



# 2026 CITY PAY PLAN AND JOB DESCRIPTIONS

**THE EXPECTATION IS TO LEAD WITH EXCELLENCE:**  
*(ALL CITY OF BIG LAKE EMPLOYEES ARE LEADERS)*



# Employee County by Division 2024-2028 Concept Budget

	2024 Budget	2025 Budget	2026 Proposed Budget	2027 Concept Budget	2028 Concept Budget
<b>General Fund</b>					
Mayor and Council					
Mayor	1.00	1.00	1.00	1.00	1.00
Council Members	4.00	4.00	4.00	4.00	4.00
	<u>5.00</u>	<u>5.00</u>	<u>5.00</u>	<u>5.00</u>	<u>5.00</u>
Administrative/Finance					
City Administrator	1.00	1.00	1.00	1.00	1.00
City Clerk	1.00	1.00	1.00	1.00	1.00
Finance	3.75	3.75	3.75	3.75	3.75
Deputy City Clerk	0.25	0.25	0.25	0.25	0.25
	<u>6.00</u>	<u>6.00</u>	<u>6.00</u>	<u>6.00</u>	<u>6.00</u>
Community Development					
Building	2.00	2.00	2.00	2.00	2.00
Economic Development	1.00	1.00	1.00	1.00	1.00
Planning	2.00	2.00	2.00	2.00	2.00
	<u>5.00</u>	<u>5.00</u>	<u>5.00</u>	<u>5.00</u>	<u>5.00</u>
Public Safety					
Police -Admin/Patrol/Investigation	15.00	16.00	16.00	16.00	16.00
Police Canine	1.00	1.00	-	-	-
Police Administration Support	2.00	2.00	2.00	2.00	2.00
Community Service Officers	-	-	0.50	0.50	0.50
Volunteer On-Call Fire Department (36)	4.00	4.00	4.00	4.00	4.00
	<u>22.00</u>	<u>23.00</u>	<u>22.50</u>	<u>22.50</u>	<u>22.50</u>
Parks					
Parks Services - Seasonal May - Sept (7)	1.00	1.00	1.00	1.00	1.00
Parks Maintenance	3.50	3.50	3.50	3.50	3.50
Recreation Coordinator	1.00	1.00	1.00	1.00	1.00
	<u>5.50</u>	<u>5.50</u>	<u>5.50</u>	<u>5.50</u>	<u>5.50</u>
Public Works					
Engineering	1.00	2.00	2.00	2.00	2.00
Engineering Intern	0.25	-	-	-	-
Streets Maintenance	4.50	5.50	5.50	5.50	5.50
Fleet Maintenance	2.00	2.00	2.00	2.00	2.00
	<u>7.75</u>	<u>9.50</u>	<u>9.50</u>	<u>9.50</u>	<u>9.50</u>
<b>Total General Fund</b>	<u>51.25</u>	<u>54.00</u>	<u>53.50</u>	<u>53.50</u>	<u>53.50</u>
<b>Special Revenue Fund</b>					
Economic Development Authority (EDA)	0.50	0.50	0.50	0.50	0.50
Farmers Market / Music in the Park	0.25	0.25	0.25	0.25	0.25
<b>Total Special Revenue Fund</b>	<u>0.75</u>	<u>0.75</u>	<u>0.75</u>	<u>0.75</u>	<u>0.75</u>
<b>Enterprise Funds</b>					
Water & Sewer Funds	5.75	6.75	6.75	6.75	6.75
Storm Water Funds	0.25	0.25	0.25	0.25	0.25
Liquor Store Funds	10.00	10.00	10.00	10.00	10.00
<b>Total Enterprise Funds</b>	<u>16.00</u>	<u>17.00</u>	<u>17.00</u>	<u>17.00</u>	<u>17.00</u>
<b>Total All Fund Types</b>	<u>68.00</u>	<u>71.75</u>	<u>71.25</u>	<u>71.25</u>	<u>71.25</u>

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## City of Big Lake Pay Plan and Job Descriptions

The city relies on clear job descriptions and a structured pay scale to maintain a fair, consistent, and accountable workforce system. Job descriptions define each position's purpose, duties, and expectations, giving employees a clear understanding of their responsibilities while providing the City with an objective foundation for hiring, evaluations, pay placement, and legal compliance. The pay scale builds on that structure by ensuring employees performing similar work are compensated equitably, keeping wages competitive with the market, and giving the city a predictable framework for long-term budgeting. Together, job descriptions and the pay plan create a transparent, defensible, and financially responsible system that supports recruitment, retention, performance management, and organizational stability.

In 2016, the city adopted a new pay plan following an intensive Compensation Plan Study, transitioning from a 17-grade, 5-step structure to a 22-grade, 9-step system. In 2024, the plan was revised again, expanding to 23 grades to ensure continued compliance with State Pay Equity requirements.

For 2026, the city applied a 3% market rate adjustment to maintain competitiveness with regional labor trends. This keeps the salary structure aligned with the market, supports recruitment and retention, and reinforces internal equity.

The average wage increase for 2026 is 5.88%, which includes the 3% market adjustment and the 3% step increase for employees who have not reached the top of their range. Of the City's 70 employees, the timing of final step increase is as follows:

- 8 are already at the top of the pay scale
- 12 will reach the top step in 2026
- 11 will reach the top step in 2027
- 9 will reach the top step in 2028
- 1 will reach the top step in 2029
- 5 will reach the top step in 2030
- 10 will reach the top step in 2031
- 14 will reach the top step in 2032



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# 2026 City of Big Lake Pay Plan

2026 Pay Plan includes a 3% increase over 2025

2026 Minimum Wage - \$11.41 - reflecting a 2.5% inflation adjustment

SEASONAL / PT EMPLOYEES (JOB DESCRIPTION NOT ON PAY PLAN)		Hourly Range
Public Works	Parks Seasonal Attendants - hrly range - just COLA	\$16 b \$22
Public Works	Parks Lawn Care - hrly range - just COLA	\$16 b \$22
Engineering	Intern	\$16 b \$22
Police	CSO - community service officer	\$20.00

	Elected Official		Boards	
	per month		per meeting	Chair Member
Mayor	\$ 500.00	EDA	\$ 40.00	\$ 50.00
Council Members	\$ 400.00	Planning	\$ 40.00	\$ 50.00
		Parks	\$ 25.00	\$ 25.00

### Other Miscellaneous pay per Union Contract

Police	Night Shift Differential	\$1.05 per hour
Public Works	On Call per Day	\$50.00 per day

Between each Grade is 6% and between each Step is 3%

Part Time Employee Positions			ADOPTED ON 12.10.25 FOR 1.1.26									
Points	Department	Title	STEP	Hourly								
			Grade	1	2	3	4	5	6	7	8	9
90	Liquor	Liquor Store Stock Clerk - PT - (2)	3	18.24	18.79	19.35	19.93	20.53	21.15	21.78	22.44	23.11
115	Liquor	Liquor Store Clerk - PT (3)	4	19.34	19.92	20.52	21.13	21.76	22.42	23.09	23.78	24.50
Regular Full Time Employee Positions			ADOPTED ON 12.10.25 FOR 1.1.26									
Points	Department	Title	STEP	Annual								
			Grade	1	2	3	4	5	6	7	8	9
170	Liquor	Lead Liquor Store Clerk - FT (5)	7	53,385.29	54,986.85	56,636.46	58,335.55	60,085.62	61,888.19	63,744.83	65,657.18	67,626.89
190	Public Works	Administrative Assistant - Public Works	7	53,385.29	54,986.85	56,636.46	58,335.55	60,085.62	61,888.19	63,744.83	65,657.18	67,626.89
190	Community Dev	Administrative Assistant - Comm Dev	7	53,385.29	54,986.85	56,636.46	58,335.55	60,085.62	61,888.19	63,744.83	65,657.18	67,626.89
205	Public Works- Union	Streets/Parks Employee - Public Works I	8	56,610.48	58,308.79	60,058.06	61,859.80	63,715.59	65,627.06	67,595.87	69,623.75	71,712.46
200	Police	Police Specialist I - (7)	8	56,610.48	58,308.79	60,058.06	61,859.80	63,715.59	65,627.06	67,595.87	69,623.75	71,712.46
225	Public Works- Union	Water/Wastewater Operator I (8)	9	59,983.72	61,783.23	63,636.72	65,545.83	67,512.20	69,537.57	71,623.69	73,772.41	75,985.58
260	Community Dev	Building Permit Technician - (8)	10	63,582.74	65,490.22	67,454.93	69,478.58	71,562.93	73,709.82	75,921.12	78,198.75	80,544.71
260	Community Dev	Planning Technician - (8)	10	63,582.74	65,490.22	67,454.93	69,478.58	71,562.93	73,709.82	75,921.12	78,198.75	80,544.71
260	Finance	Accounting Technician - (8)	10	63,582.74	65,490.22	67,454.93	69,478.58	71,562.93	73,709.82	75,921.12	78,198.75	80,544.71
260	Finance	City Hall Senior Administrative Specialist	10	63,582.74	65,490.22	67,454.93	69,478.58	71,562.93	73,709.82	75,921.12	78,198.75	80,544.71
270	Public Works- Union	Streets/Parks Employee - Public Works II (9)	10	63,582.74	65,490.22	67,454.93	69,478.58	71,562.93	73,709.82	75,921.12	78,198.75	80,544.71
270	Community Dev	Recreation & Communication Coord	10	63,582.74	65,490.22	67,454.93	69,478.58	71,562.93	73,709.82	75,921.12	78,198.75	80,544.71
280	Engineering	Engineering Technician	10	63,582.74	65,490.22	67,454.93	69,478.58	71,562.93	73,709.82	75,921.12	78,198.75	80,544.71
285	Public Works- Union	Fleet Maintenance Worker - (10)	11	67,397.70	69,419.63	71,502.22	73,647.29	75,856.71	78,132.41	80,476.38	82,890.67	85,377.39
290	Public Works- Union	Water/Wastewater Operator II - (9)	11	67,397.70	69,419.63	71,502.22	73,647.29	75,856.71	78,132.41	80,476.38	82,890.67	85,377.39
285	Police	Police Specialist II - (9)	11	67,397.70	69,419.63	71,502.22	73,647.29	75,856.71	78,132.41	80,476.38	82,890.67	85,377.39
325	Liquor	Assistance Liquor Store Manager - Exempt (10)	12	71,441.57	73,584.81	75,792.36	78,066.13	80,408.11	82,820.36	85,304.97	87,864.11	90,500.04
328	Finance	Accounting Clerk/Deputy City Clerk - Exempt (10)	12	71,441.57	73,584.81	75,792.36	78,066.13	80,408.11	82,820.36	85,304.97	87,864.11	90,500.04
330	Police	Office Manager - Police	12	71,441.57	73,584.81	75,792.36	78,066.13	80,408.11	82,820.36	85,304.97	87,864.11	90,500.04
340	Community Dev	Community Development Coordinator - Exempt	12	71,441.57	73,584.81	75,792.36	78,066.13	80,408.11	82,820.36	85,304.97	87,864.11	90,500.04
348	Public Works- Union	Foreman - Parks & Streets (12)	13	75,728.06	77,999.90	80,339.90	82,750.10	85,232.60	87,789.58	90,423.26	93,135.96	95,930.04
358	Public Works- Union	Foreman - Water/Wastewater (12)	13	75,728.06	77,999.90	80,339.90	82,750.10	85,232.60	87,789.58	90,423.26	93,135.96	95,930.04
390	Police - Union	Police Officer - was a 12 - no master patrol now	14	80,271.74	82,679.90	85,160.29	87,715.10	90,346.55	93,056.95	95,848.66	98,724.12	101,685.84
420	Administration	City Clerk - Exempt (14)	15	85,088.05	87,640.69	90,269.91	92,978.01	95,767.35	98,640.37	101,599.58	104,647.57	107,786.99
450	Community Dev	City Planner - Exempt (14)	15	85,088.05	87,640.69	90,269.91	92,978.01	95,767.35	98,640.37	101,599.58	104,647.57	107,786.99
423	Building Inspections	Chief Building Official - Exempt	15	85,088.05	87,640.69	90,269.91	92,978.01	95,767.35	98,640.37	101,599.58	104,647.57	107,786.99
435	Police - Union	Police Investigator - was a 13 - no master patrol	15	85,088.05	87,640.69	90,269.91	92,978.01	95,767.35	98,640.37	101,599.58	104,647.57	107,786.99
435	Police - Union	Police K9 Officer - was a 13 - no master patrol	15	85,088.05	87,640.69	90,269.91	92,978.01	95,767.35	98,640.37	101,599.58	104,647.57	107,786.99
470	Police - Non Union	Police Sergeant - (15)	16	90,193.33	92,899.13	95,686.10	98,556.69	101,513.39	104,558.79	107,695.55	110,926.42	114,254.21
490	Liquor	Liquor Store Manager - Exempt (16)	17	95,604.93	98,473.08	101,427.27	104,470.09	107,604.19	110,832.32	114,157.29	117,582.01	121,109.47
500	Public Works-Non Un	Superintendent - Street/Parks/Fleet- Exempt (16)	17	95,604.93	98,473.08	101,427.27	104,470.09	107,604.19	110,832.32	114,157.29	117,582.01	121,109.47
520	Public Works-Non Un	Superintendent - Water/Waster Water - Exempt (16)	17	95,604.93	98,473.08	101,427.27	104,470.09	107,604.19	110,832.32	114,157.29	117,582.01	121,109.47
527	Police - Non Union	Police Captains - Exempt - (17)	18	101,341.23	104,381.46	107,512.91	110,738.29	114,060.44	117,482.26	121,006.72	124,636.93	128,376.03
570	Public Works	Public Works Director - Exempt - not being used	19	107,421.70	110,644.35	113,963.68	117,382.59	120,904.07	124,531.19	128,267.13	132,115.14	136,078.60
610	Community Dev	Community Development Director (19)	20	113,867.00	117,283.01	120,801.50	124,425.55	128,158.31	132,003.06	135,963.16	140,042.05	144,243.31
610	Finance	Finance Director w/HR Duties (19)	20	113,867.00	117,283.01	120,801.50	124,425.55	128,158.31	132,003.06	135,963.16	140,042.05	144,243.31
610	Engineering	City Engineer - Exempt	20	113,867.00	117,283.01	120,801.50	124,425.55	128,158.31	132,003.06	135,963.16	140,042.05	144,243.31
660	Public Works	City Engineer/Public Works Director - not being used	21	113,770.40	117,183.52	120,699.02	124,319.99	128,049.59	131,891.08	135,847.81	139,923.25	144,120.94
670	Police - Non Union	Chief of Police - Emergency Manager-Exempt (20)	21	120,699.02	124,319.99	128,049.59	131,891.08	135,847.81	139,923.25	144,120.94	148,444.57	152,897.91
760	Administration	City Administrator - Exempt (22)	23	135,617.42	139,685.94	143,876.52	148,192.82	152,638.60	157,217.76	161,934.29	166,792.32	171,796.09

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# 2026 STAFF MISSION

## THE EXPECTATION IS TO LEAD WITH EXCELLENCE:

*(ALL CITY OF BIG LAKE EMPLOYEES ARE LEADERS)*

### 1. FOCUS ON WELL-BEING.

- Take care of yourself.
- Check-in with team members and colleagues.

### 2. MODEL KINDNESS, RESPECT, GENEROSITY, GRACE, AND UNDERSTANDING.

### 3. BUILD POSITIVE NORMS.

- Pro-actively recognize the “positive” in challenging situations.
- Be pro-actively helpful to others – We. Are. A. Team!

### 4. CLARITY IS KINDNESS.

- Communicate – Be direct.
- Involve all who are affected.
- Provide CLEAR expectations/requests/direction/information.

### 5. HOLD YOURSELF AND YOUR TEAMMATES ACCOUNTABLE.

### 6. MAKE SPACE FOR CANDID CONVERSATION.

- Take the time to engage in real conversations with each other; the intention is to build relationships and understand one another.





**TITLE:** City Administrator  
**DEPARTMENT:** Administration  
**ACCOUNTABLE TO:** Mayor and City Council  
**JOB STATUS:** Full Time/Exempt - Executive

### **Position Summary**

The City Administrator serves as the Chief Administrative Officer of the City and is responsible for the overall management and coordination of all municipal operations. This position provides professional leadership in the development and execution of City Council policies, programs, and goals, ensuring efficient and transparent government operations. The Administrator directs all departments through appointed department heads, oversees financial and personnel management, and fosters a culture of accountability, innovation, and service excellence. Work is performed under the general policy direction of the City Council.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Leadership and Administration**

- Provide executive direction and leadership to all City departments, divisions, and offices to ensure efficient and effective operations.
- Implement policies, programs, and strategic goals established by the City Council.
- Develop and issue administrative rules, procedures, and guidelines necessary for the effective operation of the City.
- Coordinate interdepartmental communication to ensure collaboration, accountability, and alignment with organizational goals.
- Serve as the City's chief spokesperson and represent the city in community, intergovernmental, and regional activities.

#### **Financial and Policy Management**

- Oversee preparation and administration of the annual operating and capital budgets; ensure fiscal responsibility and long-term sustainability.
- Advise the City Council on financial conditions, operational challenges, and policy options.
- Monitor revenue and expenditure trends and recommend adjustments to maintain financial stability.
- Ensure compliance with state and federal laws governing municipal finance and operations.
- Review contracts, bids, and proposals; execute agreements authorized by City Council policy or action.

#### **Personnel and Organizational Development**

- Administer all personnel policies adopted by the City Council.
- Oversee recruitment, selection, training, evaluation, and development of department heads and staff.
- Promote a positive organizational culture emphasizing teamwork, integrity, and professional growth.



- Implement strategies for workforce planning and succession management.

### **Council and Community Relations**

- Serve as the principal advisor to the City Council on all operational and policy matters.
- Prepare agendas, reports, and recommendations for Council meetings.
- Attend and participate in City Council meetings, workshops, and advisory board sessions.
- Facilitate clear and timely communication between the City Council, staff, and community stakeholders.
- Ensure City operations reflect transparency, equity, and responsiveness to public needs.

### **Strategic Planning and Development**

- Lead the City's strategic and long-range planning efforts.
- Coordinate major capital improvement and community development initiatives.
- Support the Planning Commission, Economic Development Authority (BLEDA), and other boards and task forces as assigned.
- Monitor performance outcomes and recommend policy or procedural changes to enhance City services.
- Perform related duties as apparent or assigned by the City Council.

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### **Minimum Qualifications**

- Bachelor's degree in public administration, Business Administration, or related field.
- Extensive experience as a City Administrator, Assistant City Administrator, Finance Director, or senior department head in municipal government.
- Master's degree in public administration or related field preferred.
- ICMA Credentialed Manager (or ability to obtain within one year) preferred.

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

- Comprehensive knowledge of municipal management principles, practices, and procedures.
- Strong leadership, communication, and decision-making skills.
- Knowledge of public budgeting, finance, personnel administration, and capital planning.
- Ability to analyze complex issues and develop effective policy recommendations.
- Skill in building collaborative relationships with elected officials, staff, and the community.
- Ability to work effectively under pressure, manage multiple priorities, and meet deadlines.
- Commitment to ethical conduct, transparency, and accountability in government.

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### **Physical Requirements**

Work is primarily performed in an office environment and requires frequent sitting, speaking, hearing, and use of hands to operate computers and office equipment. Occasional standing, walking, and travel to meetings or events are required. Must be able to exert up to 25 pounds of force occasionally. Normal vision and hearing are required. The work environment is generally moderately noisy (e.g., business office, light traffic).

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### **Special Requirements**

- Valid Class D Driver's License in the State of Minnesota.
- Attendance at evening City Council and community meetings is required.



**TITLE:** City Clerk  
**DEPARTMENT:** Administration  
**ACCOUNTABLE TO:** City Administrator  
**JOB STATUS:** Full Time/Exempt - Administrative

### **Position Summary**

The **City Clerk** provides highly responsible administrative and record management support to the City Administrator, City Council, and all City departments. This position ensures the legal integrity of official City records, oversees elections, licensing, data retention, and public information, and coordinates communication functions that support transparent and efficient government operations. Work is performed under the general direction of the City Administrator.

### **QUALIFICATION REQUIREMENTS**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **City Council and Records Administration**

- Serve as Secretary to the City Council; attend meetings, record proceedings, and prepare official minutes.
- Maintain custody of all official records, including minutes, resolutions, ordinances, agreements, and City Code; prepare certified copies as required.
- Sign and attest to official City documents and serve as Custodian of the City Seal.
- Publish and post legal notices as required by law; notify property owners of public hearings in accordance with State and Local statutes.
- Serve as the City's Responsible Authority for Data Retention, ensuring compliance with the Minnesota Government Data Practices Act.
  - Develop and maintain the City's records management program, including retention schedules, secure storage, and digital archiving.

#### **Elections Administration**

- Serve as the City's Election Official; oversee all aspects of local elections, voter registration, and compliance with State and Federal requirements.
- Prepare election notices, ballots, precinct materials, and ensure polling locations are HAVA compliant.
- Recruit, train, and supervise election judges.
- Certify election results and communicate outcomes to the County Auditor and elected officials.

#### **Licensing, Permits, and Public Communication**

- Administer all City-issued licenses and permits in accordance with State laws and local ordinances.
- Serve as the City's Media and Communications Manager, coordinating the release of official information across departments.
- Update and maintain community information on government channels and public reader boards when necessary.
- Represent the City on the Sherburne-Wright Cable Commission and coordinate related programming activities.
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**Administrative and Technology Support**

- Assist in coordinating City-wide technology projects and communication systems with IT consultants.
- Develop and maintain standardized City forms and ensure their efficient and cost-effective production and distribution.
- Assist in preparing and monitoring the annual budget for the Clerk’s Office and election operations.
- Administer oaths of office to elected and appointed officials.
- Provide general administrative support to the City Administrator and perform related duties as assigned.

**Minimum Qualifications**

- Associate’s degree in public administration, Business Administration, or a related field.
- Considerable experience in municipal administrative or clerical work, or an equivalent combination of education and experience.
- Certification as a Minnesota Municipal Clerk or ability to obtain within three (3) years of hire.

**Knowledge, Skills, and Abilities**

- Comprehensive knowledge of municipal government operations, procedures, and legal requirements.
- Knowledge of City Council processes, parliamentary procedures, and open meeting laws.
- Strong attention to detail with the ability to manage multiple priorities under deadlines.
- Excellent written and verbal communication skills.
- Proficiency with Microsoft Office and digital record management systems.
- Ability to establish and maintain effective working relationships with elected officials, staff, and the public.
- Skilled in maintaining confidentiality and exercising sound judgment in sensitive situations.

**Physical Requirements**

Work is primarily performed in an office environment and requires the ability to sit for extended periods, use a computer, and communicate effectively. Occasional lifting of up to 25 pounds may be required during elections or public meetings. Visual and auditory acuity are necessary for accurate recordkeeping and communication.

**Special Requirements**

- Minnesota Municipal Clerk Certification within three (3) years of hire.
- Annual Election Certification.
- Valid Class D Driver’s License in the State of Minnesota.

REVIEWED BY:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date



**TITLE:** Building Permit Technician – Building Division  
**DEPARTMENT:** Community Development  
**ACCOUNTABLE TO:** Community Development Director  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Building Permit Technician performs skilled technical and administrative work in support of the City's Building Division and Community Development Department. This position serves as the primary public contact for building permit processing and provides assistance to residents, contractors, and developers regarding building codes, permit requirements, and inspection scheduling. The position is responsible for preparing and issuing permits, maintaining records, coordinating inspection activities, and assisting with enforcement and reporting functions. Work is performed under the limited supervision of the Community Development Director or their designee.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Customer Service and Public Interaction**

- Greeting and assist with walk-in customers, residents, vendors, and contractors at the public counter and by phone.
- Serve as the primary point of contact for builders, contractors, and the public seeking information on permits, codes, and inspection requirements.
- Provide accurate, courteous, and timely responses to public inquiries related to construction, zoning, and permitting.
- Maintain a professional and service-oriented presence at the City's front counter.

#### **Permit Processing and Record Management**

- Prepare and issue building permits, calculating and receiving applicable fees.
- Process and track development, building, and utility applications.
- Coordinate with inspectors to schedule and confirm inspections.
- Prepare Certificates of Occupancy and other official documents.
- Monitor permit status, track deadlines, and issue notifications for expiring or inactive permits.
- Maintain electronic and hard-copy files, databases, and records for permits and inspections.
- Prepare enforcement notices, track compliance, and follow up on corrective actions as directed.
- Assist in maintaining contractor Certificate of Insurance files.
- Perform data entry, document scanning, and record retention in Laserfiche.

#### **Program Administration**

- Administer the City's Multi-Family Registration and Dock Rental Programs.
- Compile and prepare reports and summaries of building activity and permit data as directed.
- Assist in the preparation of correspondence, memos, and research for inspectors, planners, and engineering staff.
- Serve as a Notary Public for City transactions.
- Assist the Community Development Director, City Engineer, and City Planner with assigned projects and department support functions.



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**General Office and Department Support**

- Respond to and route complaints, conduct record searches, and distribute relevant information.
- Assist with special projects, filing, and administrative tasks as needed.
- Perform related duties as apparent or assigned.

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**Minimum Qualifications**

- Associate or Technical degree in business administration, office management, or a closely related field.
- Considerable experience in customer service, permitting, building terminology, and billing functions.
- Proficiency in Microsoft Office applications and data management systems.
- Equivalent combinations of education and experience may be considered.

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**Knowledge, Skills, and Abilities**

- Knowledge of standard office practices, procedures, and equipment.
- Knowledge of building codes, permit processes, and inspection terminology.
- Proficiency in data entry, document management, and related computer applications.
- Ability to interpret and explain City ordinances, building requirements, and departmental policies.
- Skill in organizing and maintaining detailed and accurate records.
- Ability to communicate effectively, both verbally and in writing.
- Ability to provide excellent customer service and maintain professionalism in stressful situations.
- Ability to prioritize tasks, work independently, and exercise sound judgment.
- Ability to establish and maintain effective working relationships with City staff, contractors, and the public.

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**Physical Requirements**

Work requires the occasional exertion of up to 10 pounds of force. Work regularly involves sitting, speaking, hearing, handling materials, and performing repetitive motions. Occasional standing, walking, stooping, or reaching may be required. Normal vision and hearing are required for accurate communication and data entry. Work is primarily performed in a standard office setting with moderate noise levels.

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**Special Requirements**

- Must possess and maintain Notary Public certification or obtain within six (6) months of hire.
- Must maintain a valid Class D Driver's License in the State of Minnesota.
- Must be available to work City Hall Core Hours.

REVIEWED BY:

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Employee

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Date

\_\_\_\_\_  
Supervisor

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Date



**TITLE:** Community Development Coordinator  
**DEPARTMENT:** Community Development  
**ACCOUNTABLE TO:** Community Development Director  
**JOB STATUS:** Full Time/Exempt (Administrative)

### **Position Summary**

The Community Development Coordinator performs professional planning and development work in support of the City's long-range and current planning programs. This position assists with land use, zoning, and economic development initiatives, while coordinating public engagement and development review processes. The coordinator conducts research and analysis, prepares staff reports, and presents recommendations to advisory commissions and the City Council. Work requires sound professional judgment, strong communication skills, and the ability to balance technical planning functions with community relations. Work is performed under the general supervision of the Community Development Director and/or City Planner.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Planning and Development**

- Conduct planning studies and prepare reports for new and existing policies, programs, and ordinances.
- Assist in the preparation and maintenance of the City's Comprehensive Plan and related planning documents.
- Review development applications, site plans, and zoning requests for compliance with City Code and planning objectives.
- Prepare and present staff reports and recommendations to the Planning Commission, City Council, and other advisory boards.
- Evaluate or assist in evaluating rezoning requests, ordinance amendments, site plans, conditional use permits, variances, and similar proposals.
- Conduct research, collect statistical data, and prepare maps and graphics related to land use, population, housing, and the local tax base.
- Assist in monitoring and responding to general code enforcement complaints and property-related inquiries.

#### **Community and Economic Development**

- Assist in the implementation of business attraction, retention, and expansion strategies in collaboration with the Big Lake Economic Development Authority (BLEDA).
- Coordinate and facilitate public input and engagement processes for planning and development projects.
- Promote community engagement through effective communication, meetings, and digital platforms.
- Support grant preparation, data collection, and project documentation related to community and economic development programs.
- Facilitate communication between developers, residents, business owners, and elected officials to ensure transparency and cooperation.



## **Interdepartmental and Administrative Support**

- Collaborate with other City departments on interdepartmental projects and initiatives related to community development.
  - Provide technical assistance to staff, developers, and residents regarding land use and development standards.
  - Maintain accurate and organized records, maps, and reports related to planning and development activities.
  - Attend a substantial number of evening meetings as required.
  - Perform related duties as apparent or assigned by the Community Development Director.
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## **Minimum Qualifications**

- Bachelor's degree in urban planning, Public Administration, Geography, or a closely related field.
  - One (1) year of experience in municipal planning, community development, or public administration preferred.
  - An equivalent combination of education and experience may be considered.
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## **Knowledge, Skills, and Abilities**

- Knowledge of principles and practices of urban and regional planning.
  - Knowledge of land use, zoning, transportation, environmental, and economic development concepts.
  - Proficiency with Microsoft Office Suite and GIS mapping applications.
  - Ability to interpret and apply City ordinances, zoning codes, and comprehensive planning policies.
  - Ability to prepare clear, concise, and visually effective reports, graphics, and presentations.
  - Skill in organizing, analyzing, and presenting technical data to a variety of audiences.
  - Strong interpersonal and communication skills for public interaction and professional collaboration.
  - Ability to manage multiple projects simultaneously and meet established deadlines.
  - Creative problem-solving and analytical skills with sound professional judgment.
  - Ability to work independently and collaboratively in a team environment.
  - Ability to facilitate both in-person and virtual public engagement efforts.
- 

## **Physical Requirements**

Work is primarily performed in an office environment with occasional fieldwork. Work requires frequent sitting, speaking, hearing, and use of hands to operate computers and office equipment. Occasional standing, walking, and travel to meetings or inspection sites are required. Must be able to exert up to 10 pounds of force occasionally. Normal vision and hearing are required. The work environment is generally quiet to moderately noisy (e.g., office setting, public meetings).

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## **Special Requirements**

- Valid Class D Driver's License in the State of Minnesota.
- Attendance at evening meetings of the City Council, Planning Commission, and other boards as required.

**TITLE:** Community Development Director  
**DEPARTMENT:** Community Development  
**ACCOUNTABLE TO:** City Administrator  
**JOB STATUS:** Full Time/Exempt - Executive

### **Position Summary**

The Community Development Director serves as the City's lead professional in planning, economic development, and building functions. This position is responsible for directing and managing programs that promote community growth, economic vitality, and sustainable development. The Director oversees all operations within the Community Development Department, including planning, zoning, building inspections, redevelopment, housing programs, and business attraction and retention efforts. The Director provides strategic leadership, manages staff and budgets, represents the City on development-related issues, and ensures alignment of all departmental activities with City goals and Council direction. Work is performed under the general direction of the City Administrator.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Department Leadership and Administration**

- Plan, organize, and direct all activities of the Community Development Department, including planning, building inspections, economic development, and redevelopment programs.
- Supervise and evaluate department staff, including planners, building inspectors, and administrative support personnel.
- Prepare and administer annual budgets for the Planning, Building, and Economic Development divisions and the Big Lake Economic Development Authority (BLEDA).
- Develop and implement policies, programs, and procedures consistent with City goals and state statutes.
- Oversee departmental projects, contracts, and consultant activities to ensure timely and cost-effective outcomes.
- Maintain accurate and comprehensive departmental records, reports, and data systems.

#### **Planning and Development Management**

- Direct short- and long-range planning initiatives to ensure consistency with the City's Comprehensive Plan and Zoning Ordinance.
- Update and prepare ordinances, policies, and programs related to growth management, redevelopment, and land use regulation.
- Serve as staff liaison to the Planning Commission, Economic Development Authority (BLEDA), and City Council.
- Assist with the construction and development of public improvements, infrastructure, and community facilities.
- Oversee code enforcement, zoning administration, and subdivision activities.
- Coordinate interdepartmental planning and development activities with Public Works, Finance, and Administration.
- Provide technical assistance to the City Engineer, City Planner, and Building Division as needed.

## **Economic Development and Redevelopment**

- Plan, direct, and manage the City's economic development and redevelopment programs.
- Implement business retention, expansion, and attraction strategies in coordination with BLEDA and other partners.
- Develop and update marketing materials, promotional campaigns, and website content to highlight Big Lake's development opportunities.
- Administer and coordinate public and private financing tools such as TIF, Tax Abatement, and loan programs.
- Assist with property negotiations, acquisitions, and real estate closings for redevelopment projects.
- Prepare and manage grant applications to support economic and community development efforts.
- Develop and maintain inventories of available land, buildings, demographics, and infrastructure data for prospective businesses.
- Represent the City at regional, state, and federal meetings to promote development opportunities.

## **Community Engagement and Communication**

- Respond to inquiries from citizens, developers, and businesses regarding planning, zoning, and development issues.
- Write and publish articles, newsletters, and website content promoting City initiatives and business success stories.
- Collaborate with the Chamber of Commerce and community partners to support local business events such as the Chamber Expo, Farmers Market, and Business Appreciation programs.
- Provide data and updates to external agencies including MetroMSP, DEED, and other economic development databases.
- Communicate effectively with elected officials, advisory boards, and community stakeholders to foster transparency and trust.

## **Strategic and Policy Development**

- Monitor local, state, and federal legislation related to planning, development, and economic growth; recommend policy adjustments as needed.
- Prepare and present staff reports, studies, resolutions, and ordinances to the City Council and advisory boards.
- Conduct research and provide strategic advice to the City Administrator and Council on community development trends and opportunities.
- Participate in and lead interdepartmental project teams to coordinate infrastructure, land use, and redevelopment initiatives.
- Perform related duties as apparent or assigned by the City Administrator.

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## **Minimum Qualifications**

- Bachelor's degree in urban studies, Housing, Public Administration, Business Administration, or a closely related field.
  - Five (5) years of progressively responsible experience in economic development, planning, or public administration.
  - Five (5) years of supervisory experience is preferred.
  - Equivalent combinations of education and experience may be considered.
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### **Knowledge, Skills, and Abilities**

- Comprehensive knowledge of economic development, planning, zoning, and housing program administration.
- Knowledge of state and federal programs, grants, and financing tools supporting community development.
- Strong leadership and management skills with the ability to motivate and direct professional staff.
- Excellent written and verbal communication skills, including public speaking and report preparation.
- Ability to analyze complex policy, financial, and development issues and present clear recommendations.
- Proficiency in Microsoft Office, database applications, and GIS software.
- Ability to build and maintain effective relationships with elected officials, staff, businesses, and residents.
- Skill in negotiation, problem-solving, and conflict resolution.
- Strong organizational skills with the ability to manage multiple priorities and meet deadlines.

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### **Physical Requirements**

Work requires the occasional exertion of up to 10 pounds of force. Work regularly involves sitting, speaking, hearing, handling materials, and repetitive motions. Occasional standing, walking, or reaching may be required. Standard visual acuity and hearing are required for office and meeting settings. Work is primarily performed in a standard office environment and is generally quiet in nature.

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### **Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.
- Attendance at evening meetings and public hearings may be required

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date

**TITLE:** City Planner  
**DEPARTMENT:** Community Development  
**ACCOUNTABLE TO:** Community Development Director  
**JOB STATUS:** Full Time/Exempt - Administrative

### **Position Summary**

The City Planner performs professional and technical planning work related to the implementation of the City's Comprehensive Plan, Zoning Ordinance, and development policies. This position is responsible for coordinating and monitoring development projects to ensure compliance with applicable ordinances, preparing and presenting reports to advisory commissions and the City Council, and supporting the City's community and economic development initiatives. The Planner provides information to the public; reviews permit applications and assists in the development of long-range and current planning programs. Work is performed under the general supervision of the Community Development Director.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Planning and Development Administration**

- Review and evaluate development applications, rezoning requests, site plans, and subdivision plats for compliance with City ordinances and design standards.
- Prepare and present staff reports, analyses, and recommendations to the Planning Commission, City Council, and other boards.
- Administer and enforce zoning, subdivision, and sign ordinances.
- Review building permit applications to ensure consistency with development standards.
- Manage and monitor subdivision agreements, financial guarantees, and development timelines.
- Prepare and update comprehensive planning documents, zoning regulations, and development policies.
- Serve as the City's Zoning Administrator and point of contact for land use and code interpretation inquiries.
- Prepare and update maps, databases, and GIS-related records to support planning and development functions.

#### **Community and Economic Development**

- Develop short- and long-range community and economic development plans.
- Collect, interpret, and analyze data on land use, housing, utilities, and transportation for planning and economic development purposes.
- Maintain current records on zoning, tax rates, utilities, transportation, and community services to support economic development.
- Respond to developer and business inquiries and prepare data sheets and informational materials for development projects.
- Monitor City, County, State, and Federal legislation affecting community development and provide policy recommendations.
- Assist with grants, programs, and funding opportunities supporting planning and redevelopment initiatives.

## **Public Service and Collaboration**

- Provide information to the public regarding zoning, land use, floodplain, property identification, and development regulations.
- Respond to citizen and developer inquiries and complaints regarding planning and code enforcement.
- Work effectively with other City departments to coordinate inter-departmental projects related to planning and development.
- Communicate regularly with staff, consultants, advisory boards, and elected officials to support transparent and efficient development review processes.
- Provide staff support to the Planning Commission, City Council, and occasionally the Parks, Recreation and Trails Commission.
- Serve as administrative back-up for the Building Division and front desk operations as needed.
- Perform other duties as apparent or assigned.

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## **Minimum Qualifications**

- Bachelor's degree in urban planning, Public Administration, Geography, or a closely related field.
- Two (2) years of experience in municipal planning or community development preferred.
- Equivalent combinations of education and experience may be considered.

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

- Comprehensive knowledge of urban and regional planning principles, zoning administration, and subdivision regulations.
- Knowledge of community development, land use law, and planning program implementation.
- Proficiency with Microsoft Office Suite, GIS applications, and data management systems.
- The ability to prepare and present detailed staff reports, plans, and technical information to boards, commissions, and the public.
- Strong written and verbal communication skills.
- Ability to interpret and apply City ordinances, policies, and procedures with consistency and sound judgment.
- Ability to build and maintain effective working relationships with elected officials, City staff, developers, and the public.
- Strong organizational, analytical, and problem-solving skills.
- Ability to work independently and collaboratively in a team environment.

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## **Physical Requirements**

This work requires occasional exertion of up to 10 pounds of force. Work regularly requires sitting, speaking, hearing, using hands to handle materials, and repetitive motions. Occasional standing, walking, reaching, or lifting is required. Work requires standard visual acuity and hearing sufficient to communicate and interpret data effectively. Work is primarily performed in an office environment, with occasional fieldwork, and is generally quiet in nature.

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## **Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.
- Attendance at evening meetings and public hearings may be required



**TITLE:** Planning Technician – Planning Division  
**DEPARTMENT:** Community Development  
**ACCOUNTABLE TO:** Community Development Director  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Planning Technician performs skilled technical and administrative work supporting the City's planning and zoning functions within the Community Development Department. The position is responsible for administering and enforcing zoning regulations, processing land use applications, and providing information and assistance to residents, developers, and the public. Work includes processing sign permits, variances, conditional use and interim use permits, easement vacations, and administrative subdivisions. The Planning Technician also assists with Planning Commission administration, code enforcement, and City-wide development review activities. Work is performed under the general supervision of the Community Development Director or his/her designee.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Planning and Zoning Administration**

- Serve as the primary customer service point of contact for planning and zoning inquiries.
- Process zoning, sign, and land use permit applications in accordance with City Code.
- Assist in administering zoning ordinances, land use controls, and subdivision regulations.
- Prepare and issue public notices, zoning verification letters, and property owner notifications.
- Review building permit applications for zoning compliance.
- Process and prepare staff reports and documentation for conditional use permits, interim use permits, home occupations, variances, easement vacations, and administrative subdivisions.
- Maintain accurate records of all applications, actions, and approvals.

#### **Planning Commission and Departmental Support**

- Coordinate and perform all administrative functions related to the Planning Commission, including agenda preparation, minutes, reports, and meeting logistics.
- Assist the City Planner with research, data analysis, mapping, grant applications, and special assignments.
- Assist in updating City maps, databases, and planning documents.
- Provide administrative support to the Community Development Department, including filing, correspondence, and data entry.
- Serve as administrative back-up for the Building Division and provide front desk coverage as needed.

#### **Code Enforcement and Licensing**

- Facilitate City-wide code enforcement by responding to valid complaints and following through until compliance is achieved.
- Document code enforcement activities and maintain related records.
- Assist in enforcing sign regulations and property maintenance standards.



## **Customer Service and Public Assistance**

- Respond to inquiries from residents, property owners, developers, and the public regarding zoning, land use, and permitting requirements.
- Explain applicable ordinances, procedures, and processes clearly and professionally.
- Coordinate with other City departments to ensure consistent and efficient services are delivered.
- Provide accurate information to internal and external stakeholders in a timely manner.
- Perform related duties as apparent or assigned.

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## **Minimum Qualifications**

- Associate or Technical degree in Planning, Geography, Urban Studies, Public Administration, or a related field.
- At least one (1) year of zoning administration and/or code enforcement experience in a local government setting (intern experience may qualify).
- Strong organizational, analytical, and communication skills.
- Proficiency in Microsoft Office applications.
- Equivalent combinations of education and experience may be considered.

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## **Desired Qualifications**

- Bachelor's degree or active enrollment in a degree program in Planning, Geography, Urban Studies, Housing, or a related field.
- Experience with GIS mapping, data collection, or land use software systems.
- Knowledge of Minnesota land use statutes and zoning processes.

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

- General knowledge of planning principles, zoning practices, and municipal land use regulation.
- Knowledge of City ordinances, policies, and development procedures.
- Knowledge of standard office practices, records management, and customer service operations.
- Skill in operating personal computers, GIS software, and related office applications.
- Ability to read, interpret, and explain zoning maps, ordinances, and legal descriptions.
- Ability to prepare accurate and concise correspondence, reports, and records.
- Strong organizational skills and attention to detail.
- Ability to perform and prioritize work independently while meeting deadlines.
- Ability to establish and maintain effective working relationships with elected officials, City staff, developers, and the public.
- Ability to communicate clearly and courteously both orally and in writing.

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## **Physical Requirements**

Work requires the occasional exertion of up to 10 pounds of force. Work regularly involves sitting, speaking, hearing, and using hands to operate office equipment. Occasional standing, walking, stooping, and reaching are required. Standard visual acuity and hearing are necessary for reading, data entry, and customer interaction. Work is primarily performed in an office environment with moderate noise levels and occasional field visits.

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## **Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.
- Must be available to work City Hall Core Hours.



**TITLE:** City Engineer  
**DEPARTMENT:** Engineering  
**ACCOUNTABLE TO:** City Administrator  
**JOB STATUS:** Full Time/Exempt - Professional

### **Position Summary**

The City Engineer is responsible for the planning, budgeting, design, construction, and maintenance of the City's infrastructure and public facilities. This position ensures that engineering services are performed efficiently, cost-effectively, and in accordance with City policies, ordinances, and professional standards. The City Engineer provides technical expertise, project oversight, and administrative support to the Public Works Department and collaborates with all City departments to ensure safe and sustainable community development. Work is performed under the general direction of the City Administrator.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below represent the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Infrastructure and Project Management**

- Oversee and direct the planning, budgeting, design, inspection, and construction of City infrastructure, public improvements, and facilities.
- Manage engineering contracts, consultant work, and construction projects to ensure compliance with specifications, timelines, and budget limits.
- Recommend maintenance or replacement of City streets, utilities, and other public facilities.
- Coordinate engineering standards, specifications, and technical policies for consistent application across projects.

#### **Budgeting and Department Administration**

- Prepare and monitor the annual Engineering and Street Maintenance budgets.
- Advise the City Administrator on financial and operational issues affecting the department.
- Develop and maintain long-range capital improvement programs and assist in grant applications and funding proposals.
- Prepare reports, plans, and publications for the city newsletter, website, and Council agendas.

#### **Policy and Interdepartmental Coordination**

- Serve as liaison to the City Council, Planning Commission, Economic Development Authority, Park Commission, and other local or regional agencies on engineering and infrastructure matters.
- Participate as a member of the City's management team in discussions, problem solving, and policy development affecting City operations.
- Assist other departments and consultants with technical reviews and research for projects and development applications.
- Interpret and apply City policies and ordinances; oversee issuance of engineering-related permits and establish related fees.

#### **External and Intergovernmental Relations**

- Represent the City in interactions with county, state, and federal agencies including MnDOT, DNR, and MPCA.



- Coordinate regional transportation, stormwater, and utility planning initiatives with partner agencies.
- Provide technical information to residents, developers, contractors, and the public in a professional and courteous manner.

**Additional Responsibilities**

- Ensure compliance with applicable state and federal engineering standards.
- Promote innovation and sustainability in infrastructure design and maintenance.
- Perform related duties as apparent or assigned by the City Administrator.

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**Minimum Qualifications**

- Bachelor's degree in civil engineering or related field.
- Minimum of two (2) years of experience in municipal engineering, public works operations, and budgeting, or an equivalent combination of education and experience sufficient to perform the duties listed.
- Licensed Professional Civil Engineer (P.E.) in the State of Minnesota.

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**Knowledge, Skills, and Abilities**

- Comprehensive knowledge of civil engineering principles, practices, and construction management.
- Strong knowledge of municipal infrastructure systems, public works operations, and project management.
- Excellent written and verbal communication skills.
- Ability to establish and maintain effective working relationships with elected officials, staff, consultants, and the public.
- Proficiency in computer applications including CAD, GIS, spreadsheets, and word processing.
- Ability to work effectively in a team environment and manage multiple priorities.
- Strong analytical, problem-solving, and organizational skills.

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**Physical Requirements**

Work is primarily performed in an office environment with occasional field work and site inspections. Position requires frequent sitting, speaking, hearing, and use of hands to operate computer and office equipment; occasional standing, walking, and reaching with hands and arms; and the ability to exert up to 25 pounds of force occasionally. Normal vision and hearing are required. The work environment is generally quiet to moderately noisy (office, light traffic, and construction sites).

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**Special Requirements**

- Valid Class D Driver's License in the State of Minnesota.
- Licensed Professional Engineer (P.E.) required.
- Attendance at evening meetings and public hearings may be required.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date

**TITLE:** Engineering Technician  
**DEPARTMENT:** Engineering  
**ACCOUNTABLE TO:** City Engineer  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Engineering Technician provides skilled technical and field support to the City Engineer and other City departments in the design, construction, and maintenance of municipal infrastructure projects. This position performs drafting, data collection, field inspections, and record-keeping tasks to ensure City projects meet established engineering standards, specifications, and regulations. The role supports the effective planning, development, and maintenance of public improvements, contributing to the safety and quality of life for City residents. Work is performed under the general direction of the City Engineer with limited supervision.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Field Observation and Inspection**

- Conduct field measurements, surveys, and on-site inspections to collect data and monitor construction progress.
- Inspect public improvements and private development projects to ensure compliance with approved plans, specifications, and City standards.
- Observe and document contractor activities, communicate deficiencies, and recommend corrective actions.
- Perform erosion control and illicit discharge inspections and ensure environmental compliance.
- Monitor and inspect private utility work within public rights-of-way (electric, gas, fiber, etc.).

#### **Drafting and Design Support**

- Prepare detailed engineering drawings, maps, and exhibits using AutoCAD or other drafting software.
- Assist with plan preparations and design development for street, utility, and other infrastructure projects.
- Update and maintain record drawings for both public and private projects.

#### **Data Collection and Analysis**

- Collect and compile technical data related to land use, utilities, transportation, stormwater, and environmental conditions.
- Assist with GIS data entry and mapping for City infrastructure assets.
- Conduct bi-annual pavement condition ratings and assist with maintenance planning.
- Support engineering calculations and quantity take-offs for project design and cost estimates.

#### **Documentation and Reporting**

- Maintain accurate field and project records, including daily logs, reports, and test results.
- Prepare and maintain construction documentation, specifications, and inspection reports.
- Assist with the preparation of project updates, technical correspondence, and resident notifications.

- Organize and archive engineering and project files in accordance with City record-keeping standards.

### **Technical Assistance and Coordination**

- Provide technical support to the City Engineer, City Planner, and Public Works Department.
- Assist with project management tasks such as bid preparation, contractor coordination, and materials testing.
- Perform plan reviews for public and private infrastructure improvements.
- Communicate effectively with residents, contractors, consultants, and other City staff.
- Perform related duties as apparent or assigned.

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### **Minimum Qualifications**

- Associate or Technical degree in Civil Engineering Technology or a closely related field.
- Experience in civil engineering, construction inspection, or municipal infrastructure projects preferred.
- Proficiency with Microsoft Office applications.
- Equivalent combinations of education and experience may be considered.

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### **Desired Qualifications**

- Experience using AutoCAD, GPS, or GIS software.
- Experience with street and utility construction.
- Familiarity with engineering and surveying tools for measuring and testing.
- Flexibility to adjust work hours to accommodate field and inspection demands.

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

- Knowledge of civil engineering principles, methods, and materials used in public infrastructure construction.
- Knowledge of inspection techniques and applicable City, State, and Federal standards.
- Ability to read and interpret engineering plans, specifications, and construction documents.
- Proficiency with computer software, including Microsoft Office and GIS applications.
- Ability to collect, organize, and analyze data to support technical recommendations.
- Strong written and verbal communication skills.
- Ability to establish and maintain effective working relationships with City staff, contractors, and the public.
- Ability to work independently, manage multiple assignments, and maintain attention to detail.
- Ability to maintain accurate, thorough records of daily activities and inspections.

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### **Physical Requirements**

Work requires regular exertion of up to 50 pounds of force. Frequent standing, walking, sitting, climbing, kneeling, and crawling are required. Work involves exposure to outdoor weather conditions, construction equipment, noise, dust, and vibration. Work requires visual acuity for reading plans and conducting inspections and hearing sufficient to communicate in construction environments. Personal protective equipment may be required during fieldwork.

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### **Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.



**TITLE:** Staff Accountant / Deputy City Clerk  
**DEPARTMENT:** Finance  
**ACCOUNTABLE TO:** Finance Director  
**JOB STATUS:** Full Time/Exempt - Administrative

### **Position Summary**

The Accountant / Deputy City Clerk performs advanced technical and administrative work in payroll processing, accounts payable, financial reconciliation, and human resources support, as well as assigned duties as Deputy City Clerk. This position plays a critical role in maintaining the City's financial accuracy, ensuring compliance with state and federal reporting requirements, and supporting City operations through fiscal integrity and administrative efficiency. Work is performed under the limited supervision of the Finance Director, with occasional oversight of Accounting Technicians and Administrative Specialists.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Payroll Administration**

- Process and balance biweekly payroll, including collection and verification of timesheets, wage adjustments, garnishments, and benefit deductions.
- Process and remit payments for payroll taxes, retirement, and other withholdings in accordance with applicable deadlines.
- Prepare and reconcile quarterly and annual payroll reports (Form 941, unemployment reports, W-2s, etc.) to ensure accuracy and compliance.
- Maintain confidential employee payroll records and compensated leave accruals.
- Process new hire and termination documentation, including PERA enrollment/termination, E-Verify, driver's license verification, and state new hire reporting.
- Ensure compliance with all federal, state, and local employment laws and payroll regulations.

#### **Human Resources Support**

- Assist the Finance Director with benefit administration, including health insurance, PERA, and supplemental programs.
- Support employee programs such as the Wellness Program, Safety Committee, and Insurance Committee.
- Assist with employee recognition and service milestone programs.
- Assist with onboarding, benefits enrollment, and personnel file maintenance.

#### **Accounts Payable**

- Process and verify vendor claims, ensuring proper authorization and expenditure coding.
- Prepare and issue checks, maintaining accurate records of approvals and disbursements.
- Maintain the vendor database to ensure current and accurate information.
- Administer the Unclaimed Property Program in accordance with Minnesota Statutes §345, including the processing of stale-dated checks.
- Maintain documentation for void checks and transactions for audit inspection.



### **Accounts Receivable**

- Process and maintain all accounts receivable transactions, ensuring timely and accurate billing for pending funds due to the City.
- Prepare invoices, apply payments, reconcile outstanding balances, and follow up on delinquent accounts.
- Maintain and track billing for **dangerous and potentially dangerous dogs**, coordinating with the Police Department to ensure compliance with City Code and State Statutes.
- Work with departments to verify revenues received, reconcile subsidiary ledgers, and ensure all receivables are properly recorded in the general ledger.
- Prepare reports and aging schedules as directed by the Finance Director.

### **Finance and Accounting**

- Reconcile subsidiary ledgers and financial institution statements to the general ledger.
- Prepare journal entries, closing entries, and adjusting entries as directed by the Finance Director.
- Assist with the preparation of the annual audit and budget.
- Reconcile accounts such as surcharges, sales tax, escrow, and accounts receivable.
- Post daily liquor store receipts and reconcile financial reports with City systems.
- Assist with ordering City apparel and coordinate employee payroll deductions when applicable.
- Provide backup support for Finance Department functions and City Hall front desk operations.

### **Deputy City Clerk Duties**

- Serve as secretary for the Big Lake Economic Development Authority (EDA), including preparing agendas, board packets, and meeting minutes.
- Assist the City Clerk with preparing City Council and board packets as needed.
- Attend and record minutes for meetings as assigned.
- Maintain custody of official City records, including resolutions, ordinances, contracts, and minutes, and prepare certified copies as requested.
- Assist with records management, including scanning, organization, and archival processes.
- Support the coordination of official City events such as Council workshops, luncheons, and recognition dinners.
- Assist with election administration and related activities under the direction of the City Clerk.
- Coordinate staff events such as the annual employee picnic and holiday gatherings.
- Administer peddler/solicitor and mobile food vendor permits.

### **Other Duties**

- Provide general administrative assistance to the Finance Director and City Clerk as assigned.
- Perform all other duties as apparent or assigned to support the effective operation of the City.

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### **Minimum Qualifications**

- Associate's degree in accounting, Finance, or a related field, and considerable experience in accounting and payroll processing; or an equivalent combination of education and experience.

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### **Preferred Qualifications**

- Knowledge of municipal accounting principles and practices.



- Familiarity with Governmental Accounting Standards Board (GASB) and financial reporting requirements.
- Direct experience with government accounting software and systems.

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**Knowledge, Skills, and Abilities**

- Thorough knowledge of payroll, accounts payable, and general accounting policies and procedures.
- Strong understanding of bookkeeping methods, audit preparation, and municipal finance operations.
- Ability to process payroll and accounts payable with accuracy and confidentiality.
- Proficiency with Microsoft Office applications and financial accounting software.
- Ability to prepare clear, accurate financial reports and maintain detailed records.
- Strong organizational and multitasking skills with attention to detail.
- Excellent written and verbal communication abilities.
- Ability to establish and maintain effective working relationships with City staff, elected officials, auditors, and the public.

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**Physical Requirements**

Work regularly requires sitting for extended periods and frequently involves repetitive motions, speaking, hearing, and handling documents. Work occasionally requires walking, lifting to 10 pounds, reaching, and operating standard office equipment. Work is typically performed in a quiet to moderately noisy office environment.

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**Special Requirements**

- Valid Class D Driver's License.

REVIEWED BY:

\_\_\_\_\_  
Employee

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Date

\_\_\_\_\_  
Supervisor

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Date



**TITLE:** City Hall Senior Administrative Specialist  
**DEPARTMENT:** Finance  
**ACCOUNTABLE TO:** Finance Director  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The City Hall Senior Administrative Specialist plays a vital role in maintaining the efficiency and professionalism of City Hall operations. This position is responsible for providing high-quality administrative and financial support to the Finance Department and other City departments located at City Hall. Duties include processing financial transactions, assisting residents and businesses, managing front office activities, and performing a variety of technical and clerical functions to ensure smooth day-to-day operations. The position requires strong attention to detail, exceptional customer service, and the ability to handle confidential financial information responsibly. Work is performed under the limited supervision of the Finance Director.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Front Office and Customer Service**

- Serve as the primary point of contact for visitors, residents, and city employees entering City Hall.
- Answer and route incoming phone calls using a multi-line phone system.
- Respond to general inquiries and provide accurate information regarding City services, policies, and procedures.
- Process over-the-counter payments and permits.
- Assist residents and businesses with inquiries related to billing, utility accounts, permits, and assessments.
- Handle and resolve customer concerns or refer them to the appropriate department or staff member.
- Maintain a professional and welcoming atmosphere in the City Hall reception area.

#### **Financial Transactions and Accounting Support**

- Process and record payments received through mail, counter, and other collection methods for all City services.
- Process daily financial transactions including deposits, receipts, and reports in the City's accounting system.
- Perform assessment searches and verify related financial information.
- Record daily parking pass revenues received from Lakeside Park parking meters into the City's accounting software.
- Assist with financial reporting, account reconciliations, and other accounting duties as assigned.
- Provide back-up support for payroll, accounts payable, and accounts receivable functions as needed.
- Post Liquor Store daily transactions into financial software and prepare cash deposit.



**Administrative Support for All City Hall Departments**

- Assist with Laserfiche scanning and indexing of City records, including financial, building, zoning, and permanent records.
- Order and maintain office supplies and equipment for all City Hall departments.
- Assist with City-wide mail processing and distribution.
- Support coordination of City events such as employee appreciation functions, special Council workshops, and committee luncheons.
- Collaborate with other departments to ensure efficient workflow and communication across City Hall operations.
- Perform related administrative duties as apparent or assigned.

**Minimum Qualifications**

- Associate or Technical degree in Accounting, Business Administration, or a closely related field.
- Considerable experience in accounting, utility billing, or customer service involving financial transactions.
- Experience with computer systems, office software, and multi-line phone operations.
- Equivalent combinations of education and experience may be considered.

**Knowledge, Skills, and Abilities**

- Thorough knowledge of accounting and cash-handling procedures.
- General knowledge of municipal operations and customer service practices.
- Proficiency with Microsoft Office applications and accounting software systems.
- Ability to operate office machines and computer equipment with speed and accuracy.
- Strong verbal and written communication skills.
- Ability to handle confidential information with discretion and integrity.
- Ability to organize and prioritize tasks effectively while maintaining attention to detail.
- Ability to establish and maintain effective working relationships with coworkers, City staff, and the public.
- Professional demeanor and commitment to high-quality customer service.

**Physical Requirements**

Work requires the occasional exertion of up to 25 pounds of force. Work regularly involves sitting, speaking, hearing, using hands to operate equipment, and repetitive motions. Frequent standing and occasional reaching, stooping, kneeling, or lifting are required. Work may involve occasional exposure to outdoor conditions when handling mail or deliveries. Normal vision and hearing are required. The work environment is typically moderately noisy, consistent with a standard office setting.

**Special Requirements**

- Must possess and maintain a valid Class D Driver’s License in the State of Minnesota.
- Must be available to work City Hall Core Hours.

REVIEWED BY:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date



**TITLE:** Finance Director  
**DEPARTMENT:** Finance  
**ACCOUNTABLE TO:** City Administrator  
**JOB STATUS:** Full Time/Exempt - Professional

### **Position Summary**

The Finance Director serves as the City's Chief Financial Officer and is a key member of the management team. This position performs complex professional and administrative work directing the City's financial operations, budget preparation, debt management, investments, human resources administration, information technology, and risk management functions. The Finance Director ensures that the City maintains long-term financial sustainability, compliance with all accounting and legal requirements, and effective internal controls. Work is performed under the general direction of the City Administrator, with direct supervision exercised over assigned staff.

### **QUALIFICATION REQUIREMENTS**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Financial Management and Oversight**

- Coordinate annual financial audits and prepare the Annual Comprehensive Financial Report (ACFR).
- Ensure proper internal controls, financial procedures, and fiscal policies are implemented and consistently followed.
- Administer Tax Increment Financing (TIF) districts and ensure all required state reports, disclosures, and filings are completed accurately and on time.
- Oversee debt management, including bond issuance, post-issuance disclosures, and compliance with federal and state requirements.
- Support economic development, planning, and capital project initiatives through detailed financial analysis and fiscal impact modeling.
- Develop and maintain the City's financial policies, long-term capital improvement plan, and investment strategies to ensure sustainability and transparency.
- Monitor and implement all new Governmental Accounting Standards Board (GASB) pronouncements and ensure compliance with Minnesota Statutes and Office of the State Auditor (OSA) requirements.
- Direct and oversee all accounting, budget, and financial reporting activities for the City.
- Prepare and administer the annual operating and capital budgets in coordination with the City Administrator and Department Heads.
- Ensure the City's annual operating and capital budgets are prepared and adopted in compliance with Minnesota Statutes, and that the property tax levy is established, certified, and submitted to the County and State by required deadlines.
- Monitor revenue and expenditure trends to ensure financial stability and compliance with budgetary limits.
- Develop and maintain long-range financial plans, forecasts, and levy projections.
- Manage the City's debt portfolio, including issuance of bonds, repayment schedules, and compliance with continuing disclosure requirements.
- Oversee the investment of City funds to ensure security, liquidity, and compliance with state law

January 2026

and City policy.

- Ensure all accounting, budgeting, and financial reporting practices comply with applicable Minnesota Statutes, OSA requirements, and federal regulations.
- Collaborate with the City's external auditors to ensure consistent application of updated financial reporting standards and transparent annual audit results.

### **Budgeting and Reporting**

- Prepare, analyze, and present monthly, quarterly, and annual financial statements to the City Administrator, Management Team, Finance Committee, and City Council.
- Coordinate preparation of the City's Annual Comprehensive Financial Report (ACFR) and Popular Annual Financial Report (PAFR).
- Develop and present financial data, long-range forecasts, and policy recommendations for Council workshops and budget hearings.
- Oversee capital improvement plan (CIP) funding strategies and alignment with City priorities and available resources.

### **Payroll, Accounts Payable, and Receivable Oversight**

- Oversee payroll processing, benefit administration, and related compliance with PERA, FICA, and other applicable requirements.
- Review and approve accounts payable and receivable functions, ensuring proper documentation, coding, and timely payment or collection.
- Ensure reconciliation of subsidiary ledgers with the general ledger and monitor internal controls for accuracy and security of financial data.

### **Human Resources Administration**

- Manage and oversee HR functions for the city, including:
  - Administration of personnel policies and employee handbook updates.
  - Development and maintenance of job descriptions to ensure accuracy, consistency, and compliance with PayScale and Pay Equity reporting.
  - Processing of all new hire paperwork, background checks, and onboarding documentation.
  - Administration of employee benefits, including health insurance, disability, retirement, and wellness programs.
  - Coordination of performance evaluations and payroll status changes.
  - Administration of termination and separation paperwork, including final pay processing and benefit termination.
- Maintain accurate and confidential employee records in compliance with federal, state, and City retention policies.
- Oversee workplace safety and risk management programs across all departments, including OSHA, LMCIT, and City policy compliance.
- Assist the City Administrator with employee benefit administration, pay equity compliance, and financial components of labor negotiations.
- Provide leadership and support to Finance and Administrative staff through training, supervision, and performance evaluation.
- Ensure cross-training and business continuity within the Finance Department.

### **Administrative and Leadership**

- Serve as the City's Chief Financial Officer and financial advisor to the City Administrator, Mayor, City Council and Department Directors.
- Supervise Finance Department staff including Accounting Technicians and the Payroll/Deputy City Clerk.
- Develop long-term financial strategies and provide forward-looking analysis for major policy and capital investment decisions.



- Ensure compliance with state and federal laws, GASB standards, and municipal finance regulations.
- Advise the City Administrator and City Council on the financial impact of legislation, collective bargaining agreements, and development projects.
- Collaborate with department heads to ensure accurate budgeting, reporting, and financial forecasting.
- Oversee all Information Technology (IT) projects and consultants to ensure systems are secure, efficient, and aligned with the City's strategic and financial objectives.
- Oversee the City's risk management program, including insurance administration, claims coordination, loss prevention, and compliance with safety and liability regulations in partnership with the League of Minnesota Cities Insurance Trust (LMCIT).
- Participate in strategic planning, organizational management, and long-term financial forecasting.
- Provide transparent, data-driven financial communication to staff, elected officials, and the public.
- Perform all other duties as apparent or assigned to support the fiscal, administrative, and operational objectives of the city.

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### **Minimum Qualifications**

- Bachelor's degree in accounting, Finance, Business Administration, or related field
- Five or more years of progressively responsible municipal or governmental accounting experience, including supervisory experience.
- Demonstrated experience in personnel management and HR administration.
- Strong understanding of governmental accounting, GASB standards, and financial compliance.

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### **Preferred Qualifications**

- Certified Public Finance Officer (CPFO).
- Master's degree in public administration, finance, or related field.
- Experience with municipal budgeting, debt management, and capital project financing.
- Previous experience in a leadership or supervisory role within a municipal setting.

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

- Expert knowledge of public finance, governmental accounting, and budgeting practices.
- Strong understanding of employment laws, HR compliance, and personnel management.
- Excellent communication, leadership, and problem-solving skills.
- Ability to design and implement financial and administrative policies and systems.
- Skill in mentoring and developing staff within a collaborative team environment.
- Ability to maintain confidentiality and handle sensitive employee and financial information.

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### **Physical Requirements**

Work is primarily sedentary and performed in an office environment. Requires the ability to sit for extended periods, operate standard office equipment, and communicate effectively. Occasional lifting of up to 10 pounds may be required.

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### **Special Requirements**

- Valid Class D Driver's License.
- Attendance at evening City Council and community meetings is required.



**TITLE:** Accounting Technician – UB/AR  
**DEPARTMENT:** Finance  
**ACCOUNTABLE TO:** Finance Director  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Accounting Technician – Utility Billing/Accounts Receivable (UB/AR) performs skilled technical and administrative work to support the City’s financial operations. This position is responsible for processing and maintaining utility billing, accounts receivable, and related financial records for the City’s enterprise and general funds. The role also includes customer service functions related to utilities, cash receipting, and account maintenance. This position requires a high degree of accuracy, attention to detail, and the ability to communicate effectively with the public and staff. Work is performed under the limited supervision of the Finance Director.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Utility Billing and Accounts Receivable**

- Process the monthly billing of utility services, penalties, and adjustments in accordance with City policy.
- Set up new utility accounts, process final reads, and coordinate meter readings with Public Works staff.
- Download, review, and validate electronic meter readings; investigate discrepancies and initiate re-reads or repairs as needed.
- Prepare and process ACH transactions and verify daily automatic payments in the general ledger.
- Print and mail monthly utility bills, notices, and correspondence; verify accuracy of rates with the annual fee schedule.
- Initiate and manage delinquent account collections, including shut-off notifications and annual certification of assessments.
- Process payments received from the County for special assessments and maintain related account records.
- Maintain and process accounts receivable transactions for bulk water use, single-family registration, and other departments.

#### **Cash Receipting and Front Office Support**

- Balance daily cash drawer, prepare deposits daily.
- Update general ledger for cash receipting once drawer has been balanced.
- Submit electronic bank deposits for all payments received in the absence of the accountant.
- Assist customers and title companies with billing inquiries, documentation, and account research.
- Respond to and resolve customer complaints related to billing, leaks, or meter readings, initiate follow-up actions when necessary.
- Provide back-up support for the front desk at City Hall, including assisting the public and routing calls.



### **Finance Department Support**

- Prepare and maintain statistical reports and financial records as directed by the Finance Director.
- Assist in reconciling utility billing and accounts receivable balances and supporting financial reports.
- Provide back-up coverage for payroll and accounts payable functions as assigned.
- Perform related financial or administrative duties as apparent or assigned by the Finance Director.

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### **Minimum Qualifications**

- Associate or Technical degree in Accounting, Business Administration, or a closely related field.
- Considerable experience in accounting, utility billing, or customer service involving financial transactions.
- Experience with computer systems, accounting software, and multi-line phone systems.
- Equivalent combinations of education and experience may be considered.

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

- Thorough knowledge of utility billing procedures, methods, and terminology.
- Thorough understanding of accounts receivable and cash receipting practices.
- Knowledge of municipal financial operations and accounting principles.
- Proficiency in Microsoft Office and financial management software.
- Ability to operate standard office machines and computer systems accurately and efficiently.
- Ability to communicate effectively both verbally and in writing.
- Ability to maintain accuracy and attention to detail while handling multiple priorities.
- Strong interpersonal skills and ability to provide courteous, professional customer service.
- Ability to establish and maintain cooperative working relationships with coworkers, other departments, and the public.

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### **Physical Requirements**

Work requires the occasional exertion of up to 25 pounds of force. Work regularly involves sitting, speaking, hearing, using hands to operate equipment, and repetitive motions. Frequent standing and occasional reaching, stooping, kneeling, or lifting are required. Work requires standard visual acuity to read documents and screens and hearing sufficiently to communicate effectively. Work is primarily performed in a typical office environment with moderate noise levels.

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### **Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.
- Must be available to work City Hall Core Hours.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Assistant Liquor Store Manager  
**DEPARTMENT:** Liquor Store  
**ACCOUNTABLE TO:** Liquor Store Manager  
**JOB STATUS:** Full Time/Exempt - Administrative

### **Position Summary**

The Assistant Liquor Store Manager performs professional and administrative work supporting the overall operation and management of the City's municipal liquor store. This position assists the Liquor Store Manager with planning, coordinating, and overseeing daily store operations, staff supervision, financial management, purchasing, and compliance with all applicable state and local liquor regulations. The Assistant Manager provides leadership, ensures operational efficiency, and promotes a safe, clean, and customer-oriented retail environment. This position assumes full management responsibility in the absence of the Liquor Store Manager. Work is performed under the limited supervision of the Liquor Store Manager, with direct oversight exercised over assigned staff.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Store Operations and Management**

- Assist the Liquor Store Manager with all aspects of store operations to ensure compliance, profitability, and customer satisfaction.
- Provide daily leadership, direction, and guidance to employees; communicate store objectives and performance expectations.
- Participate in the hiring, training, scheduling, supervision, and evaluation of staff.
- Assist in preparing work schedules based on sales trends and operational needs to ensure adequate staffing.
- Assist in preparing and maintaining accurate sales, inventory, and financial records; prepare operational reports as directed.
- Monitor and enforce compliance with federal, state, and local liquor laws and City policies.
- Audit daily cash receipts and ensure timely preparation of bank deposits.
- Assist with preparing annual budget projections, monitoring expenses, and recommending purchases within budget guidelines.
- Assume full management responsibilities in the absence of the Liquor Store Manager.

#### **Inventory and Vendor Management**

- Oversee the purchasing, receiving, and verification of product shipments.
- Serve as liaison with vendors and distributors to maintain adequate stock and maximize profitability.
- Monitor inventory levels and assist in implementing loss prevention strategies.
- Analyze product sales and recommend ordering adjustments or promotional opportunities.
- Assist with merchandising, display setup, and store layout planning to enhance sales and customer experience.

#### **Customer Service and Compliance**

- Provide high-quality customer service by assisting customers, resolving concerns, and ensuring a welcoming environment.

- Ensure all employees follow alcohol and THC sales laws, including ID verification and responsible service practices.
- Assist in developing and implementing customer service training and standards.
- Maintain store cleanliness, organization, and safety for staff and customers.
- Handle escalated customer complaints or service issues professionally and promptly.

### **Financial and Administrative Responsibilities**

- Assist in developing and administering department operating budgets.
- Review and approve purchase orders and invoices for accuracy.
- Monitor financial performance and recommend operational changes to improve efficiency.
- Prepare cost analyses, cash flow summaries, and operational reports for the Liquor Store Manager.
- Assist in the development and implementation of policies, procedures, and programs to improve store performance.

### **Interdepartmental and Community Relations**

- Coordinate with other City departments on cross-functional initiatives, events, and projects.
- Respond to inquiries from community members, vendors, and partner organizations.
- Represent the City's liquor operations professionally in the community and maintain positive relationships with the public and business partners.
- Stay current on industry trends and recommend improvements to operations, policies, and promotions.
- Perform related duties as apparent or assigned.

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### **Minimum Qualifications**

- High school diploma or equivalent.
- Considerable experience in retail liquor operations, including supervisory or management responsibilities.
- Experience in a municipal liquor store setting preferred.
- Equivalent combinations of education and experience may be considered.

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

- Thorough knowledge of retail liquor operations, including product types, sales, and merchandising techniques.
  - Knowledge of applicable laws and regulations governing the sale of alcoholic beverages.
  - Knowledge of modern retail management practices, including supervision, budgeting, and inventory control.
  - Ability to plan, coordinate, and supervise the work of staff effectively.
  - Skill in operating point-of-sale systems, inventory tracking software, and standard office applications.
  - Ability to analyze and interpret operational and financial data to make sound decisions.
  - Excellent interpersonal and communication skills, with the ability to manage staff and engage with the public tactfully and effectively.
  - Strong organizational skills and attention to detail.
  - Ability to work independently and exercise good judgment in decision-making.
  - Ability to maintain composure under pressure and manage a high volume of customer interactions.
  - Ability to work flexible hours, including evenings, weekends, and holidays.
  - Commitment to teamwork, professionalism, and regular attendance.
-



### **Physical Requirements**

Work requires regular exertion of up to 50 pounds of force. Work regularly involves standing, walking, lifting, reaching, stooping, and repetitive motion. Frequent speaking and hearing are required to interact with customers, staff, and vendors. Work requires standard visual acuity for reading labels, product pricing, and computer screens. Work is primarily performed indoors in a retail environment with moderate noise levels, and occasional outdoor exposure during deliveries or events.

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### **Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.
- Must complete annual Alcohol Server Training as required by City policy.
- Must complete any annual training as required by the State of Minnesota.

REVIEWED BY:

\_\_\_\_\_  
Employee

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Date

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Supervisor

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Date

**TITLE:** Liquor Store Custodian  
**DEPARTMENT:** Liquor Store  
**ACCOUNTABLE TO:** Liquor Store Manager and/or Assistant Store Manager  
**JOB STATUS:** Part Time/Non-Exempt

### **Position Summary**

The Liquor Store Custodian performs general custodial, cleaning, and light maintenance duties to ensure that the City's municipal liquor store facilities are clean, safe, and presentable to the public. This position supports efficient store operations and provides a clean, orderly environment for customers and staff. Work is performed under the limited supervision of the Liquor Store Manager or Assistant Store Manager.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Custodial and Cleaning Duties**

- Sweep, mop, and vacuum floors throughout the store and storage areas.
- Clean restrooms, including sinks, toilets, mirrors, and floors; replenish supplies.
- Empty trash and recycling containers regularly and dispose of waste properly.
- Clean glass doors, windows, and display cases to maintain a professional appearance.
- Dust shelves, fixtures, and merchandise displays as needed.
- Clean employee breakroom, office, and storage areas.

#### **Facility and Maintenance Support**

- Perform light maintenance and repair tasks such as changing light bulbs, tightening fixtures, or reporting building maintenance needs to the Manager.
- Assist with snow removal or entryway salting during winter months to maintain safe access for customers.
- Assist with setup or cleanup during store events, deliveries, or promotions.
- Ensure all cleaning materials and chemicals are properly stored and used in accordance with safety standards.

#### **General and Other Duties**

- Maintain cleaning logs and supply inventory, report supply needs to management.
- Follow established safety and security procedures.
- Work a flexible schedule including early mornings, evenings, weekends, or holidays as required.
- Perform all other duties as apparent or assigned to support liquor store operations.

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### **Minimum Qualifications**

- High school diploma or GED preferred.
- Experience in custodial, janitorial, or maintenance work preferred, or an equivalent combination of education and experience.

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

- Knowledge of proper cleaning techniques, materials, and equipment.
- Ability to safely handle and use cleaning chemicals in compliance with OSHA standards.



- Ability to perform manual labor, including lifting, bending, and standing for long periods.
- Strong attention to detail and ability to work independently.
- Ability to follow oral and written instructions.
- Ability to establish and maintain effective working relationships with co-workers and the public.
- Dependable and able to maintain regular attendance.

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**Physical Requirements**

Work requires frequent exertion of up to 50 pounds of force and occasional exertion of up to 75 pounds. Work regularly involves standing, walking, lifting, bending, stooping, reaching, and handling cleaning equipment and supplies. Work requires standard vision and hearing capabilities to perform duties safely. Work is performed primarily indoors with occasional exposure to outdoor weather conditions when handling entryway cleaning or waste removal. The work environment is moderately noisy (retail environment).

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**Special Requirements**

- Valid Class D Driver's License.
- Completion of Annual Alcohol Server Training (if required by management).

REVIEWED BY:

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Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TITLE:** Liquor Store Clerk - Lead  
**DEPARTMENT:** Liquor Store  
**ACCOUNTABLE TO:** Liquor Store Manager and/or Assistant Liquor Store Manager  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Lead Liquor Store Clerk performs skilled customer service, sales, and leadership work in the operation of the City's municipal liquor store. This position provides day-to-day directions to staff, ensures compliance with state and local liquor laws, assists with store operations, and promotes a safe, clean, and customer-friendly environment. The Lead Clerk is responsible for opening and closing the store, handling cash and sales transactions, maintaining store appearance, managing product inventory, and serving as the acting supervisor in the absence of the Liquor Store Manager or Assistant Manager. Work is performed under the limited supervision of the Liquor Store Manager and limited oversight is exercised over assigned staff.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Store Operations and Customer Service**

- Provide exceptional customer service by greeting customers, assisting with product selection, and ensuring a positive shopping experience.
- Operate a computerized cash register and point-of-sale system; process sales, verify identification, and handle cash transactions accurately.
- Ensure compliance with state and local liquor laws, including age verification and sale restrictions.
- Maintain the cleanliness, organization, and safety of the store interior and exterior.
- Stock shelves, coolers, and displays; price merchandise and rotate stock to ensure product freshness.
- Assist with store layout, merchandising, and display design to enhance customer appeal and convenience.
- Maintain surveillance for shoplifting prevention and enforce store policies.
- Respond to customer complaints and inquiries professionally and effectively.

#### **Leadership and Supervision**

- Assist the Liquor Store Manager with daily operations, providing work direction and leadership to staff.
- Serve as the acting supervisor in the absence of the Liquor Store Manager or Assistant Manager.
- Train, guide, and support new and existing staff on store procedures, customer service, and safety practices.
- Ensure proper store opening and closing procedures are completed, including securing cash receipts, locking doors, and setting alarms.
- Assist with scheduling, staff communication, and coordination of daily tasks.

#### **Inventory and Financial Responsibilities**

- Order products and track inventory to maintain adequate stock levels.
- Check incoming deliveries for accuracy and assist with receiving and storage.
- Verify and process merchandise invoices, input data into inventory systems.

- Prepare daily cash receipts, reports, and deposits for submission to the Finance Department.
- Maintain accurate accounting of daily sales, returns, and operational records.

### **Safety and Compliance**

- Assist with the implementation of the City's safety program and ensure compliance with all applicable safety and alcohol service regulations.
- Participate as a member of the City Safety Committee.
- Identify and address potential safety hazards in the workplace.
- Ensure all employees complete required annual alcohol server training.
- Assist with snow removal and other maintenance duties to maintain safe store access as needed.

### **Additional Responsibilities**

- Promote positive public relations and represent the city in a professional manner.
- Assist with marketing promotions and community events as directed.
- Perform related duties as apparent or assigned.

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### **Minimum Qualifications**

- High school diploma or equivalent.
- Three (3) or more years of retail liquor experience preferred, preferably in a municipal liquor store operation with staff oversight or leadership responsibilities.
- Equivalent combinations of education and experience may be considered.

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

- Thorough knowledge of retail liquor operations, laws, and industry standards.
- Knowledge of various types and brands of liquor, beer, and wine and appropriate stocking and sales methods.
- Skill in operating cash registers, point-of-sale systems, and other office equipment.
- Ability to handle cash transactions with accuracy and integrity.
- Strong mathematical, organizational, and recordkeeping skills.
- Ability to communicate effectively and courteously with the public and co-workers.
- Ability to work independently and exercise sound judgment under minimal supervision.
- Ability to provide effective direction and leadership to other staff.
- Ability to maintain professionalism in a fast-paced, customer-focused environment.
- Proficiency with computers and office software, including Microsoft Office applications.
- Ability to maintain reliable attendance and work a flexible, rotating schedule, including evenings, weekends, and holidays.

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### **Physical Requirements**

Work requires regular exertion of up to 50 pounds of force. Frequent standing, walking, lifting, stooping, reaching, and repetitive motion are required. Work involves regular handling of cases, bottles, and merchandise. Work requires standard visual acuity for identifying labels and performing transactions and hearing sufficient to communicate effectively. Work is primarily performed indoors in a retail environment with moderate noise and occasional outdoor exposure during loading or deliveries.

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### **Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.
- Must complete annual Alcohol Server Training.
- Must complete any annual training as required by the State of Minnesota.

**TITLE:** Liquor Store Manager  
**DEPARTMENT:** Liquor Store  
**ACCOUNTABLE TO:** City Administrator  
**JOB STATUS:** Full Time/Exempt - Executive

### **Position Summary**

The Liquor Store Manager performs complex professional and administrative work overseeing the operations of the City's municipal liquor dispensaries. This position is responsible for directing and managing all aspects of store operations, including staff supervision, financial and inventory management, marketing, and regulatory compliance. The Manager ensures efficient, profitable, and responsible operation of the liquor enterprise in accordance with City goals, state laws, and local ordinances. This position requires strong leadership, business acumen, and commitment to customer service excellence. Work is performed under the general direction of the City Administrator, with the continuous supervision exercised over liquor store staff.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Operational Management**

- Plan, organize, and oversee the daily operations of the City's municipal liquor stores.
- Ensure proper operational controls, policies, and procedures are in place to maintain integrity, efficiency, and compliance with applicable laws and regulations.
- Schedule staff based on sales forecasts and operational demands to ensure adequate coverage and efficient use of resources.
- Oversee the opening and closing of the store; ensure all cash, receipts, and assets are secured at the end of each shift.
- Maintain adequate inventory levels, ensure proper stock rotation, and manage purchasing activities to meet customer demand.
- Monitor sales trends and recommend product selection and pricing adjustments based on consumer preferences and market conditions.
- Ensure facility cleanliness, merchandising standards, and customer experience are consistently maintained.
- Provide direct assistance to staff and customers as necessary during busy periods or absences.

#### **Financial and Administrative Management**

- Prepare and administer the annual liquor store budget, including sales forecasts, expense monitoring, and capital improvement recommendations.
- Review and approve vendor invoices, purchase orders, and inventory records.
- Oversee financial reporting, including sales reconciliation, cash deposits, and end-of-day reports.
- Prepare and submit financial and operational reports to the Finance Department and City Administration.
- Analyze profit margins, pricing structures, and cost controls to optimize performance and profitability.
- Monitor internal controls to safeguard City assets and ensure accountability.

### **Staff Supervision and Leadership**

- Recruit, train, supervise, and evaluate liquor store employees.
- Assign duties, provide direction, and ensure adherence to City policies and customer service standards.
- Develop employee work schedules and coordinate coverage for all store hours of operation.
- Provide coaching, mentoring, and performance feedback to support employee development and retention.
- Promote teamwork, professionalism, and accountability among staff.

### **Marketing and Community Relations**

- Plan and execute creative marketing and promotional strategies to increase sales and enhance community engagement.
- Develop and maintain appealing merchandising displays and seasonal promotions to attract customers.
- Work with vendors and distributors to coordinate product promotions and special events.
- Represent the City and liquor operation in a professional manner to customers, vendors, and the community.
- Respond to customer feedback, concerns, and complaints in a timely and professional manner.

### **Regulatory Compliance and Safety**

- Ensure compliance with all federal, state, and local laws governing the sale of alcoholic and THC beverages.
- Maintains appropriate licensing, permits, and records as required by regulatory agencies.
- Implement and enforce responsible alcohol service policies and employee training programs.
- Ensure adherence to workplace safety standards and City safety policies.
- Maintain a current Notary Public designation and complete annual Alcohol Server Training.

### **Additional Duties**

- Stay current on industry trends, pricing, and best practices in municipal liquor operations.
- Assist City Administration in evaluating opportunities for store growth and operational improvement.
- Ensure personal availability for emergencies or operational issues outside normal business hours.
- Perform related duties as apparent or assigned.

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### **Minimum Qualifications**

- Associate or Technical degree in Business Administration, Retail Management, or a related field.
- Considerable experience in store management, supervision, and customer service.
- Municipal liquor store management experience preferred.
- Equivalent combinations of education and experience may be considered.

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

- Comprehensive knowledge of liquor retail management principles, merchandising, and inventory control.
- Knowledge of applicable liquor laws, licensing requirements, and regulatory compliance procedures.
- Proficiency in financial management, budgeting, and cost control.
- Skill in using computers, point-of-sale systems, and financial software for tracking and reporting.
- Ability to analyze financial data and prepare accurate reports.



- Strong leadership and supervisory skills, with the ability to motivate and guide employees.
- Excellent interpersonal and communication skills.
- Ability to manage multiple priorities and make sound decisions under pressure.
- Ability to create and implement marketing and promotional strategies.
- Ability to establish and maintain effective working relationships with City staff, vendors, and the public.
- Commitment to ethical, professional, and customer-focused operations.

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**Physical Requirements**

Work requires regular exertion of up to 10 pounds and frequent exertion of up to 25 pounds of force. Work regularly involves standing, walking, stooping, reaching, lifting, and repetitive motion. Frequent speaking and hearing are required for staff and customer interaction. Work requires standard visual acuity to read documents, view computer screens, and monitor store activity. Work is primarily performed in a retail environment with moderate noise levels and occasional outdoor exposure during deliveries or events.

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**Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.
- Must complete annual Alcohol Server Training as required by City policy.
- Must maintain Notary Public designation.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date

**TITLE:** Liquor Store Stock Clerk  
**DEPARTMENT:** Liquor Store  
**ACCOUNTABLE TO:** Liquor Store Manager and/or Assistant Store Manager  
**JOB STATUS:** Part Time/Non-Exempt

### **Position Summary**

The Liquor Store Stock Clerk performs manual work related to stocking, organizing, and maintaining merchandise in the City's municipal off-sale liquor store. The position is responsible for ensuring that products are received, rotated, and displayed properly to support efficient store operations and positive customer experience. Work is performed under the limited supervision of the Liquor Store Manager or Assistant Store Manager.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Stocking and Inventory Management**

- Load and unload delivery shipments; verify quantities and condition of received products.
- Stock shelves and coolers with merchandise, ensuring proper rotation and accurate pricing.
- Take inventory of products and assist with reconciliation of stock records.
- Maintain organized storage areas and backroom inventory.
- Prepare and maintain in-store product displays.

#### **Maintenance and Store Support**

- Dust, clean, and maintain shelves, floors, and coolers to ensure a neat and safe environment.
- Assist with general facility cleaning and routine maintenance tasks.
- Assist customers courteously and professionally as needed.
- Work a flexible, rotating schedule including days, evenings, weekends, and holidays.
- Perform all other duties as apparent or assigned to support store operations.

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### **Minimum Qualifications**

- High school diploma or GED.
- Experience in retail stocking, inventory, or customer service preferred, or an equivalent combination of education and experience.

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

- General knowledge of modern retail and inventory practices.
- Ability to accurately count, stock, and inspect inventory items.
- Ability to maintain simple records and follow written and verbal instructions.
- Ability to operate light automotive equipment as needed.
- Strong attention to detail and ability to work independently.
- Ability to establish and maintain effective working relationships with staff and customers.
- Ability to maintain regular, reliable attendance.

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### **Physical Requirements**

Work requires frequent exertion of up to 50 pounds of force and occasional exertion exceeding 100 pounds. Work regularly involves standing, walking, bending, lifting, reaching, and repetitive motions.



**TITLE:** Liquor Store Clerk  
**DEPARTMENT:** Liquor Store  
**ACCOUNTABLE TO:** Liquor Store Manager and/or Assistant Liquor Store Manager  
**JOB STATUS:** Part Time/Non-Exempt

### **Position Summary**

The Liquor Store Clerk performs intermediate semiskilled work in cashiering, customer service, and retail operations within the City's municipal off-sale liquor store. Responsibilities include assisting customers, operating the point-of-sale system, stocking merchandise, and maintaining a clean and organized store environment. This position provides high-quality service, ensures compliance with all applicable liquor laws, and contributes to the efficient daily operation of the store. Work is performed under the moderate supervision of the Liquor Store Manager and/or Assistant Liquor Store Manager.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Customer Service and Sales**

- Greet and assist customers in a courteous, professional manner.
- Operate cash register and point-of-sale system to complete sales transactions accurately.
- Verify customer identification for age compliance and code transactions appropriately.
- Handle cash, make change, and balance register receipts at the end of each shift.
- Assist customers with product selection and provide recommendations when requested.
- Maintain awareness of customer activity to prevent theft and ensure store security.
- Respond to customer inquiries and complaints promptly and courteously.

#### **Store Operations and Merchandising**

- Stock shelves, coolers, and displays with merchandise; rotate stock to maintain freshness.
- Price and label products according to store standards.
- Maintain store cleanliness and organization, including dusting, sweeping, and cleaning displays and coolers.
- Assist with receiving, verifying, and organizing incoming deliveries.
- Prepare and maintain product displays and promotional setups as directed.
- Follow proper store opening and closing procedures, ensuring that all sales areas are secured.
- Perform light maintenance and custodial tasks as required.

#### **Compliance and Safety**

- Ensure compliance with all state and local laws governing the sale of alcoholic beverages and THC products.
- Ensure compliance with all state and local laws governing the sale of tobacco products.
- Adhere to all City and departmental safety policies and procedures.
- Report any suspicious activity, safety hazards, or equipment issues to management.
- Maintain knowledge of current promotions, store policies, and responsible alcohol sales practices.

#### **Work Schedule**

- Work a flexible schedule, including days, evenings, weekends, and holidays assigned.
- Provide coverage during special events or high-volume sales periods.



- Perform related duties as apparent or assigned.

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**Minimum Qualifications**

- High school diploma or GED.
- Moderate experience in cash handling and customer service.
- One (1) or more years of retail liquor experience is preferred, preferably in a municipal liquor store environment.
- Equivalent combinations of education and experience may be considered.

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**Knowledge, Skills, and Abilities**

- General knowledge of retail liquor operations, merchandising, and customer service techniques.
- Skill in operating a cash register and performing accurate cash transactions.
- Ability to perform basic mathematical computations.
- Ability to maintain accurate sales and inventory records.
- Strong interpersonal skills and ability to work effectively with the public and coworkers.
- Ability to follow verbal and written instructions accurately.
- Ability to work independently and efficiently with minimal supervision.
- Ability to manage a high volume of customer interactions in a courteous and professional manner.
- Ability to maintain regular attendance and punctuality.
- Flexibility to adapt to changing store needs and priorities.

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**Physical Requirements**

Work requires frequent exertion of up to 50 pounds of force. Work regularly involves standing, walking, lifting, reaching, stooping, and repetitive motions. Frequent speaking and hearing are required for communication with customers and staff. Work requires normal visual acuity for reading labels, scanning products, and operating the register. Work is primarily performed indoors in a retail environment with moderate noise levels and occasional outdoor exposure during deliveries or maintenance activities.

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**Special Requirements**

- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.
- Must complete annual Alcohol Server Training as required by City policy.
- Must complete any annual training as required by the State of Minnesota.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Police Captain  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** Chief of Police  
**JOB STATUS:** Full Time/Exempt - Executive

### **Position Summary**

The Police Captain serves as second in command of the Big Lake Police Department and assumes full command in the absence of the Chief of Police. This position performs complex administrative and operational work involving the supervision, leadership, and coordination of law enforcement activities, ensuring the effective delivery of public safety services. The captain is responsible for overseeing patrols, investigations, and specialized operations, as well as policy implementation, training, budgeting, and staff development. The position entails authority to assign, evaluate, discipline, and recommend personnel actions for sergeants, sworn officers, and support staff. Work is performed under the general direction of the Chief of Police – Emergency Manager, with department-wide supervisory responsibility.

In the event of a vacancy in the Chief of Police position, the Police Captain shall assume the responsibilities of **Acting Chief of Police** until the position is filled.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Leadership and Administration**

- Serve as second in command, assuming full authority and responsibility for the department in the Chief's absence.
- Plan, organize, and direct the day-to-day operations of the department within parameters set by the Chief of Police – Emergency Manager.
- Develop and implement policies, procedures, and programs to achieve departmental goals.
- Provide direct supervision and leadership to assigned personnel; conduct performance evaluations, counseling, commendations, and disciplinary actions as appropriate.
- Ensure departmental compliance with City policies, procedures, and collective bargaining agreements.
- Represent police management in the administration of labor contracts and employee relations matters.
- Participate in strategic planning, goal-setting, and policy review to improve departmental effectiveness.
- Assist in the development and oversight of the department budget; monitor expenditures and prepare cost-benefit analyses.
- Prepare detailed reports, memoranda, and presentations for the Chief of Police, City Administrator, and elected officials.
- Oversee procurement and inventory of equipment, uniforms, and vehicles; ensure accountability through inspection and tracking procedures.

#### **Operations and Supervision**

- Assist in the supervision of all law enforcement operations including patrol, investigations, training, and special assignments.

- Assess staffing and security needs; develop and manage shift schedules.
- Review officer arrests and investigative actions to ensure legal and procedural compliance.
- Coordinate training and professional development for sworn staff; ensure proficiency in law enforcement tactics and technology.
- Maintain advanced working knowledge of law enforcement technology systems, databases, and emerging tools.
- Respond to and manage critical incidents, emergencies, and high-liability situations during and outside of regular business hours.
- Oversee the preparation and accuracy of case files, reports, and documentation submitted to prosecutors and other agencies.
- Analyze data, evaluate operations, and recommend improvements to enhance efficiency and service delivery.

### **Community and Interagency Relations**

- Serve as departmental liaison with other law enforcement agencies, community organizations, and local, state, and federal entities.
- Maintain active engagement with community stakeholders; represent the department in public meetings and media interactions.
- Promote community trust and public education on law enforcement and crime prevention topics.
- Foster a culture of professionalism, accountability, and service excellence throughout the department.

### **Law Enforcement and Investigative Duties**

- Perform the duties of a sworn police officer, including responding to calls for service, conducting investigations, collecting evidence, executing search warrants, and testifying in court when necessary.
- Exercise authority to make arrests, conduct searches, and use force consistently with departmental policies and state law.
- Maintain proficiency in firearms, defensive tactics, and emergency vehicle operation.
- Provide mentorship, training, and leadership by example to all sworn and non-sworn staff.

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### **Minimum Qualifications**

- Associate's degree in law enforcement, Criminal Justice, or a related field.
- Considerable experience in a law enforcement leadership or command role.
- Minnesota POST license and valid Class D driver's license.
- Equivalent combinations of education and experience may be considered.

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### **Desired Qualifications**

- Bachelor's degree in public safety, Criminal Justice, or related field.
- Advanced management or leadership training.
- Completion of a professional law enforcement leadership program such as the **Southern Police Institute, FBI National Academy, or Northwestern University School of Police Staff and Command.**
- Master's degree in public safety or Police Administration.
- State certification in emergency management.

*Individuals holding the position of Police Captain are expected to complete a recognized professional leadership program such as those listed above.*

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**Knowledge, Skills, and Abilities**

- Comprehensive knowledge of modern law enforcement principles, criminal investigation, and police operations.
- Thorough knowledge of applicable laws, ordinances, regulations, and departmental directives.
- Strong understanding of collective bargaining agreements, labor law, and personnel management.
- Ability to lead, supervise, and motivate staff while fostering teamwork and accountability.
- Ability to analyze complex law enforcement and administrative problems and develop effective solutions.
- Ability to make sound, timely decisions in both routine and emergency situations.
- Strong verbal and written communication skills; ability to interact effectively with City officials, employees, and the public.
- Ability to manage sensitive information with discretion and integrity.
- Skill in firearms, defensive tactics, and emergency vehicle operation.
- Ability to demonstrate composure, judgment, and ethical leadership under pressure.

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**Supervision of Others**

Direct supervision of Sergeants, Investigators, and other personnel as assigned. Responsible for overall operational supervision of all department employees.

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**Responsibility for Public Contact**

Frequent and significant contact with the public, City officials, and community organizations regarding law enforcement and emergency management matters. Considerable interaction during emergency incidents and public events.

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**Physical Requirements**

Work requires frequent exertion of up to 50 pounds and occasional exertion of up to 100 pounds. Duties regularly involve standing, walking, sitting, climbing, stooping, and reaching. Requires close, distance, peripheral, and color vision as well as depth perception and night vision. Hearing is required for distinguishing speech, radio communication, and environmental sounds. Work involves exposure to outdoor weather, hazardous materials, biohazards, and potentially dangerous situations. Must be able to wear protective equipment, including body armor and self-contained breathing apparatus.

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**Special Requirements**

- Minnesota POST licensure required.
- Valid Class D Driver's License in the State of Minnesota.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Chief of Police/Emergency Manager  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** City Administrator  
**JOB STATUS:** Full Time/Exempt - Executive

### **Position Summary**

The Chief of Police / Emergency Manager performs complex professional, administrative, and protective service work directing, coordinating, and supervising all activities of the Big Lake Police Department. Responsibilities include law enforcement, public safety communications, emergency management, and animal control. The Chief serves as the City's chief law enforcement officer and is accountable for protecting life and property in accordance with Federal, State, County, and Local laws and ordinances. The Chief of Police reports directly to the City Administrator and exercises broad supervision over all Police Department personnel, ensuring efficient, lawful, and community-focused service delivery.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Leadership and Administration**

- Direct, administer, and coordinate all Police Department programs to achieve the Department's mission, goals, and objectives.
- Develop and implement departmental policies, procedures, and operational strategies consistent with City goals and applicable laws.
- Set short- and long-range goals in alignment with City priorities and Council direction.
- Oversee and evaluate departmental operations to ensure compliance with laws, regulations, and City administrative policies.
- Provide professional recommendations and reports to the City Administrator, City Council, and other officials on law enforcement and public safety matters.
- Assume command during major emergencies and critical incidents; provide leadership during high-risk or sensitive operations.
- Administer and oversee the collective bargaining agreement as it pertains to Police Department personnel.
- Serve as the City's **Emergency Management Director**, coordinating preparedness, response, and recovery efforts for all-hazard incidents.

#### **Personnel Management and Development**

- Oversee the recruitment, selection, and retention of Police Department personnel.
- Identify training and development needs; ensure staff maintain required certifications and professional standards.
- Conduct employee evaluations, address disciplinary matters, and resolve personnel grievances.
- Promote a positive, ethical, and team-oriented organizational culture focused on accountability, professionalism, and community service.

## **Financial and Resource Management**

- Prepare and administer the Police Department's annual budget; ensure expenditure aligns with approved funding levels.
- Monitor resource allocation, equipment acquisition, and grant funding opportunities to enhance operational efficiency.
- Evaluate and recommend technology and capital improvements to maintain modern, effective policing capabilities.
- Ensure compliance with federal and state reporting requirements for police grants, asset forfeiture, and restricted funds (e.g., DWI, Safe and Sofer, or forfeiture accounts).

## **Community Relations and Public Communication**

- Serve as a key public representative of the City's law enforcement operations.
- Respond to citizen inquiries and complaints with the up most professionalism, discretion, and transparency.
- Promote cooperative relationships with residents, businesses, community organizations, and other City departments.
- Deliver presentations to community and civic groups on public safety, emergency management, and crime prevention.
- Maintain active partnerships with local, state, and federal agencies to coordinate joint law enforcement and emergency response efforts.

## **Operational Oversight**

- Oversee police patrol, criminal investigations, records, dispatch, and animal control functions.
- Ensure officers and staff follow lawful, evidence-based policing practices.
- Monitor legislative and judicial changes affecting law enforcement operations; implement procedural adjustments as required.
- Oversee emergency management planning, exercises, and disaster response coordination.
- Investigate complaints and incidents involving department personnel or public safety matters.
- Promote continuous improvement and innovation within all department functions.

## **Additional Duties**

- Provide regular updates and reports to the City Administrator on departmental performance and emerging issues.
- Serve as liaison to volunteer organizations, safety committees, and external advisory boards.
- Perform related duties as apparent or assigned.

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## **Minimum Qualifications**

- Bachelor's degree in law enforcement, Criminal Justice, Public Administration, or a closely related field.
- Extensive experience in law enforcement operations and management, including supervisory or command-level responsibility.
- Minnesota POST Board licensure.
- Valid Class D Driver's License.
- Equivalent combinations of education and experience may be considered.

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## **Desired Qualifications**

- Master's degree in public safety, Police Administration, or related field.



- Completion of an advanced professional command-level training program such as **FBI National Academy**, **Southern Police Institute**, or **Northwestern School of Police Staff and Command**.
- State certification in Emergency Management or FEMA training in Incident Command Systems (ICS).
- Strong record of community engagement and interagency collaboration.

**Knowledge, Skills, and Abilities**

- Comprehensive knowledge of laws, regulations, and court rulings governing law enforcement and criminal justice administration.
- Comprehensive knowledge of modern policing principles, crime prevention, investigations, and public safety management.
- Strong understanding of collective bargaining agreements and personnel management practices.
- Knowledge of emergency management systems and disaster response coordination.
- Ability to lead, inspire, and direct personnel with integrity, fairness, and sound judgment.
- Ability to analyze operations and implement strategic improvements.
- Exceptional communication and interpersonal skills for interaction with staff, officials, and the public.
- Ability to make timely and effective decisions under pressure, especially during emergencies.
- Ability to build public trust and foster positive community-police relationships.

**Physical Requirements**

Work requires frequent exertion of up to 25 pounds and occasional exertion of up to 50 pounds. Work regularly requires speaking, hearing, and using hands for various tasks. Frequent sitting, climbing, and reaching are required; occasional standing, walking, or stooping may occur. Work involves exposure to outdoor weather, hazardous materials, and potentially dangerous situations. Must maintain the ability to use defensive tactics, firearms, and emergency equipment as required.

Work is generally performed in both office and field environments with moderate noise.

**Special Requirements**

- Minnesota POST licensure.
- Valid Class D Driver’s License in the State of Minnesota.
- Emergency Management certification within one (1) year of hire.
- Graduation from a Command or Staff Leadership School (e.g., FBI National Academy, Northwestern School of Police Staff and Command, or equivalent) within one (1) year of hire.

REVIEWED BY:

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Employee

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Date

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Supervisor

\_\_\_\_\_  
Date



**TITLE:** Community Service Officer - Civilian  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** Patrol Sergeant / Police Chief  
**JOB STATUS:** Part-Time / Non-Exempt

## **POSITION SUMMARY**

Performs a variety of public safety and municipal service functions including parking enforcement, code enforcement, animal control, and complaint processing. The Community Service Officer (CSO) serves as a non-sworn member of the Police Department, supporting officers and staff by responding to non-criminal calls for service, assisting with traffic control, and promoting community safety. Work is performed under the general supervision of the Patrol Sergeant and/or Police Chief.

## **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

## **ESSENTIAL JOB FUNCTIONS**

### **Public Safety & Enforcement**

- Responds to non-criminal public service calls; enforces parking regulations citywide, including Lakeside Park.
- Investigates code violations referred by the City Planner or Community Development Director; issues administrative citations and works with property owners and departments to achieve compliance.
- Deploys and retrieves the department's Speed Trailer in designated areas of concern.
- Assists with traffic and crowd control at crash scenes, events, or emergencies.
- Responds to property damage crashes, motorist assists, and emergent vehicle lockouts under exigent circumstances.
- Transport and deliver evidence or documentation to external agencies such as the MN BCA, crime lab, or other law enforcement jurisdictions.
- Receives inventories and secures found or evidentiary property; verifies identifying information and attempts to locate owners.
- Responds to and investigates animal complaints, including dog bites and stray animal calls; assists with the City's Dangerous Dog Program.
- Provides emergency medical assistance as needed.
- Attends and testifies in court or administrative hearings related to assigned duties.

### **Administrative & Community Engagement**

- Prepares written reports and updates within the department's records management system.
- Processes ATV registrations, administrative citations, and vehicle impound releases; collects and transports payments for parking fines.
- Assists in scheduling maintenance and service for police department vehicles and equipment.
- Responds to citizen inquiries and walk-ins; provides information, resources, and referrals.
- Participate in community engagement and outreach events on behalf of the department.
- Performs other related duties as apparent or assigned.



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## MINIMUM REQUIREMENTS

- High school diploma or GED.
- Valid Class D driver's license and satisfactory driving record.
- Experience using computers, spreadsheets, and word processing software; proficiency with Microsoft Office products.
- Strong communication, problem-solving, and customer service skills.
- Ability to work independently with minimal supervision.
- Emergency Medical Responder (EMR) certification within six (6) months of hire.

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## KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of departmental programs, court procedures, and public safety operations.
- Ability to apply City ordinances, State laws, and regulations related to parking, code enforcement, and animal control.
- Strong written and verbal communication skills.
- Ability to maintain accurate records, reports, and files.
- Skill in de-escalating situations and interacting effectively with diverse individuals.
- Knowledge of animal breeds, behavior, and safe handling techniques.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Flexibility to adapt to changing priorities and assignments.

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## PHYSICAL REQUIREMENTS

This work requires frequent exertion of up to 25 pounds and occasional exertion of up to 50 pounds; frequent sitting, standing, walking, stooping, kneeling, and reaching; and regular operation of vehicles and standard equipment. Visual and auditory acuity are required to perform essential functions. Work occurs in both office and field environments and may involve exposure to outdoor elements and moderate noise levels.

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## SPECIAL REQUIREMENTS

- Bureau of Criminal Apprehension (BCA) Single Certification.
- Successful completion of background check, fingerprinting, and photograph.
- Valid Class D Driver's License.
- Emergency Medical Responder (EMR) certification within six (6) months of hire.

## REVIEWED BY:

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Employee

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Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date



**TITLE:** Police Investigator  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** Police Chief  
**JOB STATUS** Full Time/Non-Exempt

### **Position Summary**

The Investigator performs specialized, complex investigative work in support of the Big Lake Police Department's mission to protect life and property and uphold the law with integrity, professionalism, and fairness. The position is responsible for managing and investigating assigned felony and serious misdemeanor cases, pursuing all leads to their conclusion, and preparing thorough, accurate documentation to support successful prosecution. Work includes gathering and preserving evidence, conducting interviews and interrogations, preparing search warrants, and testifying in court. The Investigator may also supervise personnel at crime scenes and is responsible for maintaining assigned secondary duties efficiently and effectively. Work is performed under the limited supervision of the Chief of Police or Police Captain.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Investigations and Case Management**

- Conduct thorough investigations of assigned felony and serious misdemeanor cases, exhausting all investigative leads and avenues.
- Apply advanced interview and interrogation techniques to gather information, obtain confessions, and secure accurate statements from witnesses and suspects.
- Collect, preserve, and document physical evidence following accepted standards and procedures to ensure evidentiary integrity for court proceedings.
- Conduct detailed crime scene photography and videography; ensure complete and accurate documentation.
- Prepare and execute search warrants in compliance with state and federal law.
- Maintain accurate logs, notes, and case files; prepare clear, concise, and factual investigative reports.
- Testify credibly and effectively in court as to facts, findings, and procedures related to investigations.

#### **Supervision and Coordination at Crime Scenes**

- Serve in a supervisory capacity at crime scenes, directing other law enforcement personnel and coordinating activities with other agencies as necessary.
- Ensure the proper handling, processing, and documentation of evidence and scene control.

#### **Specialized Investigations**

- Conduct death investigations including accidents, suicides, and homicides; provide guidance to patrol staff on natural death investigations.
- Apply specialized training in child maltreatment and sexual abuse interview techniques to ensure lawful and trauma-informed investigative practices.
- Coordinate investigations involving schools and minors in accordance with applicable laws, policies, and school district regulations.

## **Documentation, Communication, and Court Preparation**

- Prepare and submit investigative reports to prosecutors, supervisors, and courts as required.
- Maintain ongoing communication with prosecutors and assist in case preparation and trial testimony.
- Develop and present accurate, detailed reports responsive to supervisory and judicial review.
- Ensure that documentation and evidence meet all legal and procedural requirements for prosecution.

## **Operational and Departmental Support**

- Perform all duties of a police officer when required or directed.
- Carry out assigned secondary duties as designated by the Chief of Police.
- Maintain effective working relationships with other law enforcement agencies, prosecutors, and community members.
- Provide assistance and mentorship to patrol officers in investigative techniques, evidence collection, and report writing.
- Manage time effectively to ensure timely completion, documentation, and follow-up of cases.
- Perform other duties as apparent or assigned by the Chief of Police.

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## **Minimum Qualifications**

- Associate or Technical degree in Law Enforcement, Criminal Justice, or a related field.
- At least three (3) years of experience as a full-time law enforcement officer.
- Minnesota POST licensure.
- Valid Class D Driver's License.
- CPR / First Responder certification.
- Training in DMT (DataMaster Testing), SFST (Standardized Field Sobriety Testing), Firearms, and TASER operation.

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

- Extensive knowledge of criminal investigation principles, law enforcement procedures, evidence collection, and rules of evidence.
- Comprehensive understanding of federal, state, and local criminal laws, ordinances, and court processes.
- Skill in conducting interviews, interrogations, and forensic documentation.
- Ability to lead and supervise personnel at crime scenes and coordinate with multiple agencies.
- Strong written and verbal communication skills; ability to prepare detailed, accurate reports and testify effectively.
- Ability to act decisively, tactfully, and within established legal parameters under stressful conditions.
- Demonstrated ability to organize and prioritize multiple complex investigations.
- Knowledge of departmental policies, procedures, and investigative standards.
- Ability to maintain confidentiality, integrity, and professionalism in all aspects of the role.
- Strong time management and organizational skills are necessary to meet investigative and prosecutorial deadlines.
- Commitment to ethical law enforcement practices and equal application of the law.

***This position serves on a temporary assignment at the discretion of the Chief of Police under Big Lake Police Department Policy "Investigator Training Program 400-0 (May 2016)." Rotation or reassignment may occur at the sole discretion of the employer.***



### **Physical Requirements**

Work requires frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds. Work regularly requires standing, walking, sitting, using hands to handle or feel objects, reaching with arms, and repetitive motions. Occasional climbing, kneeling, crouching, or crawling may be required. Work requires close, distance, and color vision as well as depth perception and night vision. Hearing is required to perceive information accurately and distinguish sound sources. Work involves exposure to outdoor weather, hazardous conditions, chemicals, bloodborne pathogens, and potential physical confrontation. Protective gear and specialized personal equipment may be required. The work environment may be loud or stressful during emergencies or operations.

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### **Special Requirements**

- Minnesota POST licensure.
- Valid Class D Driver's License in the State of Minnesota.
- CPR / First Responder certification.
- DMT, SFST, Firearms, and TASER certifications.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Office Manager - Police  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** Police Chief – Emergency Manager  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Office Manager provides advanced administrative and supervisory support for the Big Lake Police Department, overseeing the department's Support Services operations and ensuring compliance with all applicable data and records management laws. This position is responsible for coordinating records, data entry, and communications between local, state, and federal agencies, including the Minnesota Bureau of Criminal Apprehension (BCA). The Office Manager ensures the department's records and reporting procedures meet BCA standards and facilitates accurate and timely transmission of criminal justice data.

The position supervises Police Specialists, ensures workflow efficiency, and serves as a confidential assistant to the Chief of Police – Emergency Manager. Work is performed under the general direction of the Chief of Police with limited supervision.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Administrative and Supervisory Oversight**

- Supervise, direct, and coordinate the work of the Police Department's Support Services staff.
- Establish and maintain efficient office systems, records management procedures, and workflow practices.
- Train, evaluate, and monitor Support Services staff to ensure accuracy and compliance with state reporting standards.
- Participate in hiring processes for Support Services positions and make recommendations to the Chief of Police.
- Recommend training, seminars, or conferences to maintain compliance with Bureau of Criminal Apprehension (BCA) and State Statutes.

#### **Records and Data Management**

- Oversee data entry and coding of criminal offenses, arrests, and related information in compliance with the BCA's Criminal Justice Reporting System (CJRS).
- Transmit coded statistical data to the Minnesota Criminal Justice Reporting System and ensure data accuracy.
- Review and correct BCA statistical error reports; submit supplemental reports on bias, firearms discharge, homicide, LEOKA, and pursuit incidents as required.
- Ensure all department records and data comply with the **Minnesota Criminal Justice Reporting System (MNJIS)** and **Minnesota Data Practices Act**.
- Process expungements and record sealing per Court Orders.
- Maintain logs, databases, and audit records to verify the accuracy of criminal histories and suspense record corrections.



### **Communication and Coordination**

- Serve as the primary liaison for communications with the BCA, Sherburne County Attorney's Office, and other criminal justice partners.
- Ensure timely distribution of reports to prosecuting authorities and other agencies.
- Assist citizens by providing appropriate public safety and records-related information in compliance with law.
- Prepare correspondence, reports, and other confidential documents for the Chief of Police.
- Coordinate the exchange of records, reports, and case data with authorized entities.

### **Technical and Compliance Duties**

- Backup the department's Technical Agency Coordinator (TAC) to verify, audit, and document NCIC "hot file" record entries.
- Process criminal background checks, gun permit applications, and other authorized record requests.
- Process data requests in accordance with the Minnesota Data Practices Act and departmental policies.
- Assist with implementing, troubleshooting, and maintaining records and software systems.
- Monitor compliance with reporting standards and recommend policy or procedural adjustments as needed.

### **Financial and Clerical Responsibilities**

- Receipt and process payments for parking fines, impound release fees, fingerprinting, and other public record copies.
- Follow up on unpaid parking fines by issuing notices to registered vehicle owners.
- Order and maintain department office supplies.
- Sort and distribute departmental mail.
- Assist with statistical reporting and compile data as requested by department administration.

### **Confidential and Policy Support**

- Serve as the Chief's confidential assistant and ensure discretion in managing sensitive personnel and investigative information.
- Assist in drafting departmental policies and office procedures consistent with BCA recommendations.
- Provide support for audits and inspections conducted by external agencies.
- Perform related duties as apparent or assigned.

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### **Minimum Qualifications**

- Associate's or Technical degree in Business Administration, Office Management, Criminal Justice, or a related field.
- Considerable experience in police records management, office administration, or similar law enforcement support services.
- Proficiency with Microsoft Office and law enforcement record systems.
- Ability to type accurately at 60 words per minute.
- Strong communication skills, both verbal and written.
- Knowledge of the Minnesota Data Practices Act and BCA reporting requirements.
- Valid Class D Driver's License in the State of Minnesota.

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### **Desired Qualifications**

- Experience as a lead worker or supervisor in a law enforcement environment.
- Certifications from the **Minnesota Bureau of Criminal Apprehension (BCA)** in the following systems:
  - Minnesota Justice Information Services (MNJIS)



- Computerized Criminal History (CCH)
- Criminal History Record Maintenance System (CHRMS)
- Strong understanding of confidential data management, evidence documentation, and criminal reporting.

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**Knowledge, Skills, and Abilities**

- Comprehensive knowledge of office management, records systems, and administrative practices.
- Strong supervisory and leadership skills with the ability to coordinate staff and workflow.
- Knowledge of state and federal data privacy laws governing criminal justice records.
- Ability to maintain confidentiality with sensitive law enforcement and personnel information.
- Skill in preparing and reviewing reports, correspondence, and statistical summaries.
- Ability to interpret and apply policies, laws, and regulations related to criminal justice data.
- Proficiency in digital transcription, email, scanning, and standard office equipment.
- Ability to communicate effectively, exercise good judgment, and work independently.
- Ability to present a professional image and foster positive public and interdepartmental relationships.

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**Physical Requirements**

Work requires frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds. Work regularly requires sitting, speaking, hearing, and repetitive motion. Occasional standing, walking, stooping, and lifting may be required. Work requires standard vision and hearing. Work is performed primarily in an office environment with moderate noise levels (e.g., business office, light traffic).

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**Special Requirements**

- Valid Class D Driver's License in the State of Minnesota.
- BCA certifications in MNJIS, CCH, and CHRMS systems (or ability to obtain within 6 months of hire).

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Police Officer  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** Police Chief  
**JOB STATUS** Full Time/Non-Exempt

### **Position Summary**

The Police Officer performs intermediate protective service work maintaining public order, protecting life and property, preventing and investigating crime, enforcing laws and ordinances, and providing emergency services. Officers are expected to perform their duties with integrity, professionalism, and respect—ensuring public confidence and trust in the City of Big Lake Police Department. Work is performed under the limited supervision of the Chief of Police – Emergency Manager or their designee.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Patrol and Enforcement**

- Patrol assigned areas of the city in a vehicle or on foot to maintain public order, deter criminal activity, and ensure community safety.
- Respond to calls for service, emergencies, and public safety concerns.
- Investigate complaints and incidents involving violations of City ordinances and state or federal law.
- Apprehend and arrest individuals suspected of criminal acts, following appropriate legal and procedural standards.
- Investigate traffic accidents, direct traffic, and enforce traffic and parking regulations.
- Identify and monitor recurring traffic or safety concerns and recommend corrective measures.
- Perform proactive patrol duties to detect and deter crime and maintain public visibility.

#### **Reporting and Documentation**

- Prepare detailed, accurate, and timely reports covering all phases of police activity, including arrests, incidents, and investigations.
- Collect and preserve evidence and maintain proper chain of custody.
- Act as a credible witness and provide court testimony when required.
- Maintain accurate records and documentation consistent with department standards and state law.

#### **Community Engagement and Professional Conduct**

- Maintain effective community relations and uphold a positive, professional image of the department.
- Provide assistance, education, and public information to residents, businesses, and visitors.
- Participate in community policing activities, safety presentations, and public outreach initiatives.
- Exercise sound judgment, courtesy, and fairness in dealing with the public and co-workers.

#### **Emergency and Specialized Response**

- Provide emergency response and lifesaving services such as CPR and first aid.
- Assist in animal control and related enforcement activities as assigned.



- Maintain operational readiness and proficiency with all issued equipment and weapons.
- Ensure proper maintenance and safe operation of all assigned vehicles and equipment.
- Perform all other duties as apparent or assigned.

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**Minimum Qualifications**

- Associate's or Technical degree in Law Enforcement, Criminal Justice, or a related field.
- Minnesota POST Board licensure or eligibility for licensure at time of hire.
- Valid Class D Driver's License in the State of Minnesota.
- CPR / First Responder certification.
- Training in DMT (DataMaster), SFST (Standardized Field Sobriety Testing), Firearms, and TASER operation.

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**Knowledge, Skills, and Abilities**

- General knowledge of police methods, practices, and procedures.
- Knowledge of the geography of the city and the location of key buildings and areas.
- Knowledge of department rules, regulations, and policies.
- Ability to understand and carry out oral and written instructions effectively.
- Ability to prepare clear, concise, and accurate reports.
- Ability to deal tactfully, professionally, and fairly with the public.
- Ability to analyze situations quickly and adopt reasonable and effective courses of action, especially in emergencies.
- Skill in the use of firearms, defensive tactics, and safe operation of emergency vehicles.
- Ability to establish and maintain cooperative relationships with peers, supervisors, and community members.

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**Physical Requirements**

Work requires frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds. Work regularly requires standing, walking, sitting, speaking, hearing, and repetitive motion. Work occasionally requires climbing, kneeling, crouching, or crawling. Work requires close and distance vision, color and night vision, depth perception, and peripheral vision. Vocal communication is required for conveying information and instructions accurately. Hearing is required to perceive and distinguish normal and emergency sounds. Work frequently occurs outdoors and may involve exposure to extreme weather conditions, hazardous materials, fumes, noise, and physical danger. Work may require use of specialized personal protective equipment and adherence to departmental safety protocols.

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**Special Requirements**

- Valid Class D Driver's License in the State of Minnesota.
- Minnesota POST licensure.
- CPR / First Responder certification.
- DMT, SFST, Firearms, and TASER certifications.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Police Specialist I - Police  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** Office Manager/Police Chief – Emergency Manager  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Police Specialist I provides skilled administrative and clerical support for the Big Lake Police Department. This position is responsible for performing confidential office functions, maintaining law enforcement records, processing permits, and assisting with data requests in compliance with state and departmental regulations. The Police Specialist serves as the first point of contact for the public, ensuring professional, courteous, and efficient service to citizens, officers, and partner agencies. Work requires a high degree of accuracy, discretion, and confidentiality. Work is performed under the limited supervision of the Office Manager and the Chief of Police – Emergency Manager.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Administrative and Clerical Support**

- Serve as the primary public contact for the Big Lake Police Department, greeting visitors and assisting citizens with questions or requests.
- Direct individuals to appropriate officers, staff, or external agencies as needed.
- Prepare correspondence, reports, forms, and documentation for Police Department staff and management.
- Sort, distribute, and process incoming and outgoing departmental mail.
- Assist in scheduling meetings, events, and department programs, including volunteer or community activities.
- Maintain office files, records, and supply inventories.

#### **Records and Data Management**

- Enter, verify, and maintain data in the department's Records Management System (RMS).
- Transcribe dictated reports, recorded statements, and 911 call audio for case documentation.
- Process requests for information in compliance with the Minnesota Government Data Practices Act and department policies.
- Perform background checks and criminal history inquiries for authorized agencies in accordance with Bureau of Criminal Apprehension (BCA) guidelines.
- Prepare and maintain training records, personnel certifications, and continuing education documentation for departmental staff.
- Communicate with and distribute information to authorized agencies, courts, and other law enforcement entities.
- Ensure timely entry, accuracy, and confidentiality of sensitive police records.

#### **Financial and Administrative Transactions**

- Process and receipt payments for parking fines, impound fees, fingerprint cards, and other record-related charges.
- Maintain logs of financial transactions and forward documentation to the Finance Department for processing.



- Assist with reconciliation and recordkeeping of monetary transactions and department billing as directed.

### **Permit and Program Administration**

- Process and maintain records for firearm permit applications in accordance with state law.
- Coordinate and maintain records for the Crime-Free Multi-Housing Program, ensuring compliance and communication with participating property managers.
- Confirm court dates with the Sherburne County Attorney's Office and maintain related officer court appearance records.
- Support the coordination of community events and programs, such as Salvation Army bell ringing or National Night Out.

### **Confidentiality and Compliance**

- Maintain strict confidentiality in handling sensitive law enforcement information.
- Ensure compliance with BCA, FBI, and Minnesota Data Practices requirements.
- Exercise sound judgment and discretion when managing information, documents, and communications.
- Perform related duties as apparent or assigned.

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### **Minimum Qualifications**

- High school diploma or GED.
- Coursework in administrative, clerical, or related fields.
- Moderate experience providing office support, preferably in a law enforcement or government setting.
- Proficiency in Microsoft Office software and other administrative systems.
- Ability to type accurately at a minimum of 60 words per minute.
- Equivalent combinations of education and experience may be considered.

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

- Thorough knowledge of standard office practices, recordkeeping, and clerical procedures.
- Knowledge of the Minnesota Data Practices Act and BCA criminal data procedures.
- Skill in transcribing dictated reports, recordings, and statements accurately and efficiently.
- Proficiency in Microsoft Office applications, email systems, and digital transcription equipment.
- Ability to use law enforcement databases and software to process and transmit data to the BCA.
- Strong organizational and multitasking skills with attention to detail and accuracy.
- Ability to maintain confidentiality and discretion in handling sensitive information.
- Excellent verbal and written communication skills for interacting with the public, staff, and partner agencies.
- Ability to demonstrate professionalism, tact, and empathy when dealing with distressed or upset individuals.
- Ability to prioritize work, meet deadlines, and adapt to changing priorities.
- Ability to establish and maintain cooperative and effective working relationships with officers, coworkers, and the public.

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### **Physical Requirements**

Work requires frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds. Work regularly involves sitting, speaking, hearing, and repetitive motions using hands for typing and data entry. Occasional standing, walking, stooping, or reaching may be required. Work requires standard vision for reading and data review and hearing sufficient to distinguish normal



speech and audio recordings. Work is performed primarily in an office environment with moderate noise levels (e.g., business office, occasional radio traffic).

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**Special Requirements**

- Must possess and maintain Bureau of Criminal Apprehension (BCA) certification (or ability to obtain within six months of hire) for Computerized Criminal History (CCH) access.
- Successful completion of a comprehensive background check, fingerprinting, and photograph required.
- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Police Specialist II - Police  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** Office Manager/Police Chief – Emergency Manager  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Police Specialist II performs advanced administrative and confidential work in support of the Police Department's management staff. This position provides complex clerical, records, and data processing services requiring significant accuracy, discretion, and confidentiality. Responsibilities include transcription of sensitive information, management of law enforcement data, records processing, licensing support, data requests, and community program assistance. The position serves as the primary point of contact for the public and partner agencies, representing the department with professionalism and integrity. Work is performed under the limited supervision of the Office Manager and Chief of Police – Emergency Manager.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Administrative and Records Management**

- Proofread, edit, and process police reports and maintain accurate case files within the records management system.
- Transcribe dictated reports, interviews, statements, and 911 calls containing sensitive or confidential information.
- Collect, log, and manage data from sensitive or graphic materials, ensuring confidentiality and chain of custody integrity.
- Process and track administrative citations, impound releases, and ATV registrations.
- Receipt and record funds for parking fines, fingerprinting, records requests, and other department services.
- Prepare correspondence, reports, and official documents as requested by department personnel.
- Process and fulfill data requests in compliance with the Minnesota Government Data Practices Act and department policies.
- Redact body-worn camera footage and other digital evidence using Axon redaction software to ensure compliance with data privacy standards.
- Maintain logs and databases for training, gun permits, licenses, and departmental certifications.

#### **Licensing, Backgrounds, and Legal Support**

- Conduct criminal history checks, background investigations, and data verifications for authorized purposes.
- Perform background investigations for permits and licenses, including firearms, massage, liquor, food truck, and tobacco licensing.
- Coordinate communication with the City Attorney's Office and other agencies regarding criminal and background inquiries.
- Confirm and update court dates with the Sherburne County Attorney's Office; distribute notifications of continuances and cancellations to officers.

## **Community and Departmental Support**

- Serve as the first point of contact for citizens by phone, email, or in person; provide information or direct inquiries to the appropriate personnel.
- Assist with job postings, recruitment advertising, and creation of promotional materials for department initiatives.
- Support the coordination of Police Department community engagement events and public relations activities.
- Maintain records and correspondence for the Crime Free Multi-Housing Association and assist building managers with compliance.
- Track officer overtime for statistical and budgetary reporting purposes.
- Coordinate departmental calendars, events, and volunteer programs such as Salvation Army bell ringing or community safety programs.
- Serve as a member of the Police Department's Accommodation Review Board; participate in quarterly meetings to evaluate commendations and make recognition recommendations to the Chief of Police.

## **Confidentiality and Compliance**

- Manage confidential law enforcement and personnel information with an elevated level of discretion and professionalism.
- Ensure all records and reports adhere to data classification and retention standards under federal, state, and departmental requirements.
- Maintain professional communication and confidentiality in all internal and external interactions.
- Perform related duties as apparent or assigned.

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## **Minimum Qualifications**

- Associate or Technical degree in Administrative, Legal, or related field.
- Considerable administrative experience, preferably in a law enforcement or government setting.
- Proficiency with Microsoft Office applications, spreadsheets, databases, and transcription software.
- Ability to type accurately at a minimum of sixty words per minute.
- Equivalent combinations of education and experience may be considered.

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## **Desired Qualifications**

- Bachelor's degree in administrative services, Criminal Justice, or related field.
- Previous experience performing background investigations for firearms, massage, liquor, and tobacco licensing.
- Three (3) or more years of experience providing advanced clerical support in a law enforcement or public sector environment.

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

- Comprehensive knowledge of office administration, records management, and police data systems.
- Thorough understanding of the Minnesota Government Data Practices Act and BCA data procedures.
- Skill in transcribing dictated materials accurately and efficiently.
- Proficiency in the use of word processing, spreadsheets, transcription, and database software.
- Ability to prepare accurate reports, letters, and statistical summaries.
- Effective communication skills for public contact, including handling sensitive or upset individuals with tact and professionalism.
- Ability to manage multiple priorities and adapt to changing workloads and deadlines.
- Strong attention to detail and accuracy in data entry and document preparation.



- Ability to maintain confidentiality and use sound judgment in managing sensitive information.
- Ability to establish and maintain cooperative working relationships with officers, staff, and the public.

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**Physical Requirements**

Work requires frequent exertion of up to twenty-five pounds and occasional exertion of up to fifty pounds. Work regularly involves sitting, speaking, hearing, and repetitive motion for data entry and transcription. Occasional standing, walking, and reaching are required. Work requires standard vision for reading and data review and hearing to distinguish normal speech and audio recordings. Work is typically performed in an office environment with moderate noise (e.g., conversation, radio traffic).

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**Special Requirements**

- Must possess and maintain Bureau of Criminal Apprehension (BCA) certification (or obtain within six months of hire) for access to Computerized Criminal History (CCH) systems.
- Must successfully pass a comprehensive background investigation, fingerprinting, and photograph.
- Must possess and maintain a valid Class D Driver's License in the State of Minnesota.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Police Sergeant  
**DEPARTMENT:** Police Department  
**ACCOUNTABLE TO:** Police Captain  
**JOB STATUS:** Full Time/Non-Exempt

### **Position Summary**

The Police Sergeant provides front-line supervision, leadership, and coordination of police personnel engaged in patrol, investigation, and community policing functions. The position ensures effective delivery of professional public safety services, protection of life and property, and enforcement of federal, state, and local laws. The Sergeant is responsible for mentoring, training, and evaluating assigned officers while maintaining accountability, integrity, and professionalism across assigned operations. Work is performed under the general direction of the Police Captain.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Leadership and Supervision**

- Provide supervision, direction, and leadership to officers on an assigned shift or specialized unit.
- Plan, organize, and coordinate daily patrol and enforcement activities.
- Coach, mentor, and evaluate personnel performance, ensuring compliance with department policies and professional standards.
- Assist with recruitment, selection, and onboarding of department personnel.
- Assign, direct, and inspect work; monitor performance and recommend discipline, commendation, or corrective action as appropriate.
- Ensure proper staffing levels and scheduling to meet operational needs.
- Lead by example—promoting accountability, teamwork, and integrity.

#### **Patrol and Enforcement**

- Perform all duties of a Police Officer, including enforcement of laws, prevention of crime, and protection of life and property.
- Respond to and manage complex or critical incidents; provide guidance and tactical oversight during emergencies.
- Conduct and oversee investigations of criminal activity, accidents, and incidents involving city ordinances or state law violations.
- Secure and execute search warrants, collect evidence, make arrests, and prepare detailed reports for prosecution.
- Provide courtroom testimony as required.

#### **Training, Development, and Evaluation**

- Coordinate and supervise training and professional development activities for officers.
- Assist with periodic performance evaluations and development planning.
- Ensure assigned staff maintain required certifications and operational readiness.
- Promote professional growth and encourage participation in specialized training programs.

#### **Administrative and Operational Duties**

- Prepare and review reports, case files, and correspondence for accuracy and completeness.
- Assist with the department's annual budget planning and resource allocation.

- Oversee assigned equipment and vehicle inventories; conduct inspections and maintain accountability logs.
- Participate in strategic planning and implementation of department goals and objectives.
- Assist the Police Captain and Chief of Police in developing and enforcing departmental policies, procedures, and performance standards.

### **Community Engagement and Liaison Work**

- Maintain effective working relationships with residents, businesses, and community groups.
- Provide education and outreach on crime prevention and public safety topics.
- Represent the department at meetings, public events, and in interactions with local, state, and federal agencies.
- Ensure officers engage the community in a positive, professional manner to build trust and mutual respect.

### **Other Duties**

- May serve as acting supervisor or shift commander in the absence of the Police Captain or Chief of Police.
- Perform all other duties as apparent or assigned to ensure the effective operation of the department.

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### **Minimum Qualifications**

- Associate's or Technical degree in Law Enforcement, Criminal Justice, or a related field.
- At least three (3) years of full-time law enforcement experience.
- Minnesota POST licensure.
- Valid Class D Driver's License and satisfactory driving record.
- Previous satisfactory performance evaluations.

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### **Preferred Qualifications**

- Bachelor's degree in law enforcement, Criminal Justice, or a related field.
- Formal leadership or supervisory training such as:
  - FBI-LEEDA Supervisor or Command Institute
  - Northwestern University Supervision of Police Personnel
  - MN BCA Leadership Certification
  - MN Chiefs of Police Leadership Academy
- Previous supervisory or field training officer (FTO) experience.
- Experience in a specialized or collateral assignment (investigations, K9, community engagement, etc.).

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

- Comprehensive knowledge of modern law enforcement principles, practices, and procedures.
- Thorough understanding of criminal, civil, and traffic law, as well as departmental policies and regulations.
- Strong leadership, mentoring, and interpersonal communication skills.
- Ability to analyze complex problems and make sound, timely decisions under pressure.
- Ability to maintain composure, professionalism, and fairness in high-stress or confrontational situations.
- Proficiency in firearms, defensive tactics, and the safe operation of emergency vehicles.
- Knowledge of City geography and key infrastructure.
- Ability to manage personnel, evaluate performance, and recommend appropriate corrective actions.
- Ability to develop and maintain effective working relationships with colleagues, City officials, and the public.



- Commitment to ethical conduct, accountability, and public trust.

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**Supervision of Others**

Directly supervises assigned sworn and non-sworn personnel during assigned shifts or special operations.

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**Physical Requirements**

Work requires frequent exertion of up to 50 pounds of force and occasional exertion of up to 100 pounds. Work regularly requires standing, walking, sitting, speaking, hearing, and repetitive motions. Work occasionally requires climbing, stooping, kneeling, or crawling. Requires close and distance vision, color and night vision, depth perception, and peripheral vision. Hearing and vocal communication are essential to convey and receive information accurately. Work frequently occurs outdoors in varying weather conditions and may involve exposure to hazardous materials, physical danger, or infectious substances. Protective gear and specialized equipment are required. Noise levels may range from moderate to loud (e.g., traffic, emergency response).

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**Special Requirements**

- Minnesota POST licensure.
- Valid Class D Driver's License in the State of Minnesota.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date

**POSITION TITLE:** Fleet Maintenance Worker  
**DEPARTMENT:** Public Works  
**ACCOUNTABLE TO:** Streets, Parks & Fleet Superintendent  
**JOB STATUS:** Full Time/Non-Exempt/Union Position

### **Position Summary**

The Fleet Maintenance Worker performs skilled mechanical and technical work in the preventative and emergency maintenance of all City-owned vehicles, machinery, and heavy equipment. This position ensures that City fleet assets are safe, reliable, and efficiently maintained to support all Public Works and departmental operations. Work includes performing diagnostics, mechanical repairs, welding, fabrication, and maintenance recordkeeping. The position also assists with snow removal and emergency response operations as needed. Work is performed under the limited supervision of the Streets, Parks & Fleet Superintendent.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Fleet Maintenance and Repair**

- Perform preventative and corrective maintenance on all City vehicles and equipment, including automobiles, light and heavy-duty trucks, construction equipment, agricultural machinery, and generators.
- Diagnose and repair mechanical, hydraulic, and electrical system failures on a wide range of fleet equipment.
- Perform welding, fabricating, and machining necessary for equipment maintenance and repair.
- Inspect vehicles and equipment to ensure operational safety and regulatory compliance.
- Determine when City-owned vehicles or equipment are unsafe for operation and report findings to the Superintendent.
- Maintain shop tools and equipment in safe, clean, and functional condition.

#### **Inventory and Recordkeeping**

- Maintain accurate maintenance records for all vehicles, equipment, and parts.
- Assist in managing inventory levels for shop supplies and replacement parts.
- Recommend purchases of tools, equipment, and supplies to improve efficiency and productivity.
- Ensure accurate documentation of labor, parts usage, and service activity.

#### **Operational Support**

- Respond to emergency repair callouts, including after-hours service as needed.
- Assist Public Works personnel with snow removal operations, operating commercial vehicles and equipment.
- Provide mechanical support to other departments for event setup, infrastructure maintenance, or emergency operations.
- Perform related duties as apparent or assigned.

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### **Minimum Qualifications**

- Associate or Technical degree in Maintenance Technology, Diesel Mechanics, or a related field.



- Extensive experience in fleet maintenance, welding, hydraulics, electrical systems, and equipment operation.
- Equivalent combinations of education and experience may be considered.

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**Preferred Qualifications**

- A.S.E. certifications in automotive and heavy-duty truck maintenance.
- Experience in heavy equipment repair and maintenance.
- Experience with agricultural, industrial, and large commercial trucks.
- Experience with hydraulic, welding, and electrical systems.
- Vehicle CDL inspection certificate from a vocational or technical institution.

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**Knowledge, Skills, and Abilities**

- Comprehensive knowledge of automotive and heavy equipment maintenance methods, materials, and tools.
- Thorough understanding of gasoline and diesel engine operation and repair.
- Knowledge of occupational hazards and safety practices associated with equipment repair and shop operations.
- Skill in diagnosing mechanical and electrical defects and performing high-quality repairs.
- Knowledge of welding, fabricating, and machining techniques.
- Ability to read, interpret, and apply technical manuals, schematics, and service bulletins.
- Ability to communicate clearly and work cooperatively with co-workers and other departments.
- Skill in organizing, prioritizing, and completing work independently under minimal supervision.
- Ability to maintain accurate maintenance and inventory records.
- Commitment to safety, teamwork, and efficient service delivery.

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**Physical Requirements**

Work requires the regular exertion of up to 10 pounds of force and frequent exertion of up to 50 pounds. Work regularly involves standing, lifting, reaching, and handling materials or tools. Frequent walking, pushing, pulling, and repetitive motion are required. Occasional stooping, kneeling, crawling, and climbing occur during equipment inspection and repair. Work requires close, distance, and color vision; depth perception; and hearing sufficient to detect hazards and equipment movement. Work is regularly performed in a loud, physically demanding environment with exposure to moving machinery, fumes, dust, vibration, and temperature extremes. Personal protective equipment is required.

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**Special Requirements**

- Must possess and maintain a valid Minnesota Commercial Driver's License (CDL).
- Ability to respond to emergency callouts and work overtime as required.
- Preferred A.S.E. certificates for automobiles and heavy-duty trucks.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Recreation & Communication Coordinator  
**DEPARTMENT:** Public Works - Street/Parks Division  
**ACCOUNTABLE TO:** Superintendent – Streets/Parks/Fleet  
**JOB STATUS:** Full-Time/ Non-Exempt

### **Position Summary**

The Recreation & Communication Coordinator develops, coordinates, and directs a comprehensive program of community recreation, cultural, athletic, social, and human service activities. This position is also responsible for managing the City's communications and public engagement platforms to promote community participation and awareness of City services and events. Work is performed under the limited supervision of the Streets/Parks/Fleet Superintendent. The position requires occasional evening, weekend, and holiday work to support events and activities.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Administrative and Public Communication**

- Answer incoming calls, provide information, and route inquiries appropriately.
- Greet and assist walk-in residents, vendors, and other visitors.
- Schedule inspections and coordinate with Public Works staff on work orders and repairs.
- Prepare reports, correspondence, and presentations as directed.
- Provide administrative support to the Public Works Division Superintendents.
- Respond to citizen concerns and complaints and assist with preparation of public notices and communications.

#### **Recreation and Community Programming**

- Develop, promote, organize, and lead a diversified recreation and community service program, including Movies in the Park, Farmers Market, and ECFE in the Park.
- Plan and coordinate recreational, cultural, and social programs that meet community needs.
- Coordinate with community organizations on special events such as Spud Fest, triathlons, Music in the Park, and other civic events.
- Evaluate recreation program participation, costs, and outcomes to improve service delivery.
- Oversee the use, maintenance, and scheduling of park and recreational facilities, including Lakeside Park and skating rinks.
- Develop and maintain a Capital Improvement Plan (CIP) for parks infrastructure under direction of the Superintendent.
- Identify and pursue sponsorships, grants, donations, and other funding opportunities for parks and recreation improvements.
- Serve as administrator and staff liaison to the Park Advisory Committee.

#### **City Communications and Marketing**

- Manage the City's communication platforms, including the website, newsletter, cable channel, social media accounts, and electronic signs.
- Prepare and distribute consistent and engaging public information related to City services, programs, and community events.
- Collaborate with departments to ensure messaging supports City goals and branding standards.
- Assist with development and implementation of the City's branding campaign.



- Maintain positive relationships with media and community partners to promote public engagement.
- Assist in City beautification and public art projects.

**Other Duties**

- Assist with lakeside vendor applications, special event permits, and related administrative processes.
- Participate in interdepartmental meetings and community outreach efforts.
- Perform related duties as apparent or assigned to support the City’s operations and initiatives.

**Minimum Qualifications**

- Bachelor’s degree in Parks and Recreation Management, Public Administration, Communications, or related field.
- Two or more years of experience in community recreation programming, public engagement, or event coordination, or an equivalent combination of education and experience.
- Proficiency in Microsoft Office, social media management, and website content systems.

**Knowledge, Skills, and Abilities**

- Knowledge of principles and practices of recreation programming and community engagement.
- Knowledge of applicable federal, state, and local regulations related to parks and recreation.
- Knowledge of communication and marketing best practices, including digital platforms and public outreach.
- Strong written and verbal communication skills with the ability to prepare reports, presentations, and promotional materials.
- Ability to plan, organize, and implement a variety of community programs and events.
- Ability to establish and maintain effective working relationships with elected officials, City staff, community organizations, and the public.
- Ability to manage multiple projects and meet deadlines.
- Ability to work independently and as part of a collaborative team.

**Physical Requirements**

Work involves both office and field environments. Position requires frequent standing, walking, sitting, bending, and light lifting to 20 pounds. Occasional outdoor work may involve exposure to varying weather conditions during events or site inspections. Must be able to interact with the public in a professional and courteous manner and use standard office software and communication tools effectively.

**Special Requirements**

- Valid Class D Driver’s License in the State of Minnesota.

REVIEWED BY:

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Employee

Date

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Supervisor

Date



**TITLE:** Streets/Parks Operator I - Public Works  
**DEPARTMENT:** Public Works  
**ACCOUNTABLE TO:** Superintendent – Streets/Parks  
**JOB STATUS:** Full Time/Non-Exempt Union Position

### **Position Summary**

The Streets/Parks Operator I performs intermediate skilled trades work in the construction, operation, maintenance, and repair of City facilities, streets, parks, equipment, storm sewers, and the water and wastewater systems. This position is part of the City's front-line maintenance workforce, responsible for ensuring safe, functional, and well-maintained public infrastructure and park assets. Work is performed under the limited supervision of the Streets/Parks Superintendent and/or Public Works Director.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Street and Infrastructure Maintenance**

- Perform manual labor related to construction, maintenance, and repair of City streets, curbs, sidewalks, and stormwater systems.
- Operate equipment such as loaders, dump trucks, skid steers, and compactors to assist in road and infrastructure projects.
- Perform asphalt patching, crack sealing, and concrete work related to storm sewer and street repair.
- Apply and spread blacktop, gravel, and patching materials as needed.
- Clear snow and ice from City streets, trails, sidewalks, and parking lots using commercial vehicles, light and heavy equipment, and hand tools.

#### **Parks and Grounds Maintenance**

- Maintain City parks, trails, and open spaces, including mowing, trimming, fertilizing, seeding, and weed control.
- Care for boulevard trees and roadsides using chainsaws and brush clippers.
- Perform general maintenance on playgrounds, shelters, restrooms, and other park facilities.
- Assist with City beautification, landscaping, and irrigation maintenance.
- Support seasonal and community events by setting up and maintaining park facilities.

#### **Utilities and Public Works Operations**

- Assist in maintenance and repair of the City's water and wastewater distribution systems, including lift stations, hydrants, valves, and service connections.
- Read commercial and residential water meters and record accurate data.
- Respond to utility service calls, including water quality, sewer backups, and Gopher State One Call utility locates.
- Coordinate utility projects and repairs with contractors, engineers, and other City departments.
- Perform sanitary sewer maintenance, including jetting, vacuuming, manhole rehabilitation, and odor control.

#### **Equipment and Facility Maintenance**

- Operate, inspect, and maintain Public Works equipment, vehicles, and tools to ensure safe and efficient use.



- Perform minor mechanical, electrical, and carpentry repairs on City facilities and infrastructure.
- Assist with routine building maintenance, painting, and housekeeping.
- Identify and report equipment or infrastructure needs and assist with procurement as directed.

**Other Duties**

- Maintain records and documentation related to work activities.
- Respond to emergency callouts for snow removal, flooding, or utility repairs.
- Perform all other duties as apparent or assigned to support departmental operations.

**Minimum Qualifications**

- Associate’s or Technical degree in a skilled trade, public works technology, or a related field; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities**

- General knowledge of methods, materials, tools, and equipment used in street, park, and utility maintenance.
- General knowledge of occupational hazards and standard safety practices.
- Ability to operate and maintain a variety of vehicles and equipment used in maintenance and construction work.
- Ability to read and interpret maps, blueprints, and technical documents.
- Ability to perform manual labor and physically demanding tasks for extended periods and in adverse weather.
- Ability to follow oral and written instructions and complete assigned tasks with minimal supervision.
- Ability to establish and maintain effective working relationships with City employees, elected officials, and the public.

**Physical Requirements**

Work regularly requires exertion of up to 50 pounds of force and may occasionally require up to 100 pounds. Work regularly involves standing, walking, lifting, reaching, handling, or feeling objects and equipment. Work occasionally requires climbing, balancing, stooping, kneeling, crouching, or crawling. Work requires close and distance vision, color perception, night vision, and depth perception. Work frequently occurs outdoors and involves exposure to moving mechanical parts, vibration, fumes, and extreme weather conditions. Work may expose the employee to chemicals, electrical hazards, and blood-borne pathogens. Personal protective equipment (PPE) is required. The work environment is generally loud (e.g., heavy equipment, traffic).

**Special Requirements**

- Valid Class B Commercial Driver’s License (CDL) with required endorsements, or ability to obtain within one (1) year of hire.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date

**TITLE:** Streets/Parks Operator II - Public Works  
**DEPARTMENT:** Public Works  
**ACCOUNTABLE TO:** Superintendent – Streets/Parks  
**JOB STATUS:** Full Time/Non-Exempt Union Position

### **Position Summary**

The Streets/Parks Operator II performs skilled trades work in the construction, operation, maintenance, and repair of City infrastructure, including streets, parks, storm sewers, and the water and wastewater systems. This position operates a variety of heavy and specialized equipment and serves as an experienced member of the City's maintenance team, assisting in training and guiding less experienced staff. Work is performed under the limited supervision of the Streets/Parks Superintendent and/or Public Works Director.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Street and Infrastructure Maintenance**

- Perform skilled construction, maintenance, and repair of City streets, curbs, sidewalks, and stormwater systems.
- Operate heavy and specialized equipment such as loaders, tandem dump trucks, skid steers, backhoes, jet/vac trucks, and graders.
- Perform asphalt patching, seal coating, and concrete work related to street and utility repair.
- Install, clean, and maintain catch basins, manholes, and storm sewer structures.
- Clear snow and ice from City streets, trails, sidewalks, and parking lots using commercial vehicles and heavy equipment.

#### **Parks and Grounds Maintenance**

- Maintain City parks, trails, and open spaces through mowing, trimming, fertilizing, irrigation, and weed control.
- Maintain and repair playgrounds, shelters, restrooms, and park facilities.
- Operate and maintain park maintenance equipment including mowers, tractors, and utility vehicles.
- Perform tree trimming and removal, brush cutting, and vegetation control using chainsaws and other tools.
- Assist with City beautification, landscaping, and community events such as Music in the Park, Spud Fest, and other special activities.

#### **Utilities and Public Works Operations**

- Perform maintenance and repair of the City's water and wastewater systems, including hydrants, valves, lift stations, and service lines.
- Locate and mark underground utilities; respond to Gopher State One Call requests.
- Read, record, and maintain commercial and residential water meter data.
- Respond to customer service calls related to water quality, sewer backups, and system concerns.
- Assist in coordinating utility projects and repairs with contractors, engineers, and other City departments.



### Equipment and Facility Maintenance

- Operate, inspect, and maintain heavy and specialized Public Works equipment to ensure safe and reliable operation.
- Perform minor mechanical, electrical, and carpentry repairs on City facilities and infrastructure.
- Conduct routine servicing, lubrication, and cleaning of equipment and tools.
- Identify equipment or facility maintenance needs and report or assist with repairs as directed.

### Other Duties

- Maintain accurate records and documentation of daily work activities.
- Assist in training and mentoring Streets/Parks Operator I and seasonal employees.
- Respond to emergency callouts for snow removal, flooding, or utility repairs during and outside of normal business hours.
- Perform all other duties as apparent or assigned to support departmental operations.

### Minimum Qualifications

- Associate's or Technical degree in a skilled trade, public works technology, or a related field; or an equivalent combination of education and experience.
- Valid Class A Commercial Driver's License (CDL) with required endorsements.
- Proven proficiency in operation of heavy equipment, including but not limited to:
  - Tandem axle dump trucks
  - Jet/Vac truck
  - Loaders and backhoes
  - Skid steers and tractors
  - Street sweeper
  - Bucket truck
  - Commercial mowers
- Training certificate, diploma, or demonstrated experience in one or more of the following areas:

Electrical HVAC Forestry/Landscaping	Carpentry Mechanics Welding/Fabrication	Plumbing Building Maintenance
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*At the discretion of the Public Works Director and/or Superintendent, relevant work experience may substitute for one or more of the listed certifications or licenses.*

### Knowledge, Skills, and Abilities

- Thorough knowledge of methods, materials, tools, and equipment used in street, park, and utility maintenance.
- Knowledge of occupational hazards and safety practices related to public works operations.
- Ability to operate and maintain heavy equipment and vehicles used in construction and maintenance work.
- Ability to read and interpret maps, blueprints, and technical documents.
- Ability to perform strenuous physical labor and operate equipment in varying weather and site conditions.
- Ability to work independently and collaboratively in a team environment.
- Ability to communicate effectively, follow instructions, and maintain positive relationships with coworkers, contractors, and the public.

### Physical Requirements

Work regularly requires exertion of up to 50 pounds of force and may occasionally require up to 100 pounds. Work regularly involves standing, walking, lifting, reaching, and handling equipment. Work



occasionally requires climbing, balancing, kneeling, crouching, or crawling. Work requires close and distance vision, color and depth perception, night vision, and hearing sufficient to safely perform job duties. Work frequently occurs outdoors and involves exposure to moving mechanical parts, vibration, fumes, and extreme weather conditions. Work may expose the employee to chemicals, electrical hazards, and blood-borne pathogens. Personal protective equipment (PPE) is required. The work environment is generally loud (e.g., heavy equipment, traffic).

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**Special Requirements**

- Valid Class A Commercial Driver’s License (CDL) with required endorsements.
- Ability to obtain additional certifications as required by the City or State of Minnesota.

REVIEWED BY:

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Employee

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Date

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Supervisor

\_\_\_\_\_  
Date



**TITLE:** Foreman – Streets/Parks  
**DEPARTMENT:** Public Works-Street/Parks/Fleet Division  
**ACCOUNTABLE TO:** Superintendent – Streets/Parks/Fleet  
**JOB STATUS:** Full Time/Non-Exempt – Union Position

### **Position Summary**

The Foreman – Streets/Parks performs advanced skilled trades work in the construction, operation, maintenance, and repair of City streets, parks, stormwater, and related infrastructure. This position provides daily leadership, scheduling, and oversight of assigned maintenance staff and ensures projects and operations are completed safely, efficiently, and in accordance with City standards. Work is performed under the limited supervision of the Streets/Parks/Fleet Superintendent, with continuous oversight exercised over assigned personnel.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Supervision and Leadership**

- Provide daily directions, training, scheduling, and evaluation of Streets and Parks staff.
- Ensure work assignments are completed safely, efficiently, and within established standards.
- Communicate regularly with the Superintendent regarding operations, staffing, and maintenance priorities.
- Assist with hiring, onboarding, and performance management of assigned personnel.
- Promote a positive, team-oriented work environment focused on safety and accountability.

#### **Street and Infrastructure Maintenance**

- Plan, coordinate, and perform maintenance and repair of streets, sidewalks, storm sewers, and rights-of-way.
- Operate and oversee the use of heavy equipment such as loaders, backhoes, graders, dump trucks, and jet/vac trucks.
- Assist in planning and implementing annual and seasonal street maintenance programs, including snow and ice control.
- Inspect streets, signage, and drainage systems; identify and correct deficiencies.
- Oversee materials usage, project staging, and equipment maintenance related to street operations.

#### **Parks and Grounds Maintenance**

- Oversee the daily maintenance of City parks, trails, playgrounds, open spaces, and public grounds.
- Coordinate mowing, fertilizing, seeding, tree maintenance, irrigation, and general park improvements.
- Plan and direct seasonal activities including sports field preparation, landscaping, and event support.
- Inspect Park facilities and equipment to ensure safety, cleanliness, and compliance with standards.
- Assist in the planning and implementation of park and beautification projects in coordination with the Superintendent.

## **Administrative and Technical Responsibilities**

- Assist the Superintendent in preparing annual operating budgets, capital improvement plans, and equipment replacement schedules.
- Develop and maintain work records, reports, and project documentation.
- Coordinate purchasing materials and equipment in compliance with City purchasing policies.
- Assist in preparing specifications and cost estimates for public works and park improvement projects.
- Maintain accurate inventory of vehicles, tools, and supplies within assigned areas.

## **Equipment and Facility Oversight**

- Ensure the proper use, maintenance, and repair of all vehicles, tools, and equipment within assigned work areas.
- Perform or direct minor maintenance on City facilities, including plumbing, carpentry, painting, and electrical repairs.
- Inspect and maintain irrigation systems, storm sewer infrastructure, and related assets.
- Oversee compliance with safety standards, environmental regulations, and City maintenance procedures.

## **Other Duties**

- Assist in responding to public inquiries and complaints regarding streets, parks, and maintenance operations.
- Respond to emergency callouts, including snow removal and storm response.
- Perform all other duties as apparent or assigned to support departmental operations.

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## **Minimum Qualifications**

- Associate's or Technical degree in public works, construction management, or a related field, and extensive experience in parks and street maintenance, including supervision; or an equivalent combination of education and experience.
- Valid Class A Commercial Driver's License (CDL) with required endorsements.

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

- Advanced knowledge of construction and maintenance practices related to streets, parks, stormwater, and utilities.
- Strong understanding of public works safety procedures and occupational hazards.
- Skill in operating and maintaining heavy and specialized equipment.
- Ability to plan, organize, and supervise the work of others effectively.
- Ability to interpret blueprints, maps, work orders, and technical specifications.
- Knowledge of turf management, irrigation systems, and chemical application standards.
- Knowledge of water and wastewater systems, including emergency repair practices.
- Ability to communicate clearly, maintain accurate records, and prepare reports.
- Ability to foster positive working relationships with City staff, contractors, and the public.

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## **Physical Requirements**

Work regularly requires exertion of up to 50 pounds of force and may occasionally require up to 100 pounds. Work frequently involves standing, walking, lifting, reaching, handling, climbing, or balancing. Work requires close and distance vision, depth perception, color recognition, night vision, and hearing sufficient to safely perform assigned tasks. Work is performed primarily outdoors and may involve exposure to moving mechanical parts, vibration, fumes, and extreme weather conditions. Work may expose the employee to electrical hazards, chemicals, and blood-borne pathogens. Personal protective equipment (PPE) is required. The work environment is generally loud (e.g., heavy equipment, traffic).

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**Special Requirements**

- Valid Class A Commercial Driver’s License (CDL) with required endorsements.
- Certification as a “knowledgeable person” per OSHA excavation standards or ability to obtain within one (1) year of hire.
- Ability to obtain additional certifications as required by the City or State of Minnesota.

REVIEWED BY:

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Employee

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Date

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Supervisor

\_\_\_\_\_

Date



**TITLE:** Superintendent – Streets, Parks and Fleet  
**DEPARTMENT:** Public Works  
**ACCOUNTABLE TO:** City Administrator  
**JOB STATUS:** Full Time/Exempt - Executive

### **Position Summary**

The Superintendent – Streets, Parks, and Fleet perform advanced technical and administrative work overseeing the operation, maintenance, and repair of the City’s streets, parks, fleet, and related infrastructure. This position provides leadership and strategic direction to ensure safe, efficient, and high-quality public works operations and services. Work includes planning, budgeting, staffing, and oversight of all division functions. Work is performed under the general direction of the City Administrator, with administrative supervision exercised over all personnel assigned to the Streets, Parks and Fleet division.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Leadership and Administration**

- Provide professional leadership for the City’s Streets, Parks, and Fleet divisions, ensuring effective, efficient, and customer-focused operations.
- Plan, organize, and direct maintenance programs, projects, and services for City infrastructure, parks, and vehicles.
- Develop and implement policies, procedures, and work standards to ensure compliance with federal, state, and local regulations.
- Oversee personnel management activities, including recruitment, hiring, training, evaluation, discipline, and scheduling of assigned staff.
- Prepare and administer annual operating and capital budgets; monitor expenditures and identify cost-saving and performance improvement opportunities.
- Provide technical advice and recommendations to the City Administrator, City Council, and other departments regarding operations, maintenance, and infrastructure needs.

#### **Operations Management**

- Direct and coordinate the maintenance and repair of City streets, stormwater systems, parks, playgrounds, trails, and open spaces.
- Oversee all aspects of the City’s vehicle and equipment fleet, including preventive maintenance, repair schedules, replacement planning, and procurement.
- Inspect work performed by City crews, contractors, and vendors for compliance with standards, specifications, and safety requirements.
- Develop and manage maintenance schedules and ensure timely completion of projects and work orders.
- Monitor and enforce compliance with occupational safety and environmental regulations.
- Serve as the City’s lead contact for emergencies affecting public works operations, including snow and ice removal, flooding, and infrastructure failures.

#### **Financial and Strategic Planning**

- Monitor operating budgets and multi-year capital improvement and equipment replacement plans.



- Evaluate departmental performance, productivity, and service delivery effectiveness; recommend improvements to enhance efficiency and quality.
- Develop project specifications, cost estimates, and bid documents; participate in contractor selection and oversee project delivery.
- Coordinate purchasing, inventory control, and cost tracking to ensure fiscal accountability and compliance with City purchasing policies.

#### **Interdepartmental and Public Relations**

- Maintain strong working relationships with City leadership, contractors, consultants, and community organizations.
- Respond to citizen inquiries, complaints, and service requests with professionalism and courtesy.
- Represent the department at City Council meetings, intergovernmental meetings, and community events as required.
- Coordinate and collaborate with State, County, and regional agencies on maintenance and infrastructure programs.

#### **Other Duties**

- Provide technical support to other City departments as needed.
- Ensure department compliance with City policies and applicable laws.
- Respond to after-hours and emergency callouts, including during inclement weather or major infrastructure incidents.
- Perform all other duties as apparent or assigned to support the effective operation of the Public Works Department.

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#### **Minimum Qualifications**

- Associate's or Technical degree in public works management, construction technology, or a related field, and extensive experience in streets, parks, and fleet maintenance operations, including supervisory experience; or an equivalent combination of education and experience.
- Valid Class A Commercial Driver's License (CDL) with required endorsements.

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

- Comprehensive knowledge of principles, methods, and best practices in public works administration, streets, parks, and fleet management.
- Strong understanding of occupational safety regulations and environmental compliance standards.
- Knowledge of equipment, tools, and materials used in maintenance, construction, and repair operations.
- Ability to plan, organize, and supervise multiple projects and work teams simultaneously.
- Proficiency with computer software including Microsoft Word, Excel, and public works management systems.
- Ability to analyze problems, evaluate solutions, and implement effective corrective actions.
- Strong written and verbal communication skills, with the ability to prepare reports and present information clearly.
- Ability to build and maintain effective working relationships with City officials, employees, contractors, and the public.

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#### **Physical Requirements**

Work regularly requires exertion of up to 25 pounds and occasionally up to 50 pounds. Work frequently involves standing, walking, lifting, reaching, handling, and operating vehicles or



equipment.

Work occasionally requires climbing, balancing, kneeling, or crawling. Work requires sufficient visual and auditory acuity to safely perform job duties and oversee operations. Work may occur both indoors and outdoors, with exposure to moving mechanical parts, fumes, vibration, and extreme weather conditions. Personal protective equipment (PPE) is required. The work environment is generally loud (e.g., heavy equipment, traffic).

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**Special Requirements**

- Valid Class A Commercial Driver’s License (CDL) with required endorsements.
- Ability to obtain additional certifications as required by the City or State of Minnesota.
- Availability for after-hours and emergency response.

REVIEWED BY:

\_\_\_\_\_  
Employee

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Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TITLE:** Superintendent – Water/Wastewater  
**DEPARTMENT:** Public Works – Water/Wastewater  
**ACCOUNTABLE TO:** City Administrator  
**JOB STATUS:** Full Time/ Exempt – Executive

### **Position Summary**

The Superintendent – Water/Wastewater performs advanced technical and administrative work overseeing the operation, maintenance, and compliance of the City's water treatment, wastewater treatment, and distribution systems. This position provides professional leadership to ensure safe, efficient, and environmentally compliant utility services for residents and businesses. Work includes supervising staff, managing budgets, directing operations, and ensuring compliance with all applicable federal, state, and local regulations. Work is performed under the general direction of the City Administrator, with administrative oversight exercised over all personnel assigned to the Water and Wastewater Divisions.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Leadership and Administration**

- Provide professional leadership for the operation, maintenance, and compliance of the City's water and wastewater systems.
- Plan, organize, and direct daily plant and field operations, including treatment, distribution, and collection activities.
- Oversee personnel management activities including hiring, training, scheduling, evaluating, and disciplining assigned staff.
- Develop and implement policies, procedures, and maintenance standards for plant operations and system reliability.
- Prepare and administer annual operating and capital budgets; monitor expenses and recommend adjustments for efficiency and compliance.
- Coordinate the development of capital improvement and equipment replacement plans for the utilities divisions.
- Maintain open communication with the City Administrator and other departments regarding operations, regulatory issues, and staffing.

#### **Operations and Compliance**

- Direct the operation and maintenance of the City's water treatment plant, wastewater treatment plant, lift stations, wells, and collection/distribution systems.
- Ensure compliance with all Minnesota Pollution Control Agency (MPCA), Minnesota Department of Health (MDH), and Environmental Protection Agency (EPA) regulations.
- Monitor and adjust treatment processes, perform laboratory testing, and verify chemical feed rates and disinfection processes.
- Oversee sampling, testing, and reporting for water quality and effluent discharge in accordance with state and federal permits.
- Inspect, maintain, and calibrate mechanical, electrical, and instrumentation systems including pumps, motors, and control systems.

- Operate and monitor the Supervisory Control and Data Acquisition (SCADA) system for real-time process control.
- Investigate customer concerns regarding water pressure, quality, or service interruptions; coordinate corrective actions.
- Plan and direct maintenance and repair of collection and distribution infrastructure, including hydrants, valves, meters, and manholes.

### **Safety and Training**

- Develop and implement safety programs and ensure compliance with OSHA and confined space entry regulations.
- Provide and document staff safety training in accordance with City policy and regulatory requirements.
- Inspect work sites and facilities to identify potential safety or operational hazards; take corrective action as necessary.
- Oversee emergency response operations, including water main breaks, sanitary sewer overflows, and natural disasters.

### **Financial and Strategic Planning**

- Monitor and manage operating budgets and multi-year capital improvement and equipment replacement plans.
- Evaluate departmental performance, productivity, and service delivery effectiveness; recommend improvements to enhance efficiency and quality.
- Develop project specifications, cost estimates, and bid documents; participate in contractor selection and oversee project implementation.
- Coordinate purchasing, inventory control, and cost tracking to ensure fiscal accountability and compliance with City purchasing policies and State procurement standards.

### **Planning and Reporting**

- Prepare and submit operational reports, maintenance logs, and regulatory compliance documentation to appropriate agencies.
- Analyze operational data and prepare recommendations for process optimization, system upgrades, and cost savings.
- Assist in the preparation of specifications, bids, and contracts for equipment, materials, and construction projects.
- Review financial statements, activity reports, and performance data to evaluate efficiency and program outcomes.
- Attend City Council and interagency meetings as required to provide updates and technical input on utility operations.

### **Other Duties**

- Participate in community outreach efforts and provide public education regarding water conservation and environmental compliance.
- Serve as on-call contact for after-hours or emergency utility issues.
- Perform all other duties as apparent or assigned to support the effective operation of the Public Works Department.

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### **Minimum Qualifications**

- Associate's or Technical degree in water/wastewater management, environmental science, or a related field, and extensive experience in utility operations, maintenance, and staff supervision; or an equivalent combination of education and experience.
- Minnesota Class "A" Wastewater Operator License and Minnesota Class "B" Water Operator License
- Valid Class A Commercial Driver's License (CDL) with required endorsements.



- Special Engineer Boiler's license.
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### **Knowledge, Skills, and Abilities**

- Comprehensive knowledge of federal, state, and local laws, regulations, and standards governing water and wastewater treatment and distribution.
  - Thorough knowledge of principles, methods, and equipment used in the construction, maintenance, and repair of utility systems.
  - Knowledge of laboratory procedures, water quality testing, and process control instrumentation.
  - Proficiency with Supervisory Control and Data Acquisition (SCADA) and Programmable Logic Control (PLC) systems.
  - Strong analytical, organizational, and problem-solving skills.
  - Ability to plan, coordinate, and supervise complex maintenance and operational programs.
  - Ability to prepare clear, accurate technical reports and correspondence.
  - Ability to communicate effectively with elected officials, regulatory agencies, employees, and the public.
  - Ability to establish and maintain effective working relationships and foster a culture of safety and accountability.
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### **Physical Requirements**

Work regularly requires exertion of up to 25 pounds and occasionally up to 50 pounds. Work involves frequent standing, walking, bending, lifting, and handling equipment or tools. Work occasionally requires climbing, balancing, stooping, kneeling, or crawling. Work requires sufficient visual and auditory acuity to operate equipment and monitor system performance. Work may involve exposure to mechanical parts, high noise levels, vibration, chemicals, extreme temperatures, and confined spaces. Personal protective equipment (PPE) is required. The work environment varies from office and plant settings to outdoor field sites.

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### **Special Requirements**

- Minnesota Type IV Land Application Certification.
- Valid Class A Commercial Driver's License (CDL) with required endorsements.
- Completion of job-related OSHA training.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Foreman – Water/Wastewater  
**DEPARTMENT:** Public Works – Water/Wastewater division  
**ACCOUNTABLE TO:** Superintendent – Water/Wastewater  
**JOB STATUS:** Full Time/Non-Exempt Union Position

### **Position Summary**

The Foreman – Water/Wastewater performs advanced technical and supervisory work overseeing the daily maintenance and operation of the City’s water distribution and wastewater systems. This position provides hands-on leadership to assigned staff, ensuring the safe, efficient, and compliant operation of all treatment facilities, pumping systems, and infrastructure. Work is performed under the general direction of the Superintendent, with regular oversight of employees assigned to the Water Treatment Plant and Wastewater Treatment Plant.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Leadership and Supervision**

- Provide daily supervision, training, scheduling, and performance evaluation for assigned water and wastewater personnel.
- Ensure safe and efficient completion of all maintenance, repair, and operational assignments.
- Maintain open communication and consultation with the Superintendent on personnel issues, workflow, and operational priorities.
- Assist in developing work plans, project schedules, and performance standards.
- Serve as acting Superintendent during absences as assigned.

#### **Operations and Maintenance**

- Oversee operation and maintenance of water treatment and wastewater facilities, including wells, lift stations, pumps, motors, chlorinators, and chemical feed systems.
- Collect and analyze daily readings of water and wastewater systems, including flow rates, chemical usage, and equipment performance.
- Perform daily sampling and laboratory testing for parameters such as chlorine, fluoride, pH, dissolved oxygen, BOD, and suspended solids.
- Maintain chemical feed levels to meet State Department of Health requirements; prepare and submit monthly reports.
- Monitor solids in clarifiers and digesters; schedule and perform tank pumping and sludge handling as necessary.
- Operate and maintain Programmable Logic Control (PLC) and Supervisory Control and Data Acquisition (SCADA) systems.
- Maintain all water and wastewater equipment, perform minor repairs, and coordinate preventive maintenance programs.
- Respond to service calls, system alarms, and emergencies such as main breaks, sewer blockages, and weather-related events.

#### **Administrative and Technical Support**

- Assist in the preparation of specifications, bids, and cost estimates for equipment, materials, and capital projects.

- Support the Superintendent in preparing departmental budgets, including capital improvement and equipment replacement plans.
- Procure materials and supplies in accordance with City purchasing policies and track inventory and usage.
- Prepare operational and maintenance reports, performance logs, and compliance documentation as required.
- Participate in the investigation of customer complaints and implement corrective actions.
- Attend meetings, training, and safety sessions as required or assigned.

### **Safety and Compliance**

- Ensure compliance with all OSHA, MPCA, and Minnesota Department of Health Regulations related to water and wastewater operations.
- Conduct and document safety inspections and training for assigned staff.
- Maintain accurate records of sampling, testing, and regulatory compliance reporting.
- Promote and enforce safety protocols, including confined space entry, chemical handling, and equipment operation procedures.

### **Other Duties**

- Perform janitorial and groundskeeping duties as needed at facilities.
- Assist with snow plowing and other City emergency operations as required.
- Perform all other duties as apparent or assigned to support the effective operation of the Public Works Department.

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### **Minimum Qualifications**

- Associate's or Technical degree in water/wastewater management, environmental systems, or a related field, and extensive experience in water/wastewater operations, maintenance, and supervision; or an equivalent combination of education and experience.
- Possession of a Minnesota Class B Water and/or Class B Wastewater License, or ability to obtain within one (1) year of hire.
- At least five (5) years of experience in a supervisory or lead role within municipal water/wastewater operations.

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

- Thorough knowledge of applicable federal, state, and local regulations governing water and wastewater treatment, testing, and reporting.
- Thorough knowledge of the City's water distribution and wastewater collection systems.
- Strong understanding of construction, repair, and maintenance methods related to utility infrastructure.
- Proficiency in operating and maintaining mechanical, electrical, and instrumentation systems, including PLC and SCADA systems.
- Knowledge of occupational hazards and safety standards applicable to trade.
- Ability to plan, organize, and supervise staff effectively.
- Ability to interpret blueprints, schematics, and engineering diagrams.
- Strong written and verbal communication skills.
- Ability to establish and maintain positive working relationships with staff, other departments, and the public.

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### **Physical Requirements**

Work frequently requires exertion of up to 25 pounds and occasionally up to 50 pounds. Work involves frequent standing, walking, bending, lifting, and handling tools or materials. Work occasionally requires climbing, balancing, kneeling, or crawling. Work requires sufficient visual and auditory acuity



to monitor systems and operate equipment safely. Work frequently occurs near mechanical equipment and may involve exposure to vibration, loud noise, confined spaces, and outdoor weather conditions. Work may also involve contact with chemicals, electrical systems, and wastewater materials. Personal protective equipment (PPE) is required.

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**Special Requirements**

- Minnesota Class “B” Water License (or ability to obtain within one year).
- Minnesota Class “B” Wastewater License preferred.
- Valid Class A Commercial Driver’s License (CDL) in the State of Minnesota.
- Completion of job-related OSHA training.

REVIEWED BY:

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Employee

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Date

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Supervisor

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Date



**TITLE:** Water/Wastewater Operator I  
**DEPARTMENT:** Utilities  
**ACCOUNTABLE TO:** Superintendent – Water/Wastewater  
**JOB STATUS:** Full Time/Non-Exempt Union Position

### **Position Summary**

The Water/Wastewater Operator I performs intermediate technical work in the operation, maintenance, and repair of the City's water treatment plant, distribution system, wastewater treatment plant, and sewer collection systems. This position is responsible for ensuring safe and efficient operation of public utilities infrastructure, including daily monitoring, testing, and system maintenance. Work is performed under the limited supervision of the Foreman and/or Superintendent, with assignments that require technical skill, attention to detail, and compliance with all state and federal standards.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **Operations and Maintenance**

- Assist with the operation, maintenance, and repair of the water treatment and wastewater treatment plants.
- Inspect, maintain, and repair pumps, motors, valves, controls, and related mechanical systems.
- Perform preventative maintenance on distribution and collection systems, lift stations, and chemical feed equipment.
- Monitor and record water and wastewater system readings, including flow, pressure, and chemical dosage.
- Maintain and repair hydrants, meters, manholes, and service connections.
- Coordinate monthly readings of commercial and residential water meters.
- Respond to customer service requests related to water quality, usage, sewer backups, and odors.
- Perform Gopher State One Call locates for water and sewer utilities.
- Assist in the maintenance and operation of wells and lift stations to ensure proper function and reliability.

#### **Testing and Compliance**

- Collect and analyze daily water and wastewater samples; monitor and record results to maintain compliance with MPCA and MDH standards.
- Assist in maintaining fluoride, chlorine, and polyphosphate levels within state requirements.
- Document and report operational data and test results as directed.
- Support compliance with all permits and regulatory reporting requirements.

#### **Construction and Field Work**

- Assist in the construction, repair, and replacement of water and sewer mains and service lines.
- Perform tasks such as jetting, vacuuming, manhole rehabilitation, and root removal in sanitary sewer systems.

- Coordinate and communicate with contractors, engineers, homeowners, and other City departments during utility projects.
- Assist with snow removal operations using commercial vehicles, pickup trucks, and related equipment as needed.

### **Emergency Response**

- Participate in the on-call rotation and respond promptly to emergency callouts, including after-hours service disruptions, water main breaks, and sewer blockages.
- Must be able to report to work within one (1) hour of callout when on duty.
- Perform all other duties as apparent or assigned to support the continuous and safe operation of City utilities.

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### **Minimum Qualifications**

- Associate's or Technical degree in water environment technology, utilities maintenance, or a related field, and considerable experience in troubleshooting and maintaining water/wastewater systems; or an equivalent combination of education and experience.
- Possession of a Minnesota Class D Water and Class D Wastewater License, or the ability to obtain both within one (1) year of hire.

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

- Knowledge of the methods, materials, tools, and equipment used in the construction, maintenance, and repair of water distribution and wastewater systems.
- Knowledge of water and wastewater treatment processes and plant operations.
- Understanding of occupational hazards and standard safety practices in utility operations.
- Skill in operating and maintaining hand tools, power tools, and utility maintenance equipment.
- Ability to interpret blueprints, sketches, and work orders.
- Ability to identify and correct operational and mechanical issues promptly.
- Ability to maintain accurate records and prepare clear, concise reports.
- Ability to work independently and as part of a team.
- Ability to communicate effectively with supervisors, coworkers, contractors, and the public.

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### **Physical Requirements**

Work regularly requires exertion of up to 50 pounds and occasionally up to 100 pounds. Work involves frequent standing, walking, bending, lifting, and handling tools and equipment. Work occasionally requires climbing, balancing, stooping, kneeling, or crawling. Work requires sufficient visual and auditory acuity to operate equipment and monitor system performance. Work frequently occurs near moving mechanical parts and in outdoor environments, often involving exposure to noise, vibration, wet conditions, extreme temperatures, and confined spaces. Work may expose the employee to chemicals, fumes, and potential electrical hazards. Personal protective equipment (PPE) is required.

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### **Special Requirements**

- Completion of job-specific OSHA training.
- Valid Class B Commercial Driver's License (CDL) with tanker endorsement in the State of Minnesota, or ability to obtain within one (1) year of hire.



REVIEWED BY:

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Employee

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Date

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Supervisor

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Date

**TITLE:** Water/Wastewater Operator II  
**DEPARTMENT:** Utilities  
**ACCOUNTABLE TO:** Superintendent – Water/Wastewater  
**JOB STATUS:** Full Time/Non-Exempt Union Position

### **Position Summary**

The Water/Wastewater Operator II performs advanced technical and maintenance work in the operation, repair, and upkeep of the City's water treatment, wastewater treatment, and utility distribution systems. This position is responsible for ensuring the reliable and efficient delivery of safe drinking water and the effective treatment of wastewater in accordance with state and federal standards. Work is performed under the limited supervision of the Foreman and/or Superintendent, with assignments requiring independent judgment and a high level of technical skill.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Duties and Responsibilities**

#### **System Operations and Maintenance**

- Operate, maintain, and repair all facets of the water treatment and wastewater treatment systems.
- Inspect, troubleshoot, and maintain pumps, valves, meters, chemical feed systems, lift stations, and related mechanical components.
- Monitor the City's well system, record readings, and ensure all data logs are accurately maintained.
- Perform daily sampling, testing, and adjustments to ensure compliance with Minnesota Department of Health (MDH) and MPCA regulations.
- Maintain and repair the sanitary sewer collection system, including jetting, vacuuming, tree-root removal, manhole rehabilitation, and lift-station servicing.
- Perform routine and emergency maintenance on the water distribution network, including hydrant flushing, leak detection, and main repairs.
- Assist with the operation and maintenance of treatment-plant instrumentation, controls, and SCADA systems.

#### **Field Work and Customer Service**

- Coordinate monthly readings of commercial and residential meters.
- Respond to customer service requests involving water quality, usage, sewer backups, and odor complaints.
- Perform Gopher State One Call utility locates and mark underground utilities accurately.
- Coordinate utility projects with contractors, engineers, homeowners, and other City departments.

#### **Emergency Response and Support**

- Participate in on-call rotation and respond to emergency callouts, including after-hours service interruptions, water main breaks, and sewer issues.
- Must be able to report within one (1) hour when on call.
- Assist other Public Works staff during emergency operations, including snow removal.



## Recordkeeping and Reporting

- Prepare operational and maintenance reports, record water usage and wastewater flow data, and submit required documentation for regulatory compliance.
- Maintain accurate records of work performed, materials used, and equipment inspections.
- Support the Superintendent in compiling data for monthly and annual compliance reports.

## Other Duties

- Maintain tools, vehicles, and work areas in a safe and organized condition.
- Perform related tasks or special projects as assigned to support departmental operations.

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## Minimum Qualifications

- Associate's or Technical degree in water environment technology, environmental systems, or a related field; and considerable experience in water/wastewater operation, maintenance, and repair; or an equivalent combination of education and experience.
- Possession of a Minnesota Class B Water and/or Class B Wastewater License, or ability to obtain within one (1) year of hire.

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## Knowledge, Skills, and Abilities

- Thorough knowledge of water and wastewater treatment principles, equipment, and operating procedures.
- Comprehensive understanding of construction, repair, and maintenance methods for water distribution and wastewater collection systems.
- Knowledge of applicable state and federal environmental and safety regulations.
- Skill in operating and maintaining light, heavy, and specialty equipment.
- Ability to interpret blueprints, maps, and diagrams and to follow technical instructions.
- Strong mechanical aptitude and ability to detect and correct operational problems.
- Ability to maintain accurate records and prepare clear reports.
- Ability to communicate effectively and work collaboratively with staff, contractors, and the public.

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## Physical Requirements

Work frequently requires exertion of up to 50 pounds and occasionally up to 100 pounds. Work involves frequent standing, walking, bending, lifting, and reaching. Work occasionally requires climbing, balancing, kneeling, or crawling. Work requires adequate vision and hearing to operate equipment safely. Work regularly occurs outdoors and near moving mechanical parts, with exposure to vibration, fumes, humidity, extreme temperatures, and noise. Work may involve confined spaces and contact with chemicals or wastewater materials. Personal protective equipment (PPE) is required.

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## Special Requirements

- Completion of job-specific OSHA training.
- Valid Class B Commercial Driver's License (CDL) with tanker endorsement and air-brake qualification, or ability to obtain within one (1) year of hire.

REVIEWED BY:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

January 2026



CITY OF  
**Big  
Lake**  
LIVE BIG!

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