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To: City Council of Windsor Heights
From: Kevin Paulsen
Date: November 11, 2015
Subject: Agreement on Survey and Peer City matches

Project Request

We are requesting agreement on the following 1) published compensation survey matches and 2) peer city matches for the ongoing compensation study.

Project Objectives

The primary objective of this project is to:

- Provide compensation market data that relates to the organization size, geographic market area, and responsibilities for selected positions
- Provide recommendations for changes to compensation levels and market adjustments
- Provide recommendations for compensation ranges for each role
- Review and provide recommendations for changes to the current performance management process.
- Offer changes to the performance evaluation template and scoring system to more effectively connect pay levels with individual performance results

Published Sources – Market Comparison

When market pricing roles against the external market, our philosophy at Verisight has been to assemble data from multiple published survey sources to identify competitive compensation levels. These surveys are compiled by reputable consulting organizations or government agencies and data is always acquired from company leadership rather than incumbents or recruiters. We typically utilize industry, state and national survey sources which will encompass hundreds of comparable organizations and incumbents. With a large pool of comparables our analysis creates a high level of validity in the findings.

In our market pricing process, we select compensation data for positions which were comparable to those within the City. Job definitions in the surveys were compared with the City's roles to match with the respective survey position descriptions. Our focus is on the duties, educational requirements, relevant experience and responsibilities that are integral to each role. While we consider job titles as an indicator we place the greatest emphasis on the areas mentioned earlier. The attachment contains the survey sources and job comparisons we are suggesting for comparison to current roles at the City of Windsor Heights.



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Peer Cities – Market Comparison

To better understand compensation levels with municipalities in Iowa and nearby states, a peer group will be analyzed with primary emphasis on municipalities of similar population and services offered. The following is the Primary Peer Group we are suggesting for comparison to current roles at the City of Windsor Heights:

- City of North Liberty, IA
- City of Grimes, IA
- City of Hiawatha, IA
- City of Nevada, IA
- City of Mt Pleasant, IA
- City of Carlisle, IA
- City of Norwalk, IA
- City of Mt Horeb, WI
- City of Ralston, NE
- City of Highwood, IL



City of Windsor Heights Survey Descriptors

Job Title: Admin Support/Code Enforcement

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 20200 Survey Job Title: Administrative Assistant II (Senior)
Provides general secretarial and administrative support to a department or group of professionals under general supervision. Performs work that is varied and generally administrative or project oriented. Requires a broad understanding of organization operations, organizational procedures, and personnel. Handles confidential and sensitive material. Makes some independent decisions regarding planning, organizing, and scheduling work. Associate's degree required and five years experience.
- 2.) Survey: CompData Benchmark Pro - National
Ref #: 25640 Survey Job Title: Permit Coordinator
Informs applicants about permit requirements such as inspections, fees, and documentation. Reviews applications for completeness and routes paperwork for approval. Issues permits in compliance with set policies and procedures. Maintains records on status of permits. High school education or equivalent required and two years of experience. JOB FAMILY: General Office.
- 3.) Survey: ERI
Ref #: 4003 Survey Job Title: Administrative Assistant
Supports an organization or department by performing administrative services. Assists management with administrative tasks such as tracking and compiling information of interest. Prepares various reports detailing the administrative information handled by the position. Reads and answers correspondence. May handle confidential information.
NOTE: This is not a secretarial position.
- 4.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 43-6014 Survey Job Title: Secretaries and Administrative Assistants
Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Excludes legal, medical, and executive secretaries.
- 5.) Survey: Mercer Metro Benchmark - North Central
Ref #: 220.108.420 Survey Job Title: Administrative Assistant - Experienced
Primary responsibility is delivering administrative assistance in day-to-day job. Administer general business office activities. Such activities are clerical in nature and may include mail, word processing, filing, order processing, telephone answering and stationery supplies. Work within well-established guidelines. Typically requires a high school education or equivalent and two to four years of experience. JOB FAMILY: Administration. LEVEL: 42. CAREER STREAM: Para-Professional. CAREER LEVEL: Experienced. CAREER STREAM & LEVEL DEFINITION: Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.



City of Windsor Heights
Survey Descriptors

Job Title: Admin Support/Code Enforcement

6.) Survey: Towers Watson CSR Office and Business Support

Ref #: AAS041-U2 Survey Job Title: Secretarial/Administrative Assistance - U2 - Intermediate

DISCIPLINE: Secretarial/Administrative Assistance. Provides secretarial/administrative support to nonexecutive employees or groups in the organization. Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc. Receives, screens and directs incoming calls, visitors, mail and email. Maintains files, records, calendars and diaries. May arrange business travel, coordinate meeting arrangements, and/or track expenses.

LEVEL: Business Support U2 - Intermediate. Has developed knowledge and skills through formal training or considerable work experience. Entry level often for those with work experience in the skill area. Works within established procedures with a moderate degree of supervision. Identifies the problem and all relevant issues in straightforward situations, assesses each using standard procedures, and makes sound decisions.



City of Windsor Heights Survey Descriptors

Job Title: Administrative Support Clerk

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 20200 Survey Job Title: Administrative Assistant II (Senior)
Provides general secretarial and administrative support to a department or group of professionals under general supervision. Performs work that is varied and generally administrative or project oriented. Requires a broad understanding of organization operations, organizational procedures, and personnel. Handles confidential and sensitive material. Makes some independent decisions regarding planning, organizing, and scheduling work. Associate's degree required and five years experience.
- 2.) Survey: ERI
Ref #: 4003 Survey Job Title: Administrative Assistant
Supports an organization or department by performing administrative services. Assists management with administrative tasks such as tracking and compiling information of interest. Prepares various reports detailing the administrative information handled by the position. Reads and answers correspondence. May handle confidential information. NOTE: This is not a secretarial position.
- 3.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 43-6014 Survey Job Title: Secretaries and Administrative Assistants
Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Excludes legal, medical, and executive secretaries.
- 4.) Survey: Mercer Metro Benchmark - North Central
Ref #: 220.108.420 Survey Job Title: Administrative Assistant - Experienced
Primary responsibility is delivering administrative assistance in day-to day job. Administer general business office activities. Such activities are clerical in nature and may include mail, word processing, filing, order processing, telephone answering and stationery supplies. Work within well-established guidelines. Typically requires a high school education or equivalent and two to four years of experience. Frequently reports to a department manager. JOB FAMILY: Administration. CAREER STREAM: Para-Professional. CAREER LEVEL: Experienced. CAREER STREAM & LEVEL DEFINITION: Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.
- 5.) Survey: Mercer Metro Benchmark - North Central - Revised
Ref #: 220.108.414 Survey Job Title: File Clerk - Senior
Under general supervision, performs routine sorting, filing, and cross referencing of materials and documents in an established filing system. Maintains and updates files according to standard procedures. May distribute mail, retrieve and deliver files, and copy documents. May train lower level file clerks. Typically requires four or more years of experience. JOB FAMILY: Administration. LEVEL: 41. CAREER STREAM: Para-Professional. CAREER LEVEL: Senior. CAREER STREAM & LEVEL DEFINITION: Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other para-professionals.



City of Windsor Heights
Survey Descriptors

Job Title: Administrative Support Clerk

6.) Survey: Towers Watson CSR Office and Business Support

Ref #: AAS041-U2 Survey Job Title: Secretarial/Administrative Assistance - U2 - Intermediate

DISCIPLINE: Secretarial/Administrative Assistance. Provides secretarial/administrative support to nonexecutive employees or groups in the organization. Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc. Receives, screens and directs incoming calls, visitors, mail and email. Maintains files, records, calendars and diaries. May arrange business travel, coordinate meeting arrangements, and/or track expenses.

LEVEL: Business Support U2 - Intermediate. Has developed knowledge and skills through formal training or considerable work experience. Entry level often for those with work experience in the skill area. Works within established procedures with a moderate degree of supervision. Identifies the problem and all relevant issues in straightforward situations, assesses each using standard procedures, and makes sound decisions.



City of Windsor Heights Survey Descriptors

Job Title: Chief of Police and Fire Services

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 57500 Survey Job Title: Security Director
Plans, organizes, and directs the activities involved in the preservation of the organization's security. Ensures state and local ordinances are maintained relating to the prevention of crime, traffic, and parking regulations and that effective security services are used. Advises on and interprets policies, procedures, and regulations. Develops staffing and training schedules. Develops emergency and contingency plans. Bachelor's degree required and seven years experience.
- 2.) Survey: Towers Watson CSR Supervisory & Middle Management
Ref #: AAY-M3 Survey Job Title: Security - M3 - Senior Manager
FUNCTION: Security. Protects the organization's employees, properties and all items of value on the organization's premises from any preventable harm or danger. LEVEL: Supervisory/Management M3 - Senior Manager. Provides leadership to managers, supervisors and/or professional staff. Is accountable for the performance and results of multiple related units. Develops departmental plans, including business, production and/or organizational priorities. Controls resources and policy formation in area of responsibility. Decisions are guided by resource availability and functional objectives.



City of Windsor Heights Survey Descriptors

Job Title: City Administrator

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 9500 Survey Job Title: Vice President
Directs and coordinates activities in one or more departments through subordinate managers/directors. Participates in formulating and administering organization policies. Develops long-range goals and objectives. Analyzes costs, activities, operations, and forecasts data to determine departmental or divisional progress toward stated goals. Master's degree preferred with extensive experience.

- 2.) Survey: ERI
Ref #: 1 Survey Job Title: Chief Executive Officer
Plans, develops, establishes, and oversees interpretation and implementation of policies and objectives of organization in accordance with board directives and corporation charter. Responsible for the profitability of the entire organization. Holds position of the top executive and principal organization leader in the organization. This position is distinguished from others in that it is the top ranking executive and, in most cases, is the highest paid executive in the organization.

- Ref #: 2 Survey Job Title: Chief Operating Officer
Heads, plans, oversees, and coordinates the entire operation of an organization toward the achievement of established policies, goals, and operating objectives. Collaborates in the planning and formulation of organization policies and practices. Oversees the design, operation, and improvement of the system that creates and delivers the organization's products or services. Oversees and adjusts organization's processes and operations as necessary to ensure efficient and effective execution of policies and procedures. This position is nearly always the second highest paid position in the organization.

- Ref #: 35 Survey Job Title: Operations Director
Directs, develops, implements, publicizes, and administers operations strategies and objectives to ensure the achievement of organization's goals and objectives. Directs the operations function in conjunction with business growth, introduction of new operational systems, meeting organizational financial objectives, and meeting organizational goals in relation to safety, quality, and timely delivery of products or services. Assists with development of organization's policies, practices, and attainment of operating goals, while maintaining some management responsibility.



City of Windsor Heights Survey Descriptors

Job Title: Communications Coordinator - Deputy City Clerk

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 83800 Survey Job Title: Marketing Coordinator
Coordinates marketing of a product or business. May coordinate customer events and trade shows including the advertising, direct mail, printing, customer event, and/or trade show materials. Establishes and maintains vendor, distributor, and customer relations. Bachelor's degree in marketing, advertising, or business administration required.

- 2.) Survey: ERI
Ref #: 3323 Survey Job Title: Marketing Coordinator
Leads the coordination of marketing and sales management and execution of product lines, including pricing, promotion, new product support, distribution, budgeting, sales support, and special projects. Assists in the development and implementation of annual marketing plans and programs.

Ref #: 9710 Survey Job Title: Web Content Specialist
Creates, compiles, delivers, and sustains quality and consistent content for websites based on management priorities, policy directives, and goals. Creates Internet applications, enhancements, and modifications to the website. Monitors web usage and provides statistics for management reporting. Ensures the website design and content meets the organization standards.

- 3.) Survey: Mercer Metro Benchmark - North Central
Ref #: 410.444.350 Survey Job Title: Advertising / Marketing Communications Professional - Experienced
Plan, develop, and execute promotional campaigns that inform the organization's target market of the merits of purchasing its products and services. These campaigns may include trade exhibitions; direct mailing; telemarketing; seminars; store signs and billboards; and print, television, film, and radio advertising. Research, write, design, and edit sales collateral that is effective and appropriate for the intended audience. Arrange for this material to be economically published and distributed. Collateral may include training and selling aids, telemarketing scripts, advertising copy, brochures, catalogues, display advertising, technical instructions, fact sheets, and information booklets. Organize and attend seminars, trade shows, industry exhibitions, and other events so that potential customers have an opportunity to learn about the organization and its products and services. Liaise with external vendors and agencies (for example printers, event organizers, graphic designers, advertising agencies, media outlets) to ensure that their work meets the organization's requirements, deadlines, and budget. Typically requires a Bachelor's Degree and one to four years of experience. Frequently reports to a Marketing Manager or Advertising / Marketing Communications Manager. JOB FAMILY: Marketing. LEVEL: 35. CAREER STREAM: Professional. CAREER LEVEL: Experienced. CAREER STREAM & LEVEL DEFINITION: Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.



City of Windsor Heights Survey Descriptors

Job Title: Communications Coordinator - Deputy City Clerk

4.) Survey: Towers Watson CSR Marketing and Communications

Ref #: AMK020-P1 Survey Job Title: Marketing Communications - P1 - Entry

DISCIPLINE: Marketing Communications. Coordinates the development of marketing communications materials by creative design and creative writing services to effectively represent the products, services, brands and/or the organization to customers and prospects. Applies various communication strategies to create an impression, raise awareness, and encourage a preference and response by the target audience for the organization and its products, services, and brands. Develops and coordinates multimedia packages (e.g., letters, brochures, video, point-of-purchase displays). May involve use of sponsorship, events and sales promotions. LEVEL: Professional P1 - Entry. Performs routine assignments in the entry level of the Professional Career Band. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

Ref #: AMK112-P1 Survey Job Title: Social Media Marketing - P1 - Entry

DISCIPLINE: Social Media Marketing. Plans and implements marketing strategies and campaigns through social media optimization (SMO). Builds brand identification through penetration of online social media. Solicits, creates and posts content that attracts attention and encourages readers to share it with their social networks. Establishes and maintains relationships with social network members, bloggers and the online community. Participates in building websites that include integration points to various social networking and micro blogging sites and tools. LEVEL: Professional P1 - Entry. Performs routine assignments in the entry level of the Professional Career Band. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.



City of Windsor Heights Survey Descriptors

Job Title: Director of Planning Development Marketing

- 1.) Survey: ERI
Ref #: 44689 Survey Job Title: City Planning Engineer
Plans and develops short- and long-term comprehensive programs and plans for development, growth, revitalization, and utilization of land and physical facilities of cities, counties, and metropolitan areas to maximize quality of life for the community and its residents. Collects and analyzes data on economic, social, and physical factors affecting land use, projects future community needs, and prepares or requisitions graphic and narrative reports on data.
 - 2.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 19-3051 Survey Job Title: Urban and Regional Planners
Develop comprehensive plans and programs for use of land and physical facilities of jurisdictions, such as towns, cities, counties, and metropolitan areas.
 - 3.) Survey: Towers Watson CSR Supervisory & Middle Management
Ref #: ACA020-M1 Survey Job Title: Community Affairs/Relations - M1 - Supervisor
DISCIPLINE: Community Affairs/Relations. Develops and maintains a favorable relationship with the surrounding community. Develops and coordinates programs to promote good will by disseminating information to the community and soliciting feedback from residents. Organizes and supports employee volunteer programs and coordinates with local groups. May participate in the organization's charitable giving programs as they affect community initiatives. May represent the organization at community gatherings or forums. LEVEL: Supervisory/Management M1 - Supervisor. Coordinates and supervises the daily activities of business or technical support or production team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not spend more than 20% of time performing the work supervised.
- Ref #: ARE-M1 Survey Job Title: Real Estate and Facilities - M1 - Supervisor
FUNCTION: Real Estate and Facilities. Plans, controls and directs real estate activities such as site location and acquisition, right-of-way negotiation, building and land acquisition and disposition, space leasing, property management, and maintenance of properties. LEVEL: Supervisory/Management M1 - Supervisor. Coordinates and supervises the daily activities of business or technical support or production team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not spend more than 20% of time performing the work supervised.



City of Windsor Heights Survey Descriptors

Job Title: Director of Public Services

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 40925 Survey Job Title: Facilities Manager
Manages and coordinates activities of personnel engaged in maintaining the physical plant. Establishes standards for work and equipment use and maintenance. Bachelor's degree required and three years experience.
- 2.) Survey: ERI
Ref #: 62783 Survey Job Title: Facilities and Building Manager
Manages, plans, and coordinates, through staff of skilled, semiskilled, and unskilled trade personnel, activities concerned with the operation, repair, maintenance, and construction of facilities, equipment, buildings, and grounds to minimize interruption and improve efficiency. Plans and oversees such matters as design and development of plant facilities, formulation of operating rules, regulations, and procedures. Develops procedures for use in event of accidents, fires, or other emergencies. Inspects plant facilities or reviews inspection reports, to determine repairs, replacement, or improvements required. Hires, trains, and supervises building service personnel. Assigns workers to duties such as maintenance, Repair, or renovation and may obtain bids for additional work from outside contractors.
- 3.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: Nov-21 Survey Job Title: Construction Managers
Plan, direct, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems. Participate in the conceptual development of a construction project and oversee its organization, scheduling, budgeting, and implementation. Includes managers in specialized construction fields, such as carpentry or plumbing.
- 4.) Survey: Mercer Metro Benchmark - North Central
Ref #: 800.928.220 Survey Job Title: Facility Office Manager
Responsible for recommending, planning, and executing site space-plan changes. Oversees and plans annual facility spending for office services, building and grounds maintenance, and facility expansion or improvement projects. Plans, organizes, schedules, and directs the design, maintenance, construction, renovation, and repair of organization facilities. Develops plans and programs that meet present and anticipated space and facility requirements. Monitors and inspects all buildings and equipment to ensure that utility systems are fully operational and that preventive maintenance schedules are being followed. Prepares cost estimates for building renovations or space allocations. Evaluates completed work and checks for conformance to specifications. May direct the safety and/or security functions of the facilities. Frequently reports to a Top Facilities Management Executive. JOB FAMILY: Property/Real Estate Management. LEVEL: 22. CAREER STREAM: Management. CAREER LEVEL: Manager. CAREER STREAM & LEVEL DEFINITION: Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities.
- 5.) Survey: Towers Watson CSR Supervisory & Middle Management
Ref #: ARE020-M2 Survey Job Title: Facilities Management - M2 - Manager
DISCIPLINE: Facilities Management. Ensures the optimal utilization of the organization's facilities. Assesses and evaluates the physical space requirements of the organization and recommends plans to meet needs. Ensures proper functioning of facilities through ongoing inspection and maintenance. LEVEL: Supervisory/Management M2 - Manager. Manages professional employees and/or supervisors or supervises large, complex technical or business support or production operations team(s). Is accountable for the performance and results of a team within own discipline or function. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from senior manager. Provides technical guidance to employees, colleagues and/or customers.



City of Windsor Heights Survey Descriptors

Job Title: Firefighter / Paramedic Lieutenant

- 1.) Survey: ERI
Ref #: 2951 Survey Job Title: Paramedic
Administers life support care and treats sick and injured patients in prehospital settings as authorized and directed by physician. Determines nature and extent of illness or injury to establish and prioritize medical procedures to be followed or need for additional assistance. Administers initial treatment at emergency scene and takes and records patient's vital signs. Requires emergency medical technician paramedic (EMT-P) certification.

Ref #: 1734 Survey Job Title: Safety Inspector
Inspects machinery, equipment, and working conditions in industrial or other setting to ensure compliance with OSHA regulations. Checks machines and equipment for accident prevention devices. Observes workers to determine use of prescribed safety equipment, such as glasses, helmets, goggles, respirators, and clothing. Scopes out specified areas for fire-prevention equipment and other safety and first-aid supplies. Tests working areas for noise, toxic, and other hazards, using decibel meter, gas detector, and light meter. This is a paraprofessional level and excludes Bachelor of Science degrees in engineering.
- 2.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 33-2011 Survey Job Title: Firefighters
Control and extinguish fires or respond to emergency situations where life, property, or the environment is at risk. Duties may include fire prevention, emergency medical service, hazardous material response, search and rescue, and disaster assistance.

Ref #: 33-1021 Survey Job Title: First Line Supervisors of Fire Fighting and Prevention Workers
Directly supervise and coordinate activities of workers engaged in fire fighting and fire prevention and control.
- 3.) Survey: Iowa Hospital Association Staff
Ref #: 44 Survey Job Title: EMERGENCY MEDICAL CARE PROVIDER (EMT-PARAMEDIC)
Performs specialized life sustaining procedures in a hospital-based advanced care ambulance service. Responsible for providing immediate emergency care and transport of the critically ill or injured under direction of medical control physician. Levels of training: an individual who has successfully completed, as a minimum, the 1985 Emergency Medical Technician-Paramedic national standard curriculum, or the 1999 Emergency Medical Technician-Intermediate national standard curriculum, passed the board's approved written and practical examinations, and is currently certified by the board as an EMT-P.
- 4.) Survey: Mercer IHN - Healthcare Provider Indiv Contributors
Ref #: 5265 Survey Job Title: Paramedic
Determines the nature and extent of the patient's condition while trying to ascertain whether the patient has pre-existing medical problems. Treats patients with minor injuries on the scene of an accident or at their home before or instead of transporting them to a medical facility. Emergency treatments for more complicated problems are carried out under the direction of medical doctors by radio preceding or during transport. Requires certification as an EMT-Paramedic. FAMILY: Emergency Medical/Transport.



City of Windsor Heights
Survey Descriptors

Job Title: Firefighter / Paramedic Lieutenant

5.) Survey: Towers Watson Health Care Clinical and Professional

Ref #: 8256-All Survey Job Title: Paramedic - All Levels

Accompanies ambulance drivers on calls. Renders emergency first aid, such as bandaging and splinting, to injured or ill patients. Applies artificial respiration or administers oxygen in cases of suffocation and asphyxiation. Administers antiseptic solution to prevent infection until patient can receive professional care. Starts and administers intravenous fluids. Assists in lifting patient onto wheeled cart or stretcher and into and out of ambulance. May aid physicians during emergency situations.



City of Windsor Heights Survey Descriptors

Job Title: Parks and Special Events Coordinator

- 1.) Survey: ERI
Ref #: 2749 Survey Job Title: Recreation Supervisor
Supervises and coordinates activities of paid and volunteer recreation service personnel in public department, voluntary agency, or similar type facility, such as community centers or swimming pools. Develops and promotes recreation program, including music, dance, arts and crafts, cultural arts, nature study, swimming, social recreation and games, or camping.
- 2.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 13-1121 Survey Job Title: Meeting, Convention and Event Planners
Coordinate activities of staff, convention personnel, or clients to make arrangements for group meetings, events, or conventions.
- 3.) Survey: Mercer Sales
Ref #: 220.452.340 Survey Job Title: Events Planner
JOB FAMILY: Administration. CAREER STREAM: Professional. CAREER LEVEL: Senior. CAREER STREAM & LEVEL DEFINITION: Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Under general direction, organizes and plans logistics (e.g., facility selection, menu planning, transportation arrangements, and audio/visual equipment) for organization meetings and special events. Ensures protocol is followed. Frequently reports to a Special Events Director.
- 4.) Survey: PRM Not for Profit
Ref #: 77 Survey Job Title: Meetings Planner
Coordinates the registration, logistics and travel arrangements for the organization's national convention and other major meetings/events. Works with vendors to ensure that convention and meetings/events needs are met.
- 5.) Survey: Towers Watson CSR Office and Business Support
Ref #: AMK100-U2 Survey Job Title: Trade Shows/Events - U2 - Intermediate
DISCIPLINE: Trade Shows/Events. Plans, develops and manages marketing events (e.g., trade shows, conventions, sales meetings) for internal and/or external clients. Coordinates customer invitation solicitations, advanced and onsite registration, and post-event follow-up and evaluations. Researches available venues and recommends event sites; investigates, selects, negotiates and manages services with vendors including catering and event support. Prepares budgets and forecasts, and compiles summaries of total event costs, cost-per-contact, audience profiles, and attendees' comments. LEVEL: Business Support U2 - Intermediate. Has developed knowledge and skills through formal training or considerable work experience. Entry level often for those with work experience in the skill area. Works within established procedures with a moderate degree of supervision. Identifies the problem and all relevant issues in straightforward situations, assesses each using standard procedures, and makes sound decisions.



City of Windsor Heights Survey Descriptors

Job Title: Police Captain

- 1.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 33-1012 Survey Job Title: First Line Supervisors of Police and Detectives
Directly supervise and coordinate activities of members of police force.
- 2.) Survey: Towers Watson CSR Information Technology
Ref #: AIT020-M1 Survey Job Title: IT Help Desk Support - M1 - Supervisor
DISCIPLINE: IT Help Desk Support. Provides technical support to the organization's internal users of computer applications and hardware (e.g., PCs, servers, mainframes). Answers questions regarding system procedures, online transactions, systems status and downtime procedures, and is typically located within a call center. Collaborates with network services, software systems engineering and/or application development in order to restore service and/or identify problems. Maintains a troubleshooting tracking log ensuring timely resolution of problems. LEVEL: Supervisory/Management M1 - Supervisor. Coordinates and supervises the daily activities of business or technical support or production team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not spend more than 20% of time performing the work supervised.
- 3.) Survey: Towers Watson CSR Supervisory & Middle Management
Ref #: AAY-M2 Survey Job Title: Security - M2 - Manager
FUNCTION: Security. Protects the organization's employees, properties and all items of value on the organization's premises from any preventable harm or danger. LEVEL: Supervisory/Management M2 - Manager. Manages professional employees and/or supervisors or supervises large, complex technical or business support or production operations team(s). Is accountable for the performance and results of a team within own discipline or function. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from senior manager. Provides technical guidance to employees, colleagues and/or customers.

Ref #: AAY002-M2 Survey Job Title: Security Armed - M2 - Manager
DISCIPLINE: Security Armed. Guards property against damage, fire, theft, trespassing and illegal entry. Makes periodic tours about buildings and grounds, examining doors, windows and gates to ensure that they are properly secured. Ensures identification of employees or visitors by fingerprinting, photographing, interviewing and preparing badges. Investigates disturbances, may serve as liaison with police, and in the event of an emergency, maintains order and safety of personnel. Holds a valid firearms license and carries a firearm at all times when on duty. LEVEL: Supervisory/Management M2 - Manager. Manages professional employees and/or supervisors or supervises large, complex technical or business support or production operations team(s). Is accountable for the performance and results of a team within own discipline or function. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from senior manager. Provides technical guidance to employees, colleagues and/or customers.



City of Windsor Heights Survey Descriptors

Job Title: Police Lieutenant

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 57300 Survey Job Title: Security Supervisor
Oversees building security at a facility. Supervises security officers, prepares and maintains shift work schedules, reviews and conducts thorough incident investigations, trains security staff, and assists in operational policy development.
- 2.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 33-3051 Survey Job Title: Police and Sheriff's Patrol Officers
Maintain order and protect life and property by enforcing local, tribal, State, or Federal laws and ordinances. Perform a combination of the following duties: patrol a specific area; direct traffic; issue traffic summonses; investigate accidents; apprehend and arrest suspects, or serve legal processes of courts.
- 3.) Survey: Towers Watson CSR Office and Business Support
Ref #: AAY002-U4 Survey Job Title: Security Armed - U4 - Lead
DISCIPLINE: Security Armed. Guards property against damage, fire, theft, trespassing and illegal entry. Makes periodic tours about buildings and grounds, examining doors, windows and gates to ensure that they are properly secured. Ensures identification of employees or visitors by fingerprinting, photographing, interviewing and preparing badges. Investigates disturbances, may serve as liaison with police, and in the event of an emergency, maintains order and safety of personnel. Holds a valid firearms license and carries a firearm at all times when on duty. LEVEL: Business Support U4 - Lead. Has developed expertise in a variety of work processes or activities typically developed through a combination of job-related training and considerable on-the-job experience. Typically acts as a lead, coordinating the work of others but not a supervisor. Works autonomously within established procedures and practices. Anticipates patterns and links; looks beyond the immediate problem to the wider implications. Generates new and innovative solutions to complex problems.



City of Windsor Heights Survey Descriptors

Job Title: Public Safety/Firefighter/EMT

- 1.) Survey: ERI
Ref #: 59542 Survey Job Title: EMT
Cares for and transports sick or injured patients to medical facility, working as member of emergency medical team. Responds to instructions from emergency medical dispatcher, and drives specially equipped emergency vehicle to specified location. Monitors communication equipment to maintain contact with dispatcher. Removes or assists in removal of victims from scene of accident or catastrophe. Determines nature and extent of illness or injury, or magnitude of catastrophe, to establish first aid procedures to be followed or need for additional assistance, basing decisions on statements of people involved, examination of victim or victims, and knowledge of emergency medical practice. Administers prescribed first-aid treatment at site of emergency, or in specially equipped vehicle, performing such activities as application of splints, administration of oxygen or intravenous injections, treatment of minor wounds or abrasions, or administration of artificial resuscitation. This position requires certification as an EMT.

Ref #: 1734 Survey Job Title: Safety Inspector
Inspects machinery, equipment, and working conditions in industrial or other setting to ensure compliance with OSHA regulations. Checks machines and equipment for accident prevention devices. Observes workers to determine use of prescribed safety equipment, such as glasses, helmets, goggles, respirators, and clothing. Scopes out specified areas for fire-prevention equipment and other safety and first-aid supplies. Tests working areas for noise, toxic, and other hazards, using decibel meter, gas detector, and light meter. This is a paraprofessional level and excludes Bachelor of Science degrees in engineering.
- 2.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 33-2011 Survey Job Title: Firefighters
Control and extinguish fires or respond to emergency situations where life, property, or the environment is at risk. Duties may include fire prevention, emergency medical service, hazardous material response, search and rescue, and disaster assistance.
- 3.) Survey: Mercer IHN - Healthcare Provider Indiv Contributors
Ref #: 5260 Survey Job Title: Emergency Medical Technician (EMT)
Determines the nature and extent of the patient's condition while trying to ascertain whether the patient has pre-existing medical problems. Provides appropriate emergency care and transports the patient when necessary. Requires certification as an EMT.



City of Windsor Heights Survey Descriptors

Job Title: Public Safety/Firefighter/Paramedic

- 1.) Survey: ERI
Ref #: 2951 Survey Job Title: Paramedic
Administers life support care and treats sick and injured patients in prehospital settings as authorized and directed by physician. Determines nature and extent of illness or injury to establish and prioritize medical procedures to be followed or need for additional assistance. Administers initial treatment at emergency scene and takes and records patient's vital signs. Requires emergency medical technician paramedic (EMT-P) certification.

Ref #: 1734 Survey Job Title: Safety Inspector
Inspects machinery, equipment, and working conditions in industrial or other setting to ensure compliance with OSHA regulations. Checks machines and equipment for accident prevention devices. Observes workers to determine use of prescribed safety equipment, such as glasses, helmets, goggles, respirators, and clothing. Scopes out specified areas for fire-prevention equipment and other safety and first-aid supplies. Tests working areas for noise, toxic, and other hazards, using decibel meter, gas detector, and light meter. This is a paraprofessional level and excludes Bachelor of Science degrees in engineering.
- 2.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 33-2011 Survey Job Title: Firefighters
Control and extinguish fires or respond to emergency situations where life, property, or the environment is at risk. Duties may include fire prevention, emergency medical service, hazardous material response, search and rescue, and disaster assistance.
- 3.) Survey: Mercer IHN - Healthcare Provider Indiv Contributors
Ref #: 5265 Survey Job Title: Paramedic
Determines the nature and extent of the patient's condition while trying to ascertain whether the patient has pre-existing medical problems. Treats patients with minor injuries on the scene of an accident or at their home before or instead of transporting them to a medical facility. Emergency treatments for more complicated problems are carried out under the direction of medical doctors by radio preceding or during transport. Requires certification as an EMT-Paramedic.
- 4.) Survey: Towers Watson Health Care Clinical and Professional
Ref #: 8256-All Survey Job Title: Paramedic - All Levels
Accompanies ambulance drivers on calls. Renders emergency first aid, such as bandaging and splinting, to injured or ill patients. Applies artificial respiration or administers oxygen in cases of suffocation and asphyxiation. Administers antiseptic solution to prevent infection until patient can receive professional care. Starts and administers intravenous fluids. Assists in lifting patient onto wheeled cart or stretcher and into and out of ambulance. May aid physicians during emergency situations.



City of Windsor Heights Survey Descriptors

Job Title: Public Works Crew Chief

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 40930 Survey Job Title: Facilities Supervisor
Supervises day-to-day activities and staff of the facilities maintenance programs. High school education or equivalent required and one year experience.

Ref #: 45000 Survey Job Title: Maintenance Supervisor I
Supervises and trains skilled and unskilled staff in the maintenance of buildings, grounds, and equipment. Receives work priorities from a higher level manager. Delegates assignments to ensure timely and efficient completion of projects. Recommends or initiates personnel actions and administers organization's policies for the department. High school education or equivalent required and three years experience.
- 2.) Survey: ERI
Ref #: 62784 Survey Job Title: Facilities and Building Supervisor
Supervises and coordinates activities of skilled trades workers engaged in maintaining and repairing equipment, structures, utility systems, buildings, and grounds. Develops work schedules and gives work assignments to subordinates.
- 3.) Survey: Mercer Metro Benchmark - North Central
Ref #: 550.684.240 Survey Job Title: Repair & Maintenance Supervisor
Coordinate the day-to-day activities of maintenance workers to ensure that production equipment, machinery, or instruments function reliably and safely and that facilities, buildings, and plants are in good working order. Inspect completed work to check that repairs have been completed correctly and that machinery and equipment conform to specifications and safety standards. Monitor the condition of maintenance equipment, materials, parts, and tools that are used by maintenance workers in their day-to-day activities. Coach and mentor maintenance staff and assist them to diagnose more complex problems with machinery or equipment problems. Prioritize and assign tasks so that the team's resources are used effectively and that work schedules and targets are met. Train new workers in the organization's operating procedures and standards. Typically requires technical training and six years of experience, including supervision. Frequently reports to a Repair & Maintenance Engineering Manager. JOB FAMILY: Repair and Maintenance. LEVEL: 24. CAREER STREAM: Management. CAREER LEVEL: Team Leader (Para-Professionals). CAREER STREAM & LEVEL DEFINITION: Leads/supervises a team of two or more para-professionals; first level manager of a work team that comprises para-professionals. Typically without budget or hire/fire authority. Focuses on mentoring, coaching, and coordination.
- 4.) Survey: Towers Watson CSR Supervisory & Middle Management
Ref #: AZU010-M1 Survey Job Title: Maintenance - M1 - Supervisor
DISCIPLINE: Maintenance. Performs miscellaneous manual labor activities (e.g., sweeping and cleaning floors and work areas, picking up papers and refuse from grounds, assisting in the handling of heavy materials, making minor repairs, mowing lawns, and shoveling snow). Performs janitorial activities, such as cleaning, dusting, washing windows, moving and polishing furniture and equipment. LEVEL: Supervisory/Management M1 - Supervisor. Coordinates and supervises the daily activities of business or technical support or production team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not spend more than 20% of time performing the work supervised.



City of Windsor Heights Survey Descriptors

Job Title: Public Works Laborer

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 41300 Survey Job Title: Groundskeeper
Maintains organization's property and surrounding area. Cuts grass, trims, rakes leaves, cleans area, plants flowers, and prunes trees or shrubs. Maintains driveways, parking lots, and walkways by removing debris, litter, snow, and ice. Performs routine maintenance on all equipment used. Performs routine, repetitive tasks, usually under close supervision, using standard procedures, tools, materials, equipment, or machinery. Operates industrial lawn equipment and lift 50 lbs. High school education or equivalent preferred.

Ref #: 43000 Survey Job Title: Maintenance Worker I
Prepares and performs minor preventive maintenance on a variety of uncomplicated equipment. Performs a variety of duties in and around buildings and grounds. Assists maintenance engineers and other workers with their tasks. High school education or equivalent preferred.
- 2.) Survey: ERI
Ref #: 64349 Survey Job Title: General Maintenance Worker
Keeps an organization's facilities and equipment maintained, performing a variety of duties. Performs moderately difficult work in two or more trades, such as electrician, carpenter, machinist, millwright, painter, mason, etc. This position is typically semiskilled in several trades.

Ref #: 108049 Survey Job Title: Repairer Maintenance/Utility
Repairs, installs, and maintains machinery, equipment, physical structures, and pipe and electrical systems in commercial or industrial establishments, following specifications, blueprints, manuals, and schematic drawings, using hand tools, power tools, hoist, crane, and measuring and testing instruments.
- 3.) Survey: Iowa Dept. of Economics/OES Wage Survey
Ref #: 37-3011 Survey Job Title: Landscaping and Groundskeeping Workers
Landscape or maintain grounds of property using hand or power tools or equipment. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, sprinkler installation, and installation of mortarless segmental concrete masonry wall units.
- 4.) Survey: Mercer Metro Benchmark - North Central
Ref #: 800.928.420 Survey Job Title: Groundskeeper - Experienced
Maintains facility grounds and environment in a clean, attractive, orderly, safe, and healthy condition. Under general supervision, performs general grounds work that includes seeding, mowing, trimming, raking, and planting flowers, trees, and shrubs. Mixes and applies pest control material in accordance with local and federal regulations. Removes snow from pedestrian and vehicle areas. May perform minor maintenance on roads, curbs, sidewalks, and storm drains. May operate trucks and assorted power equipment. May require horticultural training. Typically requires one to two years of experience. Frequently reports to a Repair & Maintenance Supervisor. JOB FAMILY: Property/Real Estate Management. LEVEL: 42. CAREER STREAM: Para-Professional. CAREER LEVEL: Experienced. CAREER STREAM & LEVEL DEFINITION: Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.



City of Windsor Heights Survey Descriptors

Job Title: Treasurer

- 1.) Survey: CompData Benchmark Pro - Midwest
Ref #: 11700 Survey Job Title: Accounting Supervisor
Supervises the work of accountants and accounting clerks in the maintenance and preparation of accounting ledgers, journals, and financial statements. Reviews account reconciliations, accruals, and financial statements for reasonableness and compliance with generally accepted accounting principles (GAAP). Analyzes and prepares reports as required. Possesses a thorough knowledge of GAAP, federal regulations, and organization's policies and procedures as they relate to financial statements. Bachelor's degree in accounting or finance required and four years experience.

Ref #: 12600 Survey Job Title: Accounts Payable/Receivable Supervisor
Supervises the accounting clerks in the payment of bills for the organization, maintenance of the accounts payable ledger, and/or the processing and correction of billing records, credit, and collection activities and maintenance of the accounts receivable ledger. Associate's degree and four years experience.
- 2.) Survey: ERI
Ref #: 1307 Survey Job Title: Accounting Supervisor (General)
Supervises and trains less complex day-to-day general accounting functions and accounting operations which include coding invoices and compilation of data for various accounting reports. Oversees preparation of accounts and reports for management, including balance sheets and income statements. Reviews vouchers, accounting documents, and records submitted by staff. Suggests improvements in accounting processes. Supervises staffs who are 100 percent nonexempt; i.e., paraprofessional and clerical accounting personnel. Excludes supervisors whose staffs consist of a mix of professional and nonexempt accounting personnel.
- 3.) Survey: Towers Watson CSR Supervisory & Middle Management
Ref #: AFB060-M1 Survey Job Title: Accounts Payable/Receivable - M1 - Supervisor
DISCIPLINE: Accounts Payable/Receivable. Prepares, records, verifies, analyzes and reports accounts payable/receivable transactions. Pays vendor invoices, and receives and posts customer payments on a timely basis. Maintains and reconciles accounts payable/receivable ledger accounts, financial statements and reports. Prepares analyses and reconciliations of bill runs to detect fraud. Ensures that transaction entry verification procedures are followed. May prepare and deliver low-volume customer billing and respond to resulting queries. LEVEL: Supervisory/Management M1 - Supervisor. Coordinates and supervises the daily activities of business or technical support or production team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not spend more than 20% of time performing the work supervised.