

**City of Saint Paul – Parks and Recreation - Operations
Arborist Job Family Competency Matrix – April 17, 2008**

(Each competency builds upon the other as the class series progresses.)

Effective Date: May 8, 2008

Classification Titles	Arborist Code: 684 EG: 06 (Salary Info) Grade: 010	Arborist Supervisor Code: 566 EG: 09 (Salary Info) Grade: 016
General Duty Statement	Performs responsible entry-level professional work in the City's arboriculture, ground maintenance, and landscaping program. Assists in designing, implementing, and maintaining the Master Street Tree Planting Plan. Provides technical assistance to forestry crews, vendors, and citizens regarding tree maintenance. Conducts tree inspections to assess state of urban forest. Helps to maintain inventory of City trees. Investigates complaints relative to the urban forest. Performs related duties as required.	Performs supervisory and professional work in the administration of the City arboriculture program, ground maintenance, and landscaping. May oversee and instruct forestry crews and supervisors in forestry maintenance or removal procedures. Designs, implements, and maintains the Master Street Tree Planting Plan, working with contractors, forestry crews, and citizens to achieve results. Conducts and ensures tree inspections to assess state of urban forest. Ensures the maintenance of a tree inventory database. Investigates complaints relative to the urban forest. Performs related duties as required.
Supervision Received	Works under the technical, general, and/or administrative supervision of a unit or division manager.	Works under the general supervision of a unit, division, or department director.
Supervision Exercised	May exercise technical supervision over lower-level support, technical, or professional staff.	Exercises general and/or technical supervision through lower-level supervisors, professional, technical, and administrative support employees.

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Shared Competencies	Arborist	Arborist Supervisor
<p>Technical Expertise, Technology Used, and Work Methods</p>	<p>Demonstrates an understanding of the full range of principles, terms, practices, and procedures involved in urban forestry programs. Demonstrates an ability to keep current with the industry. Demonstrates an ability to resolve the full range of problems associated with the work.</p> <p>Demonstrates an ability to identify and minimize basic and routine risks and liabilities associated with projects and refer potential problems or issues to an appropriate higher-level supervisor and manager.</p> <p>Demonstrates an ability to operate commonly-used office equipment and technological advances to perform work assigned. Demonstrates a good understanding of job-related software such as e-mail, work processing, spreadsheets, and database management applications.</p> <p>Demonstrates an ability to learn assigned office and department operations, policies, and procedures and impart that knowledge to others.</p>	<p>Demonstrates an expert understanding of the current organizational structure, policies, and procedures of the Division and the City. Demonstrates an expert understanding of procedures, techniques, terms, and practices for proper maintenance/management of the City’s urban forest and programs under their control.</p> <p>Demonstrates an expert understanding of the business needs of the City and the Division, its facilities, assets, and programs, and takes appropriate action to assign staff and resources needed to maintain and/or complete project and program responsibilities.</p> <p>Demonstrates an expert understanding of the most current and effective work methods and an ability to instruct others in such best practices.</p> <p>Demonstrates an ability to evaluate the work of staff, to coach and train them in a constructive way for improved performance, and to hold them accountable when work does not meet expectations.</p> <p>Demonstrates an expert ability to construct, maintain, and manage all activity budgets under their jurisdiction.</p> <p>Demonstrates a full performance understanding of the operation of maintenance equipment and tools, office equipment, and computer software. Demonstrates an ability to conduct analyses of equipment maintenance, determine replacement or procurement needs, and make appropriate recommendations. Demonstrates an ability to apply this understanding and an ability to resolve the full range of work-related challenges.</p> <p>Demonstrates an understanding and an ability to apply related laws, rules, regulations, standards, manufacturers’ specifications, policies, and procedures applicable to the work.</p> <p>Demonstrates an expert ability to identify the full range of risks and liability implications, to apply expertise in minimizing associated risks, and to refer the legal issues to a manager or the City Attorney’s Office.</p> <p>Demonstrates an ability to train others in established safety practices, proper operations and maintenance procedures, and care of equipment.</p>

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<p>Project and Program Management, Prioritization, Planning, and Finances</p>	<p>Demonstrates an ability to plan, coordinate, monitor, and lead projects. Demonstrates an ability to assist in the planning and management of projects, negotiate and meet deadlines, define, measure, and evaluate results.</p> <p>Demonstrates an ability to gather, analyze, and organize information, conduct comparative analyses, make recommendations supported by identified facts, and present clear recommendations to management.</p> <p>Demonstrates an ability to appropriately prioritize one's own work, and meet agreed upon work deadlines. Demonstrates an ability to assist others in prioritizing work and meeting deadlines. Demonstrates an ability to effectively analyze and solve the full range of problems associated with conducting research.</p> <p>Demonstrates an ability to deal effectively with conflict by maintaining poise and seeking acceptable solutions based on common goals and objectives.</p>	<p>Demonstrates an expert understanding of the priorities, goals, and objectives of the Division. Demonstrates an understanding of the Division mission and vision.</p> <p>Demonstrates an expert ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates an expert ability to independently prioritize one's own work and the work of others, including scheduling and assigning staff and resources.</p> <p>Demonstrates an expert ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with assigned work.</p> <p>Demonstrates an expert ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an expert ability to identify and resolve the most complex challenges associated with the facilities, assets, and resources under their control. Demonstrates appropriate coaching of employees in problem solving and decision making.</p> <p>Demonstrates an expert ability to plan, coordinate, monitor, and manage staff. Demonstrates an ability to develop factors for measuring success in assigned area of responsibility. Demonstrates an ability to appropriately monitor the overall distribution of projects. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates ability to direct first line supervisors, crew leaders, and other staff in providing and maintaining quality facilities, assets, and programs under their jurisdiction.</p>

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Communication	<p>Demonstrates an ability to follow routine and complex oral and written instructions.</p> <p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates an ability to write reports that can be easily understood by the reader. Demonstrates both verbal and written ability to work collaboratively with employees, associates, citizens, and other customers.</p> <p>Demonstrates effective interpersonal, public speaking, and presentation abilities. Demonstrates an ability to effectively explain codes, laws, policies, and procedures to others.</p> <p>Demonstrates an ability to educate individuals or groups on issues regarding urban forestry, and to lead meetings and effectively convey technical information.</p> <p>Demonstrates an ability to understand and respect the diversity of customers and coworkers, effectively communicating with individuals whose first language may be one other than English.</p>	<p>Demonstrates an expert ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates both verbal and written ability to work collaboratively with employees, associates, citizens, and other customers.</p> <p>Demonstrates an expert ability to consistently follow complex oral and written instructions from management staff.</p> <p>Demonstrates an ability to effectively communicate with a diverse group of employees, associates, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to coordinate and develop positive working relationships and an ability to influence internal and external customers, including vendors, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to foster two-way communication, to seek out, listen, and be open to the views or suggestions from staff, associates, and management.</p> <p>Demonstrates an expert ability to provide clear, sufficient, and timely information to staff about plans, expectations, tasks, and activities.</p> <p>Demonstrates both written and verbal ability to appropriately respond to information requests from internal and external customers in a timely manner.</p> <p>Demonstrates an expert ability to coordinate and communicate with direct supervisor/manager on a daily basis or as needed.</p> <p>Demonstrates an ability to educate individuals or groups on issues regarding urban forestry, and to lead meetings and effectively convey technical information</p>

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<p>Teamwork, Leadership, and Management</p>	<p>Demonstrates an ability to be an effective team member by accepting assignments willingly, and completing assignments within agreed upon time lines.</p> <p>Demonstrates an ability and willingness to provide help, guidance, and training to team members.</p> <p>Demonstrates effective work team leadership abilities by encouraging individual participation and creativity. Demonstrates support of others and the group decision-making process. Demonstrates an ability to effectively manage conflict.</p>	<p>Demonstrates an expert ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff supervised.</p> <p>Demonstrates an ability to create and maintain a positive working environment by sharing expertise with team members, fostering safe work practices, and developing a trusting work relationship with and among team members.</p> <p>Demonstrates a commitment to achieve a diverse work force that reflects the City as a whole. Demonstrates an ability to foster a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an expert ability to manage priorities and work performance to achieve desired results. Demonstrates an ability to compile, manage, and report data that monitors performance.</p> <p>Demonstrates an expert ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to conduct consistent, fair, and equitable performance evaluations.</p> <p>Demonstrates an ability to establish and maintain a positive working relationship with the manager and other supervisors producing consistent results, advocating for the crew when appropriate, and offering expertise to improve processes, systems, and the organization.</p> <p>Demonstrates an expert ability to lead and train others to make ethical decisions and choices, to be innovative, and challenge old ways of thought when appropriate.</p>

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Customer Service	<p>Demonstrates an understanding of unit’s mission, vision, and associated customer service standards and an ability to apply those in day-to-day operations.</p> <p>Demonstrates an understanding of who the customer is and a respect for all customers, both internal City staff and the public.</p> <p>Demonstrates an ability to respond to routine customer needs in a polite and respectful manner.</p> <p>Demonstrates an understanding of the entire system, having taken the initiative to learn about the system, and an ability to know when to refer a customer service issue to a higher-level employee.</p> <p>Demonstrates a commitment to customer service by being patient, attentive, and respectful. Demonstrates an ability to quickly respond to customer service issues that need to be directed to more knowledgeable staff members.</p> <p>Demonstrates an ability to assist in identifying and responding to the diverse customer service needs of the internal and external customers.</p> <p>Demonstrates an ability to apply knowledge of urban forestry issues and the system to address customer concerns or better direct a customer to the appropriate resources.</p> <p>Demonstrates a commitment to educate others on forestry issues and towards continuously improving customer service.</p>	<p>Demonstrates an expert understanding of the Division’s mission, vision, and associated customer service standards by working to provide a positive example in consistently working in accordance with the established standards, by suggesting and implementing improvements to the standards, and by encouraging staff to meet and exceed the standards.</p> <p>Demonstrates an expert ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from staff members or the public.</p> <p>Demonstrates an expert ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members, Demonstrates an ability to train and coach others in effective customer service strategies and encourages others to continually improve customer service.</p> <p>Demonstrates an ability to apply knowledge of urban forestry issues and the system to address customer concerns.</p>

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Requirements		
Education, Certificates, and Registrations	Arborist	Arborist Supervisor
	A Bachelor’s Degree in Forestry or a related field. Must be a certified International Society of Arboriculture (ISA) arborist. Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two-year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.	A Bachelor’s Degree in Forestry or a related field. Must be a certified International Society of Arboriculture (ISA) arborist. Must have four years of professional experience as a city arborist. Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two-year period prior to the date of appointment. Suspensions for parking-related offenses are excluded. No substitution for education.

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