



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Jennifer Schembri
Matt Loesch
Jim Shannon

SUBJECT: SEE BELOW

DATE: May 23, 2024

Approved

Date

5/23/24

SUBJECT: APPROVAL OF THE TERMS OF SIDE LETTER AGREEMENT WITH ASSOCIATION OF MAINTENANCE SUPERVISORY PERSONNEL AND AMENDMENTS TO THE CITY PAY PLAN

RECOMMENDATION

Adopt a resolution to:

- (a) Approve the terms of a Side Letter Agreement between the City and the Association of Maintenance Supervisory Personnel (AMSP), IFPTE, Local 21 to provide employees in the Air Conditioning Supervisor (3161) classification with an approximate 9.00% pensionable pay increase effective the first full pay period after this agreement is signed by all parties and has been approved by the City Council.
- (b) Amend the City of San José Pay Plan effective June 4, 2024 to create the following classifications:
 - (1) Heating, Ventilation, Air Conditioning (HVAC) Controls Technician (3165) with a pensionable salary range of \$111,342.40 - \$135,470.40 annually.
 - (2) Senior Crime and Intelligence Data Technician (1192) with a pensionable salary range of \$73,798.40 - \$89,918.40 annually.
- (c) Amend the City of San José Pay Plan effective June 23, 2024 to increase the annual salary range of the classification of Air Conditioning Supervisor (3161) to \$118,435.20 - \$144,352.00.
- (d) Approve the following position changes in the Public Works Department, effective June 4, 2024:
 - (1) Delete 1.0 Network Engineer; and
 - (2) Add 1.0 HVAC Controls Technician.

SUMMARY AND OUTCOME

If the above recommendations are approved, the City of San José Pay Plan will be amended to add HVAC Controls Technician (3165) and Senior Crime and Intelligence Data Technician (1192) classifications. Adoption of the resolution will also approve a Side Letter Agreement between the City and AMSP to allow for an approximate 9.00% pensionable pay increase for the Air Conditioning Supervisor (3161) classification. Further, the City of San José's Pay Plan will be amended to change the salary ranges for the Air Conditioning Supervisor (3161) classification in accordance with the terms of the Side Letter Agreement.

The recommendation would also delete 1.0 Network Engineer position and add 1.0 HVAC Controls Technician position in the Public Works Department.

BACKGROUND

The City of San José Pay Plan must be amended by a City Council resolution when new job classifications are added or deleted, or salaries are revised. The City Pay Plan reflects all job classification and compensation changes made through a City Council resolution. The City of San José Pay Plan is on file in the Human Resources Department and is published on the City's internet and intranet sites.

ANALYSIS

HVAC Controls Technician

At the request of the Public Works Department, the Human Resources Department is creating a new classification titled Heating, Ventilation, and Air Conditioning (HVAC) Controls Technician (**Attachment A**). This classification will be responsible for supporting heating, ventilation, and air conditioning controls systems across various City facilities, support local/wide area networks with multiple servers and network segments, and perform system administration and system maintenance. The Public Works Department had previously utilized the Network Engineer classification; however, this posed recruitment challenges in identifying candidates with an HVAC background and experience needed to supplement the network expertise. In addition, the Network Engineer classification requires certifications that are not relevant to the work required of an HVAC Controls Technician. The creation of this classification also enables retention of qualified staff that bring HVAC systems and controls experience that are common to large buildings.

The HVAC Controls Technician classification is recommended to have an annual pensionable pay range of \$111,342.40 - \$135,470.40. This classification requires technical expertise in

operating, troubleshooting, installing, maintaining, and repairing HVAC systems and controls. This includes specific experience and knowledge in direct digital controls for HVAC systems.

The Public Works Department currently has one incumbent and one vacant position in the Network Engineer classification that are utilized to perform the work of HVAC Controls Technicians. Upon creation of the HVAC Controls Technician classification, the incumbent will be reallocated to the newly created classification. This memorandum also recommends deleting the existing vacant Network Engineer position and adding one new HVAC Controls Technician position in the Public Works Department.

Air Conditioning Supervisor

The City identified that the Air Conditioning Supervisor classification would experience salary compaction if the HVAC Controls Technician classification in the Public Works Department is approved by City Council. On May 10, 2024, the City and AMSP agreed to the terms of a Side Letter Agreement (**Attachment B**) that would provide an approximate 9.00% salary adjustment for the Air Conditioning Supervisor classification. The terms of the Side Letter Agreement will maintain an acceptable salary differential between successive classifications, and based on the current organizational structure, will not require adjustments to any additional classifications. As these classifications are represented by AMSP, they will continue to receive a 5% ongoing non-pensionable compensation increase based on their pensionable rate of pay.

Senior Crime and Intelligence Data Technician

At the request of the Police Department, the Human Resources Department is creating a new classification titled Senior Crime and Intelligence Data Technician (**Attachment C**). This classification will be responsible for serving as a lead subject matter expert in focused reporting for the Crime Analysis Unit, ensuring compliance with focused, incident-based reporting requirements, and supervising the current Crime and Intelligence Data Technicians within the unit. In recent years, there has been a growing demand for increased emphasis on data-driven decision-making from all levels (local, state, and federal) and for focused reporting on special interest topics such as hate crime, homicide, sideshows, and other significant events. With the increased need for focused reporting, the maintenance of our data is critical to the Police Department's ability to provide reports at these levels and respond to inquiries.

Currently, the Crime Analysis Unit has three Crime and Intelligence Data Technicians. Creating a Senior Crime and Intelligence Data Technician position will allow the City to achieve the focused reporting needed with a knowledgeable staff member who can devote the necessary time to maintain these specific records.

The proposed annual pensionable salary range of \$73,798.40 – \$89,918.40 for the Senior Crime and Intelligence Data Technician is approximately 13% higher than the lower-level classification of Crime and Intelligence Data Technician.

EVALUATION AND FOLLOW-UP

No further follow-up with the City Council related to this action is anticipated at this time.

COST SUMMARY/IMPLICATIONS

The proposed HVAC Controls Technician classification is a specific Public Works Department classification responsible for HVAC controls systems across various City facilities. The Public Works Department currently has one incumbent and one vacant position in the Network Engineer classification that will be moved to the HVAC Controls Technician classification. There are no estimated additional costs with the creation of this new classification or with the addition of the new HVAC Controls Technician position, since the salary range of the HVAC Controls Technician is lower than the Network Engineer classification in that it does not include an additional five percent (5%) ongoing non-pensionable pay.

The estimated additional ongoing cost associated with the AMSP Side Letter Agreement related to the Air Conditioning Supervisor is approximately \$33,000, of which approximately \$14,000 is in the General Fund. It is anticipated that the costs in 2023-2024 and 2024-2025 will be absorbed, to the extent possible, within the department's existing budget. The ongoing costs will be included in the annual development of the Base Budget.

The proposed Senior Crime and Intelligence Data Technician classification is a specific Police Department classification which serves as the primary resource in focused reporting for the Crime Analysis Unit, ensuring compliance with the focused, incident-based reporting requirements. There is no estimated additional cost in Fiscal Year 2023-2024 with the creation of this new classification, though adding this position to the Police Department could be considered as part of a future budget process.

COORDINATION

This memorandum was coordinated with the City Attorney's Office and the San José Police Department.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the June 4, 2024 City Council meeting.

HONORABLE MAYOR AND CITY COUNCIL

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COMMISSION RECOMMENDATION AND INPUT

Revisions to the Pay Plan for classified positions are reported to the Civil Service Commission for filing at the first regularly scheduled meeting following City Council action.

CEQA

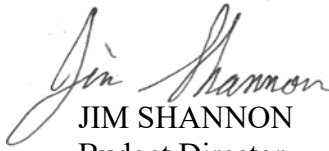
Not a Project, File No. PP17-008, General Procedure and Policy Making resulting in no changes to the physical environment.

PUBLIC SUBSIDY REPORTING

This item does not include a public subsidy as defined in section 53083 or 53083.1 of the California Government Code or the City's Open Government Resolution.

/s/
JENNIFER SCHEMBRI
Director of Employee Relations
Director of Human Resources

/s/
MATT LOESCH
Public Works Director


JIM SHANNON
Budget Director

The principal authors of this memorandum are Santa Barota, Senior Analyst, and Marcela Bolanos, Program Manager, Human Resources Department. For questions, please contact Linh Le, Employment Division Manager, Human Resources Department, at linh.le@sanjoseca.gov or (408) 535-5652.

ATTACHMENTS:

ATTACHMENT A - HVAC Controls Technician

ATTACHMENT B – AMSP Side Letter Agreement

ATTACHMENT C – Senior Crime and Intelligence Data Technician

City of San José
CLASS SPECIFICATION

**Title: Heating, Ventilation, Air Conditioning (HVAC) Controls Technician
(3165)**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Public Works	Varies	Non-exempt

CLASS SUMMARY

Under general supervision, supports Heating, Ventilation, Air Conditioning (HVAC) controls systems across various City facilities, supports local/wide area networks with multiple servers and network segments, and performs system administration and system maintenance. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a journey-level class responsible for installing, maintaining, system programming, diagnosing, repairing, and planning of a variety of boilers and heating, refrigeration, ventilating, and cooling control systems and equipment, including hardware and software, used in large and small buildings. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class differs from Air Conditioning Mechanics in that the Air Conditioning Mechanics perform technical work in the installation, operation, adjustment, troubleshooting, and maintenance of heating, ventilating, refrigeration/cooling systems, and auxiliary equipment.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [G.E.D.] Test or California Proficiency Certificate) AND three (3) years of increasingly responsible experience in operating, troubleshooting, installing, maintaining, and repairing HVAC systems and controls such as LON/BACnet which are common to large buildings. A minimum of one (1) year of experience must have been maintaining direct digital controls for HVAC systems.

Acceptable Substitution

Completion of an associate degree in Air Conditioning/Refrigeration Technology, Heating Ventilation and Air Conditioning/Refrigeration, or closely related field from an accredited college or vocational/trade school may be substituted for up to two (2) years of the required experience. There will be no substitution for the one (1) year experience maintaining direct digital controls for HVAC systems.

Required Licensing (such as driver's license, certifications, etc.)

Possession of a valid driver's license authorizing operation of a motor vehicle in the State of California.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical

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**Title: Heating, Ventilation, Air Conditioning (HVAC) Controls Technician
 (3165)**

principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations, including:

- Knowledge of:
 - HVAC Equipment and theory;
 - HVAC Controls software and work order system programs;
 - HVAC Controls and ability to write control logic;
 - Digital and analog points as it relates to HVAC Equipment;
 - Back up control software on respective servers;
 - I.P. addresses and ports;
 - Automatic controls and thermostats;
 - Principles of closed-loop heating and cooling systems and fundamentals of air movement, air distribution, and refrigerants.
- Ability to:
 - Read construction drawings and electrical schematics;
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Analytical Thinking – Approaching a problem or situation by using a logical, systematic, sequential approach.
- Collaboration - Develops networks and builds alliances; engages in cross-functional activities.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Project Management - Ensures support for projects and implements agency goals and strategic objectives.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.

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(3165)**

A valid universal certificate for handling refrigerants under the Code of Federal Regulations as administered by the Environmental Protection Agency is desirable.

Knowledge of:

- Fire alarm systems and how they integrate with the building automation system.

Ability to:

- Complete field engineering programming and commissioning using preferred approach standards as necessary independently.
- Research and select control system peripherals and end devices.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Ensures scope compliance by reading and interpreting project construction drawings and specifications. Ensures conformance to HVAC/R codes and regulations, including but not limited to applicable California building, electrical, mechanical, and plumbing codes, Cal/OSHA Construction Safety Orders, and California Code of Regulations - Industrial Relations.	Daily
2.	Performs hardware installation, software programming, diagnosis, and repair of DDC type systems.	Daily/Several Times
3.	Performs modification of previously produced controls designs to reflect field changes made during the implementation process (As-Built drawings).	Daily/Several Times
4.	Utilizes methods, practices, and tools used in the operation, repair, and maintenance of a variety of boilers and heating, refrigeration, ventilating, and cooling systems and equipment used in large and small buildings.	Daily/Several Times
5.	Assist with construction/remodel plan review of upcoming projects of the HVAC systems.	Weekly
6.	Startup and commission of building automation and controls systems, as well as startup, test and make modifications in the software platform, download software control logic into a controller and/or database	Weekly
7.	Collaborates with other members of the project team to identify additional options for the customer (e.g., Energy Efficiency Equipment Interface and Value Engineering).	Weekly
8.	Communicate effectively with all other project team members concerning problems, obstacles, issues, and information needs from the field and will submit daily and/or weekly summary of work reports to the project team leadership.	Weekly
9.	Develops and maintains internal project construction schedules relative to our scope of work utilizing third-party software programs, such as MS Project.	As Required
10.	Manage time and cost budgets for assigned project tasks.	As Required
11.	Train and mentor Air Conditioning Mechanics of fundamental day-to-day operations.	As Required

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CLASS SPECIFICATION

**Title: Heating, Ventilation, Air Conditioning (HVAC) Controls Technician
(3165)**

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
12.	Keep required records using standard office computer equipment and software.	As Required
13.	Performs other related work as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- communicate in person and over the telephone or radio;
- maintain professional demeanor during interactions with staff, customers and the public.

When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- read printed materials and a computer screen;
- be exposed to moderate noise levels and controlled temperature conditions.

When assigned to fieldwork, possess ability to:

- Maintain strength, stamina, and mobility to perform medium to heavy physical work; lift, carry, push, and pull materials and objects averaging a weight of 15 pounds in all cases with the use of proper equipment;
- identify problems or hazards, work in confined spaces and around machines, and climb/descend ladders;
- operate, inspect, and repair varied hand and power tools and construction equipment;
- operate a motor vehicle and visit various City sites;
- be exposed to unpredictable working conditions including but not limited to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards.

CLASSIFICATION HISTORY *Created 05/24*

ATTACHMENT B

SIDE LETTER AGREEMENT

BETWEEN
THE CITY OF SAN JOSE
AND
THE ASSOCIATION OF MAINTENANCE SUPERVISORY PERSONNEL, IFPTE, LOCAL 21 (AMSP)

BASE PAY INCREASE – AIR CONDITIONING SUPERVISOR

Effective the first full pay period after this agreement is signed by all parties below and approved by City Council in open session, employees in the classifications listed below shall receive the following special pensionable base pay increase:

Classification	Pensionable Increase
Air Conditioning Supervisor (3161)	9.00%

This will result in an increase to the top and bottom of the salary range of employees in the classification noted above.

This side letter agreement shall become effective on the first full pay period after this agreement has been signed by all parties below and approved by the City Council in open session.

For Employer:
City of San Jose



Jennifer Schembri
Director of Employee Relations
Director of Human Resources

5/10/2024


Date

For Union:
CAMP



Jesse Perez
President, AMSP

5/9/24
Date



Krista De La Torre
Business Representative, IFPTE, Local 21

5/09/2024
Date

City of San José
CLASS SPECIFICATION

Title: Senior Crime and Intelligence Data Technician (1192)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police Department	Varies	Non-exempt

CLASS SUMMARY

Under general supervision, is responsible for paraprofessional administrative and technical work in the Police Department. Collects, reviews, and compiles crime data used in law enforcement, administration, operation, and management. Provides technical support to the Crime Analysis Unit; serves as the primary resource in focused reporting for the unit and ensures compliance with the focused, incident-based reporting requirements. Conducts data analysis and quality control of Uniform Crime Reporting (UCR) to ensure adherence to regulations. Supervises and provides guidance to Crime and Intelligence Data Technicians. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a paraprofessional classification within the Crime and Intelligence Data Technician series which serves as a subject matter expert in Uniform Crime Reporting and other statistical reporting. Responsible for system maintenance and staying up-to-date on applicable laws, rules and regulations for purposes of compliance. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class differs from the Crime and Intelligence Data Technician in that the latter does not have supervisory responsibilities and performs less complex work.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

Completion of high school or equivalent such as General Education Diploma (GED) or California Proficiency, AND three (3) years of experience performing specialized clerical work involving the receipt, filing, retrieving, reporting, and processing of records on criminal justice activities, including two (2) years of experience with Uniform Crime Reporting or equivalent such as Summary Reporting System and National Incident Based Reporting System.

Acceptable Substitution

None.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.

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Title: Senior Crime and Intelligence Data Technician (1192)

- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Flexibility – Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Problem Solving – Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.
- Multi-Tasking – Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

- Analytical Thinking – Approaching a problem or situation by using a logical, systematic, sequential approach.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Compiles and prepares data for departmental use; reviews documents for accuracy and/or content; makes, analyzes, and prepares reports; prepares and presents a variety of materials; abstracts written materials; performs statistical and clerical work.	Daily/Several Times
2.	Prepares and drafts more complex memorandums and reports, meeting notes and other documents; answers correspondence, prepares summaries of records, minutes, and other documents; compares a variety of documents such as month end submittals to DOJ and FBI to check for arithmetical accuracy and general completeness.	Daily/Several Times
3.	Establishes ongoing communication with personnel in other units to obtain pertinent and timely information.	Daily
4.	Works within mandated deadlines; tracks reporting status, assesses deficiencies and possible delays.	Daily

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CLASS SPECIFICATION

Title: Senior Crime and Intelligence Data Technician (1192)

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
5.	Oversees the maintenance of files, ensuring that complex filing systems and procedures are updated and in compliance with policy, including retention control procedures and automated recordkeeping systems; maintains and updates files, forms, records, and documents, such as those of a legal or technical nature;	Daily
6.	Supervises clerical or technical personnel in administrative support functions as assigned. May provide lead direction and training to support staff by assigning, reviewing and providing feedback on tasks.	Daily
7.	Responsible for coordinating and assigning Public Records Act requests regarding crime statistics.	Weekly
8.	Coordinates the preparation and final submission of official crime statistics to the Department of Justice (DOJ) per the Federal Bureau of Investigations' (FBI), Uniform Crime Reporting (UCR) Program, as mandated by the State of California.	Intermittent
9.	Codes items for posting, entering or listing; makes arithmetical calculations; maintains diversified records; prepares and distributes a variety of documents with legal implications and deadlines.	Intermittent
10.	Develop procedural manual and apprise staff of updates, DOJ mandates, and departmental policies and practices through oral and written communications and provide any necessary training.	Intermittent
11.	Coordinates and presents various trainings to department staff on mandatory Department of Justice Crime Statistics and functions relevant to the unit.	Intermittent
12.	Reviews crime reports and determines proper crime classification according to state and federal guidelines; applies quality control measures to ensure accuracy of data entered into the Records Management System (RMS).	As Required
13.	Performs other related work as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;

City of San José
CLASS SPECIFICATION

Title: Senior Crime and Intelligence Data Technician (1192)

- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY *Created 05/24*