

**COUNCIL OF THE TOWN OF RIVERDALE PARK, MARYLAND**

**RESOLUTION 2017-R-10**

**Introduced by:** CM Alan Thompson

**Date Introduced:** May 30, 2017

**Date Adopted:** May 30, 2017

**Date Effective:** May 30, 2017

**RESOLUTION REGARDING APPROVAL OF  
POSITION JOB DESCRIPTIONS**

**WHEREAS**, Section B-3 of the Town of Riverdale Park Personnel Policy Manual requires the Town Council to approve by Resolution job descriptions for Town positions; and

**WHEREAS**, the Town Manager has recommended new job descriptions for Town positions.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE TOWN OF RIVERDALE PARK** that the Council hereby approves the job descriptions for the positions of Special Duties Assistant - Police, Financial Program Specialist, and Development Services Director, attached to this Resolution and incorporated by reference.

**ATTEST:**

**COUNCIL OF THE TOWN OF  
RIVERDALE PARK**

  
\_\_\_\_\_  
Jessica Barnes, Town Clerk

  
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Vernon Archer, Mayor

**TOWN OF RIVERDALE PARK  
POSITION DESCRIPTION**

**TITLE:** Special Duties Associate  
**DEPARTMENT:** Police  
**REPORTS TO:** Patrol Commander

**PAY GRADE:** 56  
**STATUS:** Non-exempt  
**REVISION DATE:** May 2017

**PURPOSE OF POSITION:**

The purpose of this position is to work across three (3) functional workgroups within the police communications and administrative areas. The incumbent will receive and dispatch emergency and non-emergency calls for service through the Riverdale Park Police Communications section, perform clerical and records custodian duties, plan, organize and execute special functions and events, act as the executive associate when required, provide customer service and other duties as required to support the department and the Town. This position requires shift work, holidays, and weekends, and may be adjusted with relatively short notice.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

- Monitor radio channels assessing situations and responding to officer radio traffic
- Receive calls and, after distinguishing between emergency and non-emergency situations, dispatch appropriate assistance or forward the call to the proper person
- Input information into records management system
- Utilize NCIC/METERS databases to extract necessary information
- Assists with traffic planning and management during routine and special events as required
- Greet and assist citizens on walk-in basis
- Receive and account for fees collected to release impounded vehicles
- Performs Records Specialist duties to include but not limited to maintaining and securing all records for the Police Department in the absence of the incumbent or as required
- Process Maryland Public Information Act requests by determining what information can be released and provide documented resources to substantiate decision
- Manage records expungement program in compliance with existing laws and policies
- Provide information from police records to insurance companies, attorney's, and other customers as appropriate
- Prepare and report crime statistics to the Chief of Police, FBI, and others as directed
- Collect, receipt & account for fees collected in department, submit to Finance Department for deposit
- Provide administrative support to the Department Director and staff including screening calls, file management and other office tasks
- Prepares reports for analysis in preparation of the annual budget
- Prepares payroll report to assure accurate wage payment
- Coordinates staff training registration and travel
- Prepares monthly comprehensive financial report by compiling data from expenditure reports, reviewing same for accurate coding, checking for reimbursements, and summarizing data
- Supports Dept human resource functions such as maintenance of personnel and internal investigation files, performance review tracking, leave accruals, pay change notifications and service awards

- Provide professional and friendly customer service to internal and external customers
- Track and assist in managing departmental budget
- Performs other duties as assigned

### **EDUCATION**

Bachelor's Degree or equivalent plus one (1) year of specialized or technical training. Substitution of experience may be used in lieu of education in exceptional situations.

### **EXPERIENCE**

Five (5) years of administrative, records management and police or public safety call-taking and dispatching experience. An equivalent combination of education and experience may be substituted. Must have intermediate knowledge of computer use, including working knowledge of MS Word, Excel and Outlook software.

### **LICENSE & CERTIFICATIONS:**

Must have completed Advanced Law Enforcement Dispatch training and obtain and maintain certification in use of National Crime Information Center (NCIC) database, and other public safety access data bases. Successfully complete multiple training courses pertaining to the various types of records maintained including: Custodian of Records, UCR, State and Federal Criminal Records Expungement, HIPAA and others.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Keyboard skills, data entry and personal computer skills
- Excellent oral and written communication skills
- Knowledge of the organization and functions of the police operations and of general administrative policies and practices
- Ability to move between demanding tasks and make rapid, sound judgements of actions needed
- Ability to perform and organize work independently
- Ability to prepare and maintain accurate and concise records and reports
- Ability to understand and effectively carry out verbal and written instructions
- Ability to communicate effectively with other members of the staff, supervisor, and the public in both written and verbal form
- Ability to maintain discretion regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations
- Must have ability to work accurately with attention to detail
- Ability to organize projects, including but not limited to planning and coordinating community functions, special events such as memorials, observances, gatherings, outreach, etc
- Ability to work the allocated hours of the position

### **PHYSICAL REQUIREMENTS AND ACTIVITIES:**

- This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects and some light work requiring the exertion of up to 25 pounds of force occasionally
- Physical activities include stooping, pulling, lifting, reaching, fingering, grasping, and repetitive motions
- Work also includes the necessity to communicate by talking, hearing/listening
- Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus. Will spend a large amount of time view computer screen

**MENTAL REQUIREMENTS AND ACTIVITIES:**

Must be able to:

- Remain focused and calm in highly stressed situations/incidents; ability to prioritize and relay information in emergency situations, and communicate effectively with other public safety agencies to ensure timely police response as well as officer and public safety
- Understand and effectively carry out verbal and written instructions
- Communicate effectively with other members of the staff, supervisor, and the public in both written and verbal form
- Maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully
- Take control of situations in a responsible manner
- Interpret and implement local policies and procedures
- Define problems and deal with a variety of intense and highly emotional situations and to think quickly, maintain self-control, and adapt to stressful situations
- Communicate detailed and critical instructions without face to face contact
- Multitask and prioritize requests and projects to meet deadlines and to work independently
- Recall from memory as it pertains to relaying details in oral/written format; reading, writing and/or speaking
- Utilize organizational and time management skills needed to meet deadlines and to work independently

Possess a medium degree of skill in areas such as mathematics (adding, subtracting, multiplication and division)**WORK ENVIRONMENT:**

Works in an office setting. Subjected to highly stressful situations with people in crisis, over the telephone and in person. This position also involves participation in community outreach programs and other duties as assigned.

*In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

**TOWN OF RIVERDALE PARK  
POSITION DESCRIPTION**

**TITLE:** Finance Program Specialist  
**DEPARTMENT:** Finance  
**REPORTS TO:** Finance Director

**PAY GRADE:** 54  
**STATUS:** Non-exempt  
**REVISION DATE:** May 2017

**PURPOSE OF POSITION:**

The purpose of this position is to assist the Finance Director in all aspects of fund accounting; budget preparation; managing accounts, accounts payable and receivable. This position supports the financial operation of the Town. This position will assist in managing payroll and provide financial reports. Additional responsibilities include but are not limited to the compilation of data; conducting project / program research; ensuring compliance with GAAP, GASB, and related standards. The position may also assist with related Town programs and initiatives.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

- Responsible for daily accounting functions that include but are not limited to, accounts payable/receivable, payroll, reports and other accounting duties
- Prepares forecast data, journal entries, adjustments and schedule
- Maintains and reconciles monthly reports, invoices, statements, and other records of financial transactions
- Prepares working papers, schedules, exhibits, and summaries
- Examines and maintains a variety of accounting documents and verifies accuracy of computations
- Determines that all transactions are properly supported, are in accordance with pertinent regulations, and are classified and recorded per acceptable accounting standards
- Prepares documents for processing
- Assists in the production and review of monthly, quarterly, and annual expenditure reports
- Provides assistance to auditors as needed
- Participates in the completion of special studies and projects
- Assists in the preparation and administration of the department or division budget
- Performs related duties and fulfills responsibilities as required

**EDUCATION:**

- Bachelor's degree in Accounting or Business Administration with an Accounting Major is preferred
- Education may be substituted with 4-years or more of accounting experience

**EXPERIENCE:**

Minimum of two (2) years in accounting, bookkeeping or accounting experience with customer service is preferred. Previous experience in municipal finance is strongly desired. Formal education may be considered to offset the experience requirement.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of GAAP
- Typing, data entry and personal computer skills
- Excellent oral and written communication skills
- Composition and proofreading skills
- Knowledge of MS Office Suite and Outlook software
- Advanced knowledge of Excel
- Knowledge of business English, spelling and arithmetic
- Ability to keep office records and to prepare accurate reports from file sources
- Ability to prepare and maintain accurate and concise records and reports
- Must have ability to work accurately with attention to detail

### **PHYSICAL REQUIREMENTS AND ACTIVITIES:**

- This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects and some light work requiring the exertion of up to 25 pounds of force occasionally
- Physical activities include stooping, pulling, lifting, reaching, fingering, grasping, and repetitive motions
- Work also includes the necessity to communicate by talking, hearing/listening
- Vision abilities required by this job include close, distance and peripheral vision; depth perception and the ability to adjust focus; viewing computer screen(s) for greater portion of the workday

### **MENTAL REQUIREMENTS AND ACTIVITIES:**

- Requires strong and effective analytical skills
- Ability to complete routine and detailed assignments independently utilizing organizational and time management skills toward routine and time-sensitive deadlines
- Understand and effectively carry out verbal and written instructions, communicate effectively with other members of the staff, supervisor, and the public in both written and verbal form
- Maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully
- Maintain discretion regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations
- Interpret and implement local policies and procedures; written instructions, general correspondence and Federal, State and Local Regulations
- Define problems and deal with a variety of situations, think quickly, maintain self-control, and adapt to stressful situations

### **WORK ENVIRONMENT:**

Work is normally performed in an office setting in generally comfortable conditions.

*In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

**TOWN OF RIVERDALE PARK  
POSITION DESCRIPTION**

**TITLE:** Development Services Director  
**DEPARTMENT:** GG - Development Services  
**REPORTS TO:** Town Manager

**PAY GRADE:** 61  
**STATUS:** Exempt  
**REVISION DATE:** May 2017

**PURPOSE OF POSITION:**

The purpose of this position is to provide leadership, direction, oversight and accountability in all areas of the Town's Development Services Office. The incumbent works closely with the Town Manager and is responsible for the administration of three (3) functional areas: regulatory programs (permits, licensing and inspections), community development programs and economic development programs. The incumbent will lead a team of two (2) field staff and one (1) administrative program assistant. The position requires field work to include conducting inspections, visiting construction sites, attending community meetings and conducting outreach to neighborhoods and the business community. The position works collaboratively with neighborhood groups in developing innovative solutions to neighborhood concerns. The position interacts with developers, legal counsel, other government agencies (Federal, State, and Local), quasi-governmental agencies, non-profits and elected officials.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

- Diligently without partiality or prejudice execute the duties of the position while adhering to the Charter, Code, regulations and policies of the Town of Riverdale Park
- Provides strategic leadership, direction, oversight and accountability in the three (3) functional areas of the Development Services Office
  - a. Regulatory programs (permits, licensing, and inspections)
  - b. Community Development programs
  - c. Economic Development programs
- Develops and maintains effective outreach to the neighborhoods, development community, business community and the Federal, State and Local regulatory agencies
- Develops and administers training and educational programming for staff and stakeholders
- Conducts field inspections, construction site visits, and plan review coordination
- Negotiates and resolves conflicts
- Assists in project management of Town projects
- Conducts analysis of development, community, and business trends
- Assists in the design of various support and incentive programs in both community and economic development
- Implements community and economic development support and incentive programs
- Assists staff with inspections and investigations, and in preparing cases for administrative hearings and court proceedings
- Testifies in court, prepares and delivers presentations in various settings to include to the Mayor and Council, business organizations, and community groups

- Conducts training, education and technology needs assessments; develops solutions and implements actions to address identified needs

**EDUCATION:**

- Bachelor's degree in Public Administration, Business Administration or related field required.
- Related Master's Degree preferred.

**LICENSES AND CERTIFICATIONS**

- Minimum: Ability to obtain specialized training, education and / or multiple certifications from the International Code Council in at least two of the following areas within twelve (12) months of employment: Property Maintenance and Housing; Zoning; Residential Building; Residential Electric; Residential Plumbing
- Preferred: Multiple and current certifications from the International Code Council (ICC) to include Property Maintenance and Housing; Zoning; Residential Building; Residential Electric; and Residential Plumbing
- Strongly Desired: Certified Building Official; Certified Plans Examiner; Certified Housing Code Official; or Certified Code Official.

**EXPERIENCE:**

Minimum: Seven (7) years leading technical and professional teams. Demonstrated experience in program management, training development, process improvement, outreach and problem-solving. Familiarity with development and development processes.

Preferred: Four (4) years of experience leading teams in a municipal setting in at least one of the three (3) functional areas (regulatory programs, community development programs, and economic development programs). This experience to include demonstrated success in utilizing municipal codes to improve the neighborhood quality of life or to address a community development need. Additionally, experience must demonstrate a working knowledge of all three (3) functional areas.

Strongly Desired: Meeting the preferred requirements above with the addition of demonstrated experience in more than one of the three (3) functional areas.

A combination of additional education and experience may be considered in substitution of the experience requirement.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of development processes
- Ability to de-escalate stressful situations
- Excellent oral and written communication skills
- Excellent training and presentation skills
- Knowledge of buildings and building components
- Ability to conduct qualitative and quantitative analysis
- Proficient in use of MS Office Suite and Outlook software
- Advanced knowledge of Excel
- Knowledge of business English, spelling and arithmetic
- Ability to comprehend complex concepts and to apply regulations that may not be fully compatible



- Resilience in working with difficult projects and competing demands
- Acute attention to detail

### **PHYSICAL REQUIREMENTS AND ACTIVITIES:**

- The physical demands described are representative of those that must be met by the employee to successfully perform essential functions of the position:
  - Defined as light, exerting force up to 20lbs. occasionally
  - Full range of motion such as but not limited to climbing, balancing, stooping, reaching, kneeling, crouching, grasping, feeling with fingertips, walking long distances for sustained periods
  - Ability to communicate by talking, hearing/listening
  - Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus
  - Ability to perform the above in adverse weather conditions

### **MENTAL REQUIREMENTS AND ACTIVITIES:**

- Requires a high degree of problem-solving and critical thinking skills
- Requires high degree of memory recall and ability to transfer from memory clear verbal and written accounts of observed conditions
- Requires excellent verbal and written communication skills
- Requires strong and effective analytical skills
- Requires resilience in working with difficult projects and situations
- Interpret and implement local policies and procedures; written instructions, general correspondence and Federal, State and local regulations.

### **WORK ENVIRONMENT:**

Work is conducted in a variety of settings. This includes field work in residential and commercial buildings, construction sites, exposure to poor weather and living conditions, as well in office buildings. This wide-variety of conditions includes the necessity to attend evening and weekend meetings as assigned.

*In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*