Incumbents have some flexibility in the selection of work methods, the timing of work processes, and the methods of completing tasks. Supervision is periodic and is usually initiated by the employee and/or when important problems, significant changes from past procedures, and policy implications are involved.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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Mobility to work in a typical office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 25 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone; exposure to traffic conditions and external environment when traveling from one office to another.

CONDITIONS OF EMPLOYMENT:

1. This classification is considered "at will" and as such, the employee may be terminated at any time for any reason, or no reason, with or without cause or notice, at any time.
2. Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.
3. Any City employee may be required to stay at or return to work during emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.
4. Employees may be required to complete Incident Command System training as a condition of continuing employment.
5. New employees are required to submit to a fingerprint-based background investigation which cost the new employee \$52.25 and a drug/alcohol screen which costs \$36.50. Employment is contingent upon passing the background and the drug/alcohol screen.
6. Carson City participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered employment with Carson City must complete Section 1 of the Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documentation as soon as possible after the job offer is made. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 775.887.2103 or go to the U.S. Citizenship and Immigration Services web page at www.ucis.gov.
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