



**City of Knoxville, TN**

# **2014 TOTAL COMPENSATION REPORT**

General Employees

August 8, 2014

**FINAL REPORT**

Document ID: 8008648



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## City of Knoxville, TN General Employees Total Compensation Survey Results

August 8, 2014

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# Executive Summary

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## Background

This report contains the results of the City of Knoxville 2014 General Employees Total Compensation Study, which includes information on pay ranges, pay policies, paid leave programs, and benefits offered to civilian employees as of January 1, 2014.

The primary objective of the study was to determine the City of Knoxville's market position for both pay and benefits for 76 benchmark jobs in the following 11 job families.

- Civilian Public Safety (7 jobs)
- Community Development (3 jobs)
- Finance (7 jobs)
- Fleet (5 jobs)
- General Clerical (7 jobs)
- General Service (5 jobs)
- Human Resources & Risk Management (6 jobs)
- Information Systems (6 jobs)
- Professional (8 jobs)
- Public Works (17 jobs)
- Recreation (5 jobs)

We collected and analyzed information on pay and benefits programs from the following 38 cities and 11 counties located in Tennessee and bordering states, as well as three (3) published data sources to represent the private sector.

City of Alcoa, TN	City of Kansas City, MO	City of Wilmington, NC
City of Asheville, NC	City of Kingsport, TN	City of Winston-Salem, NC
City of Athens, TN	City of Lexington - Fayette, KY	Dekalb County, GA
City of Birmingham, AL	City of Louisville, KY	Fulton County, GA
City of Bristol, TN	City of Macon, GA	Greenville County, SC
City of Cary, NC	City of Maryville, TN	Guilford County, NC
City of Charlotte, NC	City of Mobile, AL	Gwinnett County, GA
City of Chattanooga, TN	City of Nashville, TN	Hamilton County, TN
City of Clarksville, TN	City of Norfolk, VA	Knox County, TN
City of Cleveland, TN	City of Oak Ridge, TN	Mecklenburg County, NC
City of Columbia, SC	City of Pigeon Forge, TN	Montgomery County, AL
City of Columbus, GA	City of Raleigh, NC	Rutherford County, TN
City of Cookeville, TN	City of Richmond, VA	Williamson County, TN
City of Durham, NC	City of Roanoke, VA	Effective Resources, Inc. 2013
City of Farragut, TN	City of Savannah, GA	ERI Salary Assessor 2014
City of Greensboro, NC	City of Sevierville, TN	Towers Watson 2013
City of Greenville, SC	City of Springfield, MO	
City of Johnson City, TN	City of St. Louis, MO	

## Summary of Findings

### Pay Ranges Summary

Overall, we found that the City of Knoxville’s pay ranges are at market, although the City’s overall market position varies by data source, as shown in **Table 1**.

**TABLE 1**  
**OVERALL MARKET POSITION BY DATA SOURCE**  
**BASE PAY ONLY**

Data Source	Knoxville Pay Ranges as a Percent of the Market Average		
	Pay Range Minimum	Pay Range Midpoint	Pay Range Maximum
Public Sector	105%	103%	101%
Private Sector	94%	103%	109%
<b>Overall Market Average</b>	<b>100%</b>	<b>103%</b>	<b>104%</b>

Figures shown in **red** are below market (less than 95% of the market average)

Figures shown in **black** within the market range (95% to 105% of the market average)

Figures shown in **blue** are above market (more than 105% of the market average)

The City’s overall market position also varies by job family, as shown in **Table 2**.

**TABLE 2**  
**OVERALL MARKET POSITION BY JOB FAMILY**  
**BASE PAY ONLY**

Job Family	Count of Job Titles	Knoxville Pay Ranges as a Percent of the Market Average		
		Pay Range Minimum	Pay Range Midpoint	Pay Range Maximum
Civilian Public Safety	7	94%	94%	94%
Community Development	3	96%	98%	98%
Finance	7	104%	107%	109%
Fleet	5	100%	103%	104%
General Clerical	7	109%	110%	110%
General Service	5	106%	108%	110%
HR & Risk Management	6	101%	105%	107%
Information Systems	6	105%	111%	115%
Professional	8	97%	101%	102%
Public Works	17	96%	98%	99%
Recreation	5	102%	101%	100%
<b>Overall Market Average</b>	<b>76</b>	<b>100%</b>	<b>103%</b>	<b>104%</b>

Figures shown in **red** are below market (less than 95% of the market average)  
 Figures shown in **black** within the market range (95% to 105% of the market average)  
 Figures shown in **blue** are above market (more than 105% of the market average)

Further details regarding pay ranges for these jobs are shown on **Tables 9 through 12**. In addition, **Appendix B** contains detailed data associated with each rank and each peer city.

## Total Compensation Summary

On a total compensation basis, taking into consideration base pay, employer costs for health-related benefits, and retirement plan contributions, Knoxville’s market position decreases to 96% of the market average, as shown in **Table 3**. The difference is primarily because Knoxville’s retirement plan contributions are lower than the market average.

**TABLE 3**  
**OVERALL MARKET POSITION BY JOB FAMILY**  
**BASE PAY ONLY AND TOTAL COMPENSATION**

Job Family	Base Pay Only (range midpoint)	Total Compensation*
Civilian Public Safety	94%	89%
Community Development	98%	92%
Finance	107%	100%
Fleet	103%	96%
General Clerical	110%	101%
General Service	108%	99%
HR & Risk Management	105%	98%
Information Systems	111%	103%
Professional	101%	95%
Public Works	98%	92%
Recreation	101%	95%
<b>Overall Market Average</b>	<b>103%</b>	<b>96%</b>

\*Total compensation includes employer annual costs associated with base salary (at the range midpoint), health-related benefits costs, and employer normal costs for the defined benefit plan, and maximum employer contribution to any defined contribution retirement plans. Health costs are weighted based on the City of Knoxville’s medical plan enrollment distribution.

Figures shown in **red** are below market (less than 95% of the market average)

Figures shown in **black** within the market range (95% to 105% of the market average)

Figures shown in **blue** are above market (more than 105% of the market average)

See [Page 38](#) for more details on the total compensation calculations.



Naturally, we found some variations among the City’s benchmark job titles, as shown in **Table 4A and 4B**.

Looking at pay rates only, 15 of the job titles have “below market” pay rates (less than 95% of the market average midpoint), 35 of the titles are “at market” (95% to 105% of the market average) and 26 jobs are paid “above market” (more than 105% of the market average midpoint), as shown in **Table 4A**.

On a total compensation basis, 34 of the job titles have “below market” compensation (less than 95% of the market average midpoint), 31 of the titles are “at market” (95% to 105% of the market average) and 11 jobs are paid “above market” (more than 105% of the market average midpoint), as shown in **Table 4B**.

**TABLE 4A**  
**OVERALL MARKET POSITION SUMMARY BY TITLE**  
**BASE PAY ONLY**

Knoxville Pay Range Midpoints as a Percent of the Market Average					
<95% of the market average		95% to 105% of the market average		More than 105% of the market average	
Crime Scene Technician I	78%	Civil Engineer III (PE)	95%	Auto Tech II (Auto Mechanic)	106%
Crime Analyst	79%	Revenue Administrator	95%	Civil Engineering Division Manager	106%
Evidence Technician	82%	Signal Repair Technician	95%	Contract Manager	106%
Plans Examiner	82%	Accounting Technician	97%	Custodian	106%
Community Develop Project Spec	86%	Building Inspector	97%	Equipment & Supply Clerk I	106%
Coordinator of Athletic Officials	86%	Civil Engineer I	97%	Sign & Marking Supervisor	106%
Housing Rehabilitation Specialist	86%	Public Service Worker I	97%	Customer Service Representative	107%
City Court Clerk (Supervisory)	87%	Animal Control Supervisor	98%	Systems Analyst, Senior	107%
Municipal Court Administrator	89%	Civil Engineering Technician II	98%	Stormwater Engineering Div Mgr	108%
Permit Technician	89%	Equipment Operator III	98%	Benefits Coordinator	109%
Public Service Area Manager I	89%	Executive Assistant	98%	Buyer (non-professional)	109%
Human Resource Technician, Sr	92%	Animal Control Officer, Senior	99%	Recreation Area Supervisor	109%
Equipment Operator I	93%	Automotive Services Assistant II	99%	Tax Office Teller	110%
Help Desk Technician	93%	Benefits Assistant	99%	Community Develop Administrator	113%
Public Service Construction Worker	94%	City Court Assistant	99%	MIS Project Manager	113%

**TABLE 4A**  
**OVERALL MARKET POSITION SUMMARY BY TITLE**  
**BASE PAY ONLY**

<b>Knoxville Pay Range Midpoints as a Percent of the Market Average</b>				
<b>&lt;95% of the market average</b>	<b>95% to 105% of the market average</b>		<b>More than 105% of the market average</b>	
	Demolition Specialist	99%	Webmaster	113%
	Human Resource Analyst	99%	Accountant	115%
	Office Assistant II	100%	Dept Budget and Payroll Clerk	116%
	Codes Enforcement Officer	101%	Risk Manager	116%
	Equip Tech II (Heavy Equip)	101%	Urban Forester	116%
	Sign & Marking Specialist	101%	Public Information Officer (Police)	117%
	Signal Maintenance Supervisor	101%	Skilled Trades Craftsworker	118%
	Asst Recreation Program Specialist	102%	Purchasing Agent	121%
	Athletics Coordinator	102%	Network Manager	125%
	Data Entry Operator	103%	City Recorder	134%
	Claims Specialist	104%	Tree Service Technician	137%
	Garage Supervisor	104%		
	NCIC Operator	104%		
	Principal Secretary	104%		
	Staff Attorney	104%		
	Trades Craftsworker	104%		
	Mail Clerk	105%		
	Public Service Foreman I	105%		
	Recreation Center Leader	105%		
	Systems Engineer, Senior	105%		

**TABLE 4B**  
**MARKET POSITION SUMMARY BY TITLE**  
**TOTAL COMPENSATION**

Based on Knoxville Pay Range Midpoints					
<95% of the market average		95% to 105% of the market average		More than 105% of the market average	
Crime Scene Technician I	76%	Asst Recreation Program Specialist	95%	Accountant	106%
Crime Analyst	77%	Codes Enforcement Officer	95%	Community Develop Administrator	106%
Evidence Technician	79%	Data Entry Operator	95%	Dept Budget and Payroll Clerk	106%
Plans Examiner	79%	Equip Tech II (Heavy Equip)	95%	Skilled Trades Craftsworker	107%
Community Develop Project Spec	82%	Signal Maintenance Supervisor	95%	Urban Forester	107%
Coordinator of Athletic Officials	83%	Athletics Coordinator	96%	Public Information Officer (Police)	108%
Housing Rehabilitation Specialist	83%	Mail Clerk	96%	Risk Manager	108%
City Court Clerk (Supervisory)	84%	NCIC Operator	96%	Purchasing Agent	112%
Municipal Court Administrator	84%	Trades Craftsworker	96%	Network Manager	116%
Permit Technician	85%	Claims Specialist	97%	Tree Service Technician	121%
Public Service Area Manager I	85%	Custodian	97%	City Recorder	122%
Human Resource Technician, Sr	87%	Garage Supervisor	97%		
Equipment Operator I	88%	Principal Secretary	97%		
Help Desk Technician	88%	Customer Service Representative	98%		
Public Service Construction Worker	88%	Equipment & Supply Clerk I	98%		
Civil Engineer III (PE)	90%	Public Service Foreman I	98%		
Revenue Administrator	90%	Recreation Center Leader	98%		
Signal Repair Technician	90%	Sign & Marking Supervisor	98%		
Accounting Technician	91%	Staff Attorney	98%		
Public Service Worker I	91%	Systems Engineer, Senior	98%		
Animal Control Officer, Senior	92%	Auto Tech II (Auto Mechanic)	99%		
Animal Control Supervisor	92%	Civil Engineering Division Manager	99%		

**TABLE 4B**  
**MARKET POSITION SUMMARY BY TITLE**  
**TOTAL COMPENSATION**

Based on Knoxville Pay Range Midpoints				
<95% of the market average		95% to 105% of the market average		More than 105% of the market average
Building Inspector	92%	Contract Manager	99%	
Civil Engineer I	92%	Systems Analyst, Senior	100%	
Civil Engineering Technician II	92%	Benefits Coordinator	101%	
Equipment Operator III	92%	Buyer (non-professional)	101%	
Executive Assistant	92%	Recreation Area Supervisor	101%	
Automotive Services Assistant II	93%	Stormwater Engineering Div Mgr	101%	
Benefits Assistant	93%	Tax Office Teller	101%	
City Court Assistant	93%	MIS Project Manager	105%	
Demolition Specialist	93%	Webmaster	105%	
Human Resource Analyst	93%			
Office Assistant II	93%			
Sign & Marking Specialist	94%			

The remainder of this report provides further details regarding the study’s methodology and findings.

# Methodology

## Data Sources

This report includes data collected from 49 public sector peer employers located in Tennessee and bordering states (38 cities and 11 counties), as well as three (3) published data sources to represent the private sector. As shown in **Table 5** below, 23 of these entities have a smaller population than Knoxville and 26 are larger.

**TABLE 5  
PEER EMPLOYERS AND MARKET DATA SOURCES**

Data Source	2013 Population Estimate
City of Pigeon Forge, TN	6,036
City of Alcoa, TN	8,640
City of Athens, TN	13,623
City of Sevierville, TN	16,011
City of Farragut, TN	21,390
City of Bristol, TN	26,626
City of Maryville, TN	27,992
City of Oak Ridge, TN	29,419
City of Cookeville, TN	31,135
City of Cleveland, TN	42,774
City of Kingsport, TN	52,962
City of Greenville, SC	61,397
City of Johnson City, TN	65,123
City of Asheville, NC	87,236
City of Macon, GA	89,981
City of Roanoke, VA	98,465
City of Wilmington, NC	112,067
City of Columbia, SC	133,358
City of Clarksville, TN	142,357
City of Savannah, GA	142,772
City of Cary, NC	151,088
City of Springfield, MO	164,122

**TABLE 5**  
**PEER EMPLOYERS AND MARKET DATA SOURCES**

<b>Data Source</b>	<b>2013 Population Estimate</b>
City of Chattanooga, TN	173,366
<b>City of Knoxville, TN</b>	<b>183,270</b>
City of Mobile, AL	194,899
Williamson County, TN	198,901
City of Columbus, GA	202,824
City of Birmingham, AL	212,113
City of Richmond, VA	214,114
Montgomery County, AL	226,659
City of Winston-Salem, NC	236,441
City of Durham, NC	245,475
City of Norfolk, VA	246,139
City of Greensboro, NC	279,639
Rutherford County, TN	281,029
City of Lexington - Fayette, KY	308,428
City of St. Louis, MO	318,416
Hamilton County, TN	348,673
City of Raleigh, NC	431,746
Knox County, TN	444,622
City of Kansas City, MO	467,007
Greenville County, SC	474,266
Guilford County, NC	506,610
City of Louisville, KY	609,893
City of Nashville, TN	634,464
Dekalb County, GA	713,340
City of Charlotte, NC	792,862
Gwinnett County, GA	859,304
Fulton County, GA	984,293
Mecklenburg County, NC	990,977

## Published Data Sources

As a supplement to the peer employer data, we included salary information reported in the following published data sources:

### **Economic Research Institute (ERI), Salary Assessor 2014**

The ERI Salary Assessor compiles pay data from hundreds of published data sources for thousands of job titles. The database is updated quarterly and provides salary information for nearly any geographic area in the U.S. The information in this report reflects January 2014 compensation data at the 25th, 50th, and 75th percentiles, applicable to data sources and locations around Knoxville, TN.

### **Towers Watson Data Services, Compensation Surveys 2012/2013**

We compiled pay data reported by Towers Watson Data Services in their General Industry compensation surveys conducted in 2012 and 2013, reflecting the 25th, 50th, and 75th percentiles of base salaries.

### **Effective Resources, State of Tennessee Salary, Wage, & Benefits Survey 2013-2014**

The Effective Resources' State of Tennessee Salary, Wage, and Benefits Survey provides compensation data for 349 positions reported by 119 participating entities throughout the state, reflecting the average minimum, midpoint, and maximum salaries as of June 2013.

## Benchmark Job Titles

Working collaboratively with the City’s Project Team, we selected the following 76 benchmark job titles to represent the City’s variety of departments, occupational groups and pay levels among civilian positions.

**TABLE 6  
BENCHMARK JOB TITLES**

Job Family	Benchmark Title	Pay Grade	Current # of Employees
Civilian Public Safety	Animal Control Officer, Senior	4	6
Civilian Public Safety	Crime Analyst	4	2
Civilian Public Safety	Evidence Technician	4	6
Civilian Public Safety	NCIC Operator	4	10
Civilian Public Safety	Crime Scene Technician I	5	0
Civilian Public Safety	Animal Control Supervisor	6	1
Civilian Public Safety	Public Information Officer (Police)	10	1
Community Development	Housing Rehabilitation Specialist	5	0
Community Development	Community Development Project Specialist	6	1
Community Development	Community Development Administrator	11	1
Finance	Accounting Technician	4	1
Finance	Tax Office Teller	4	11
Finance	Buyer	6	1
Finance	Accountant	8	5
Finance	Contract Manager	9	1
Finance	Revenue Administrator	10	1
Finance	Purchasing Agent	11	1
Fleet	Equipment & Supply Clerk I	3	3
Fleet	Automotive Services Assistant II	4	2
Fleet	Automotive Technician II (Auto Mechanic)	6	1
Fleet	Equipment Technician II (Heavy Equipment)	6	0
Fleet	Garage Supervisor	8	3
General Clerical	Data Entry Operator	2	2
General Clerical	City Court Assistant	3	8



**TABLE 6  
BENCHMARK JOB TITLES**

<b>Job Family</b>	<b>Benchmark Title</b>	<b>Pay Grade</b>	<b>Current # of Employees</b>
General Clerical	Office Assistant II	3	21
General Clerical	Principal Secretary	5	17
General Clerical	Department Budget and Payroll Clerk	6	13
General Clerical	Executive Assistant	6	17
General Clerical	City Recorder	10	1
General Service	Custodian	1	2
General Service	Mail Clerk	2	1
General Service	Customer Service Representative	3	3
General Service	Trades Craftworker (General Maintenance)	3	13
General Service	Skilled Trades Craftworker	6	7
HR & Risk Management	Benefits Assistant	4	1
HR & Risk Management	Human Resource Technician, Senior	5	5
HR & Risk Management	Claims Specialist	6	2
HR & Risk Management	Human Resource Analyst	7	1
HR & Risk Management	Benefits Coordinator	9	1
HR & Risk Management	Risk Manager	12	1
Information Systems	Help Desk Technician	5	2
Information Systems	Systems Analyst, Senior	10	5
Information Systems	Systems Engineer, Senior	10	2
Information Systems	Webmaster	10	1
Information Systems	MIS Project Manager	12	2
Information Systems	Network Manager	13	1
Professional	City Court Clerk (Supervisory)	5	1
Professional	Civil Engineer I	8	0
Professional	Urban Forester	9	1
Professional	Civil Engineer III (PE)	10	2
Professional	Municipal Court Administrator	10	1
Professional	Civil Engineering Division Manager	12	1

**TABLE 6  
BENCHMARK JOB TITLES**

<b>Job Family</b>	<b>Benchmark Title</b>	<b>Pay Grade</b>	<b>Current # of Employees</b>
Professional	Staff Attorney	12	6
Professional	Stormwater Engineering Division Manager	12	1
Public Works	Public Service Worker I	1	44
Public Works	Equipment Operator I	3	37
Public Works	Permit Technician	3	3
Public Works	Public Service Construction Worker	3	9
Public Works	Demolition Specialist	4	2
Public Works	Sign & Marking Specialist	4	3
Public Works	Equipment Operator III	5	49
Public Works	Signal Repair Technician	5	2
Public Works	Building Inspector	6	0
Public Works	Civil Engineering Technician II	6	1
Public Works	Codes Enforcement Officer	6	1
Public Works	Plans Examiner	6	1
Public Works	Public Service Foreman I (1st Line Supervisor)	6	11
Public Works	Tree Service Technician	6	0
Public Works	Sign & Marking Supervisor	7	1
Public Works	Public Service Area Manager I	8	5
Public Works	Signal Maintenance Supervisor	8	1
Recreation	Assistant Recreation Program Specialist	4	5
Recreation	Coordinator of Athletic Officials	4	1
Recreation	Recreation Center Leader	5	17
Recreation	Athletics Coordinator	7	1
Recreation	Recreation Area Supervisor	7	2
<b>TOTAL</b>			<b>396</b>

## Data Adjustments

### Geographic Adjustments

To adjust for **geographic differences in the Cost-of-Labor** between the peer locations and Knoxville, we used the Cost-of-Labor differentials reported by the Economic Research Institute (ERI) as of January 2014.

It is important to note that the Cost-of-Labor differentials do not necessarily reflect cost-of-living differences. ERI has found that cost-of-living differences (which reflect the supply and demand for goods and services) are not a good predictor of salary levels. In other words, while the cost of housing (or other goods and services) in Knoxville may differ from the cost of housing in another city by a certain percentage, the prevailing salaries may not differ by the same percentage. ERI emphasizes that – for adjusting salaries in a market study such as this one – the Cost of Labor differentials provide a more accurate method of determining whether employers are paying a competitive wage appropriate to a given geographic area.

The geographic adjustments we applied are shown in **Table 7**. A **negative** adjustment means that the cost of labor in a comparator city is higher than in Knoxville. For example, the cost of labor in Richmond is 8.9% higher than in Knoxville. Conversely, a **positive** adjustment means that the cost of labor in a comparator city is lower than in Knoxville. For example, the Cost-of-Labor in the Cleveland, TN is 1.1% lower than in Knoxville. On average, the market data was reduced by 2.7% due to geographic differences.

**TABLE 7**  
**GEOGRAPHIC ADJUSTMENTS**

Data Source and Location	Geographic Adjustment
City of Alcoa, TN	0.0%
City of Asheville, NC	0.8%
City of Athens, TN	2.5%
City of Birmingham, AL	-4.4%
City of Bristol, TN	3.5%
City of Cary, NC	-8.1%
City of Charlotte, NC	-6.9%
City of Chattanooga, TN	0.2%
City of Clarksville, TN	0.9%
City of Cleveland, TN	1.1%

**TABLE 7**  
**GEOGRAPHIC ADJUSTMENTS**

Data Source and Location	Geographic Adjustment
City of Columbia, SC	-2.0%
City of Columbus, GA	-1.6%
City of Cookeville, TN	8.2%
City of Durham, NC	-8.1%
City of Farragut, TN	0.0%
City of Greensboro, NC	-4.7%
City of Greenville, SC	-1.7%
City of Johnson City, TN	3.8%
City of Kansas City, MO	-8.4%
City of Kingsport, TN	3.8%
City of Lexington - Fayette, KY	0.3%
City of Louisville, KY	-4.0%
City of Macon, GA	-2.6%
City of Maryville, TN	0.0%
City of Mobile, AL	-1.4%
City of Nashville, TN	-2.5%
City of Norfolk, VA	-6.6%
City of Oak Ridge, TN	0.0%
City of Pigeon Forge, TN	0.0%
City of Raleigh, NC	-7.7%
City of Richmond, VA	-8.9%
City of Roanoke, VA	-2.6%
City of Savannah, GA	-3.6%
City of Sevierville, TN	0.0%
City of Springfield, MO	2.1%
City of St. Louis, MO	-10.2%
City of Wilmington, NC	-2.5%

**TABLE 7**  
**GEOGRAPHIC ADJUSTMENTS**

Data Source and Location	Geographic Adjustment
City of Winston-Salem, NC	-4.6%
Dekalb County, GA	-7.2%
Fulton County, GA	-8.3%
Greenville County, SC	-1.8%
Guilford County, NC	-5.2%
Gwinnett County, GA	-7.9%
Hamilton County, TN	0.5%
Knox County, TN	-1.1%
Mecklenburg County, NC	-7.8%
Montgomery County, AL	-2.6%
Rutherford County, TN	-2.4%
Williamson County, TN	-2.5%
Effective Resources, Inc. 2013	0.0%
ERI Salary Assessor 2014	0.0%
Towers Watson 2013	0.0%
<b>Average</b>	<b>-2.7%</b>

## Workweek Adjustments

Unlike Knoxville (37.5 hours per week), most of the surveyed employers have a 40-hour workweek definition. For the entities that reported a 40 standard workweek for some or all jobs, we adjusted the reported pay rates by -6.25% to account for the workweek expectation differences, as shown in **Table 8**.

**TABLE 8  
WORK WEEK ADJUSTMENTS**

Data Source	Standard Workweek Length (Hours per Week)	Adjustment
City of Alcoa, TN	40 hours	-6.25%
City of Asheville, NC	40 hours	-6.25%
City of Athens, TN	40 hours	-6.25%
City of Birmingham, AL	40 hours	-6.25%
City of Bristol, TN	40 hours	-6.25%
City of Cary, NC	40 hours	-6.25%
City of Charlotte, NC	40 hours	-6.25%
City of Chattanooga, TN	40 hours	-6.25%
City of Clarksville, TN	37.5 hours	0%
City of Cleveland, TN	40 hours	-6.25%
City of Columbia, SC	40 hours	-6.25%
City of Columbus, GA	40 hours	-6.25%
City of Cookeville, TN	40 hours	-6.25%
City of Durham, NC	37.5 or 40 hours	0% or -6.25%, depending on the job
City of Farragut, TN	40 hours	-6.25%
City of Greensboro, NC	40 hours	-6.25%
City of Greenville, SC	40 hours	-6.25%
City of Johnson City, TN	40 hours	-6.25%
City of Kansas City, MO	40 hours	-6.25%
City of Kingsport, TN	40 hours	-6.25%
City of Lexington - Fayette, KY	40 hours	-6.25%
City of Louisville, KY	40 hours	-6.25%

**TABLE 8  
WORK WEEK ADJUSTMENTS**

Data Source	Standard Workweek Length (Hours per Week)	Adjustment
City of Macon, GA	40 hours	-6.25%
City of Maryville, TN	40 hours	-6.25%
City of Mobile, AL	40 hours	-6.25%
City of Nashville, TN	40 hours	-6.25%
City of Norfolk, VA	40 hours	-6.25%
City of Oak Ridge, TN	40 hours	-6.25%
City of Pigeon Forge, TN	40 hours	-6.25%
City of Raleigh, NC	40 hours	-6.25%
City of Richmond, VA	40 hours	-6.25%
City of Roanoke, VA	40 hours	-6.25%
City of Savannah, GA	40 hours	-6.25%
City of Sevierville, TN	40 hours	-6.25%
City of Springfield, MO	40 hours	-6.25%
City of St. Louis, MO	40 hours	-6.25%
City of Wilmington, NC	40 hours	-6.25%
City of Winston-Salem, NC	40 hours	-6.25%
Dekalb County, GA	40 hours	-6.25%
Fulton County, GA	40 hours	-6.25%
Greenville County, SC	37.5 or 40 hours	0% or -6.25%, depending on the job
Guilford County, NC	40 hours	-6.25%
Gwinnett County, GA	40 hours	-6.25%
Hamilton County, TN	40 hours	-6.25%
Knox County, TN	37.5 or 40 hours	0% or -6.25%, depending on the job
Mecklenburg County, NC	40 hours	-6.25%
Montgomery County, AL	40 hours	-6.25%
Rutherford County, TN	37.5 or 40 hours	0% or -6.25%, depending on the job
Williamson County, TN	40 hours	-6.25%

**TABLE 8  
WORK WEEK ADJUSTMENTS**

<b>Data Source</b>	<b>Standard Workweek Length (Hours per Week)</b>	<b>Adjustment</b>
Effective Resources, Inc. 2013	40 hours	-6.25%
ERI Salary Assessor 2014	40 hours	-6.25%
Towers Watson 2013	40 hours	-6.25%
<b>City of Knoxville, TN</b>	<b>37.5 hours</b>	



# Study Findings

## Pay Ranges

Overall, we found that the City of Knoxville’s pay ranges are at market, although the City’s market position varies by job family, as shown in **Table 9**.

**TABLE 9**  
**OVERALL MARKET POSITION BY JOB FAMILY**  
**BASE PAY ONLY**

Job Family	Count of Job Titles	Knoxville Pay Ranges as a Percent of the Market Average		
		Pay Range Minimum	Pay Range Midpoint	Pay Range Maximum
Civilian Public Safety	7	94%	94%	94%
Community Development	3	96%	98%	98%
Finance	7	104%	107%	109%
Fleet	5	100%	103%	104%
General Clerical	7	109%	110%	110%
General Service	5	106%	108%	110%
HR & Risk Management	6	101%	105%	107%
Information Systems	6	105%	111%	115%
Professional	8	97%	101%	102%
Public Works	17	96%	98%	99%
Recreation	5	102%	101%	100%
<b>Overall Market Average</b>	<b>76</b>	<b>100%</b>	<b>103%</b>	<b>104%</b>

Figures shown in **red** are below market (less than 95% of the market average)  
 Figures shown in **black** within the market range (95% to 105% of the market average)  
 Figures shown in **blue** are above market (more than 105% of the market average)

Table 10 shows a comparison of Knoxville’s pay ranges to the average of each data source for all jobs matched by the entity.

**TABLE 10**  
**OVERALL MARKET POSITION BY DATA SOURCE – BASE PAY ONLY**

Data Source	# of Job Matches	Knoxville Pay Range as a Percent of Each Entities Pay Ranges		
		Range Minimum	Range Midpoint	Range Maximum
City of Alcoa, TN	23	135%	121%	113%
City of Asheville, NC	55	113%	107%	103%
City of Athens, TN	19	113%	113%	113%
City of Birmingham, AL	44	95%	93%	92%
City of Bristol, TN	37	118%	117%	116%
City of Cary, NC	45	103%	99%	97%
City of Charlotte, NC	53	87%	93%	97%
City of Chattanooga, TN	60	104%	103%	102%
City of Clarksville, TN	53	97%	102%	105%
City of Cleveland, TN	33	111%	110%	110%
City of Columbia, SC	53	109%	104%	101%
City of Columbus, GA	53	114%	113%	113%
City of Cookeville, TN	37	108%	108%	108%
City of Durham, NC	38	107%	104%	102%
City of Farragut, TN	12	98%	96%	94%
City of Greensboro, NC	59	110%	103%	99%
City of Greenville, SC	54	107%	107%	106%
City of Johnson City, TN	54	110%	107%	106%
City of Kansas City, MO	60	109%	103%	99%
City of Kingsport, TN	48	103%	106%	108%
City of Lexington - Fayette, KY	56	116%	112%	109%
City of Louisville, KY	56	110%	112%	114%
City of Macon, GA	51	126%	128%	130%
City of Maryville, TN	31	123%	109%	102%

**TABLE 10**  
**OVERALL MARKET POSITION BY DATA SOURCE – BASE PAY ONLY**

Data Source	# of Job Matches	Knoxville Pay Range as a Percent of Each Entities Pay Ranges		
		Range Minimum	Range Midpoint	Range Maximum
City of Mobile, AL	49	121%	116%	113%
City of Nashville, TN	56	101%	110%	117%
City of Norfolk, VA	52	114%	109%	106%
City of Oak Ridge, TN	34	95%	95%	95%
City of Pigeon Forge, TN	27	102%	119%	134%
City of Raleigh, NC	53	112%	104%	99%
City of Richmond, VA	40	112%	102%	96%
City of Roanoke, VA	53	111%	107%	105%
City of Savannah, GA	61	103%	103%	103%
City of Sevierville, TN	28	141%	127%	120%
City of Springfield, MO	58	113%	118%	121%
City of St. Louis, MO	54	115%	115%	114%
City of Wilmington, NC	44	108%	105%	103%
City of Winston-Salem, NC	51	113%	97%	88%
Dekalb County, GA	36	134%	128%	124%
Fulton County, GA	58	101%	100%	99%
Greenville County, SC	48	99%	95%	93%
Guilford County, NC	49	102%	94%	90%
Gwinnett County, GA	62	101%	96%	93%
Hamilton County, TN	16	96%	96%	96%
Knox County, TN	39	99%	100%	100%
Mecklenburg County, NC	32	99%	90%	85%
Montgomery County, AL	52	109%	112%	115%
Rutherford County, TN	36	102%	107%	110%
Williamson County, TN	55	112%	110%	109%

**TABLE 10**  
**OVERALL MARKET POSITION BY DATA SOURCE – BASE PAY ONLY**

Data Source	# of Job Matches	Knoxville Pay Range as a Percent of Each Entities Pay Ranges		
		Range Minimum	Range Midpoint	Range Maximum
Effective Resources, Inc.	39	102%	104%	105%
ERI Salary Assessor	58	89%	102%	110%
Towers Watson	28	82%	89%	93%

Figures shown in **red** are below market (less than 95% of the market average).  
 Figures shown in **black** within the market range (95% to 105% of the market average).  
 Figures shown in **blue** are above market (more than 105% of the market average)

Base pay rates have been adjusted for geographic differences and workweek differences, if applicable.  
 See Pages 16-21 for more details regarding data adjustments.

Table 11 shows the City’s market position for each benchmark job title, sorted by job family.

**TABLE 11**  
**OVERALL MARKET POSITION BY JOB FAMILY AND BENCHMARK TITLE – BASE PAY ONLY**

Job Family and Job Title	# of Job Matches	Knoxville Pay Range as a Percent of the Market Average		
		Range Minimum	Range Midpoint	Range Maximum
<b>Civilian Public Safety Job Family</b>				
Animal Control Officer, Senior	29	101%	99%	97%
Animal Control Supervisor	21	100%	98%	96%
Crime Analyst	25	83%	79%	76%
Crime Scene Technician I	16	74%	78%	81%
Evidence Technician	24	77%	82%	84%
NCIC Operator	22	108%	104%	101%
Public Information Officer (Police)	17	114%	117%	120%
<b>Community Development Job Family</b>				
Community Development Administrator	29	105%	113%	118%
Community Development Project Specialist	19	88%	86%	84%
Housing Rehabilitation Specialist	14	90%	86%	84%
<b>Finance Job Family</b>				
Accountant	44	110%	115%	115%
Accounting Technician	47	96%	97%	98%
Buyer (non-professional)	31	107%	109%	111%
Contract Manager	23	102%	106%	107%
Purchasing Agent	33	113%	121%	126%
Revenue Administrator	29	91%	95%	97%
Tax Office Teller	32	117%	110%	106%
<b>Fleet Job Family</b>				
Automotive Services Assistant II	20	95%	99%	100%
Automotive Technician II (Auto Mechanic)	44	103%	106%	108%
Equipment & Supply Clerk I	30	109%	106%	104%

**TABLE 11**  
**OVERALL MARKET POSITION BY JOB FAMILY AND BENCHMARK TITLE – BASE PAY ONLY**

Job Family and Job Title	# of Job Matches	Knoxville Pay Range as a Percent of the Market Average		
		Range Minimum	Range Midpoint	Range Maximum
Equip Tech II (Heavy Equipment)	33	95%	101%	104%
Garage Supervisor	42	100%	104%	105%
<b>General Clerical Job Family</b>				
City Court Assistant	22	105%	99%	96%
City Recorder	17	133%	134%	134%
Data Entry Operator	20	100%	103%	105%
Department Budget and Payroll Clerk	25	113%	116%	117%
Executive Assistant	44	96%	98%	99%
Office Assistant II	39	100%	100%	100%
Principal Secretary	44	104%	104%	107%
<b>General Services Job Family</b>				
Custodian	41	105%	106%	106%
Customer Service Representative	37	105%	107%	107%
Mail Clerk	29	101%	105%	107%
Skilled Trades Craftsworker	42	113%	118%	121%
Trades Craftsworker	38	101%	104%	105%
<b>Human Resources and Risk Job Family</b>				
Benefits Assistant	23	96%	99%	101%
Benefits Coordinator	27	104%	109%	111%
Claims Specialist	15	104%	104%	106%
Human Resource Analyst	36	97%	99%	99%
Human Resource Technician, Senior	24	91%	92%	92%
Risk Manager	40	106%	116%	121%
<b>Information Systems Job Family</b>				
Help Desk Technician	33	91%	93%	94%
MIS Project Manager	27	106%	113%	117%

**TABLE 11**  
**OVERALL MARKET POSITION BY JOB FAMILY AND BENCHMARK TITLE – BASE PAY ONLY**

Job Family and Job Title	# of Job Matches	Knoxville Pay Range as a Percent of the Market Average		
		Range Minimum	Range Midpoint	Range Maximum
Network Manager	40	115%	125%	132%
Systems Analyst, Senior	40	103%	107%	111%
Systems Engineer, Senior	30	100%	105%	107%
Webmaster	33	106%	113%	118%
<b>Professional Job Family</b>				
City Court Clerk (Supervisory)	23	86%	87%	87%
Civil Engineer I	39	93%	97%	100%
Civil Engineer III (PE)	41	91%	95%	97%
Civil Engineering Division Manager	41	104%	106%	108%
Municipal Court Administrator	14	89%	89%	88%
Staff Attorney	37	98%	104%	107%
Stormwater Engineering Division Manager	36	106%	108%	109%
Urban Forester	21	107%	116%	120%
<b>Public Works Job Family</b>				
Building Inspector	40	93%	97%	99%
Civil Engineering Technician II	31	96%	98%	99%
Codes Enforcement Officer	46	96%	101%	104%
Demolition Specialist	9	95%	99%	102%
Equipment Operator I	42	90%	93%	94%
Equipment Operator III	42	95%	98%	100%
Permit Technician	25	95%	89%	85%
Plans Examiner	35	85%	82%	81%
Public Service Area Manager I	24	85%	89%	89%
Public Service Construction Worker	37	92%	94%	94%
Public Service Foreman I	38	100%	105%	104%
Public Service Worker I	43	98%	97%	97%

**TABLE 11**  
**OVERALL MARKET POSITION BY JOB FAMILY AND BENCHMARK TITLE – BASE PAY ONLY**

Job Family and Job Title	# of Job Matches	Knoxville Pay Range as a Percent of the Market Average		
		Range Minimum	Range Midpoint	Range Maximum
Sign & Marking Specialist	36	104%	101%	100%
Sign & Marking Supervisor	33	101%	106%	105%
Signal Maintenance Supervisor	33	100%	101%	102%
Signal Repair Technician	36	91%	95%	98%
Tree Service Technician	21	130%	137%	141%
<b>Recreation Job Family</b>				
Assistant Recreation Program Specialist	31	107%	102%	100%
Athletics Coordinator	27	106%	102%	100%
Coordinator of Athletic Officials	13	88%	86%	86%
Recreation Area Supervisor	36	103%	109%	112%
Recreation Center Leader	32	109%	105%	103%

Figures shown in **red** are below market (less than 95% of the market average).  
 Figures shown in **black** within the market range (95% to 105% of the market average).  
 Figures shown in **blue** are above market (more than 105% of the market average)



Table 12 shows the City’s market position for each benchmark job title, sorted by current pay grade.

**TABLE 12**  
**OVERALL MARKET POSITION BY PAY GRADE AND BENCHMARK TITLE – BASE PAY ONLY**

Pay Grade and Job Title	# of Job Matches	Knoxville Pay Range as a Percent of the Market Average		
		Range Minimum	Range Midpoint	Range Maximum
<b>Pay Grade 1</b>				
Custodian	41	105%	106%	106%
Public Service Worker I	43	98%	97%	97%
<b>Pay Grade 2</b>				
Data Entry Operator	20	100%	103%	105%
Mail Clerk	29	101%	105%	107%
<b>Pay Grade 3</b>				
City Court Assistant	22	105%	99%	96%
Customer Service Representative	37	105%	107%	107%
Equipment & Supply Clerk I	30	109%	106%	104%
Equipment Operator I	42	90%	93%	94%
Office Assistant II	39	100%	100%	100%
Permit Technician	25	95%	89%	85%
Public Service Construction Worker	37	92%	94%	94%
Trades Craftworker	38	101%	104%	105%
<b>Pay Grade 4</b>				
Accounting Technician	47	96%	97%	98%
Animal Control Officer, Senior	29	101%	99%	97%
Assistant Recreation Program Specialist	31	107%	102%	100%
Automotive Services Assistant II	20	95%	99%	100%
Benefits Assistant	23	96%	99%	101%
Coordinator of Athletic Officials	13	88%	86%	86%
Crime Analyst	25	83%	79%	76%
Demolition Specialist	9	95%	99%	102%

**TABLE 12**  
**OVERALL MARKET POSITION BY PAY GRADE AND BENCHMARK TITLE – BASE PAY ONLY**

Pay Grade and Job Title	# of Job Matches	Knoxville Pay Range as a Percent of the Market Average		
		Range Minimum	Range Midpoint	Range Maximum
Evidence Technician	24	77%	82%	84%
NCIC Operator	22	108%	104%	101%
Sign & Marking Specialist	36	104%	101%	100%
Tax Office Teller	32	117%	110%	106%
<b>Pay Grade 5</b>				
City Court Clerk (Supervisory)	23	86%	87%	87%
Crime Scene Technician I	16	74%	78%	81%
Equipment Operator III	42	95%	98%	100%
Help Desk Technician	33	91%	93%	94%
Housing Rehabilitation Specialist	14	90%	86%	84%
Human Resource Technician, Senior	24	91%	92%	92%
Principal Secretary	44	104%	104%	107%
Recreation Center Leader	32	109%	105%	103%
Signal Repair Technician	36	91%	95%	98%
<b>Pay Grade 6</b>				
Animal Control Supervisor	21	100%	98%	96%
Automotive Technician II (Auto Mechanic)	44	103%	106%	108%
Building Inspector	40	93%	97%	99%
Buyer (non-professional)	31	107%	109%	111%
Civil Engineering Technician II	31	96%	98%	99%
Claims Specialist	15	104%	104%	106%
Codes Enforcement Officer	46	96%	101%	104%
Community Development Project Specialist	19	88%	86%	84%
Department Budget and Payroll Clerk	25	113%	116%	117%
Equip Tech II (Heavy Equip)	33	95%	101%	104%
Executive Assistant	44	96%	98%	99%

**TABLE 12**  
**OVERALL MARKET POSITION BY PAY GRADE AND BENCHMARK TITLE – BASE PAY ONLY**

Pay Grade and Job Title	# of Job Matches	Knoxville Pay Range as a Percent of the Market Average		
		Range Minimum	Range Midpoint	Range Maximum
Plans Examiner	35	85%	82%	81%
Public Service Foreman I	38	100%	105%	104%
Skilled Trades Craftsworker	42	113%	118%	121%
Tree Service Technician	21	130%	137%	141%
<b>Pay Grade 7</b>				
Athletics Coordinator	27	106%	102%	100%
Human Resource Analyst	36	97%	99%	99%
Recreation Area Supervisor	36	103%	109%	112%
Sign & Marking Supervisor	33	101%	106%	105%
<b>Pay Grade 8</b>				
Accountant	44	110%	115%	115%
Civil Engineer I	39	93%	97%	100%
Garage Supervisor	42	100%	104%	105%
Public Service Area Manager I	24	85%	89%	89%
Signal Maintenance Supervisor	33	100%	101%	102%
<b>Pay Grade 9</b>				
Benefits Coordinator	27	104%	109%	111%
Contract Manager	23	102%	106%	107%
Urban Forester	21	107%	116%	120%
<b>Pay Grade 10</b>				
City Recorder	17	133%	134%	134%
Civil Engineer III (PE)	41	91%	95%	97%
Municipal Court Administrator	14	89%	89%	88%
Public Information Officer (Police)	17	114%	117%	120%
Revenue Administrator	29	91%	95%	97%
Systems Analyst, Senior	40	103%	107%	111%

**TABLE 12**  
**OVERALL MARKET POSITION BY PAY GRADE AND BENCHMARK TITLE – BASE PAY ONLY**

Pay Grade and Job Title	# of Job Matches	Knoxville Pay Range as a Percent of the Market Average		
		Range Minimum	Range Midpoint	Range Maximum
Systems Engineer, Senior	30	100%	105%	107%
Webmaster	33	106%	113%	118%
<b>Pay Grade 11</b>				
Community Development Administrator	29	105%	113%	118%
Purchasing Agent	33	113%	121%	126%
<b>Pay Grade 12</b>				
Civil Engineering Division Manager	41	104%	106%	108%
MIS Project Manager	27	106%	113%	117%
Risk Manager	40	106%	116%	121%
Staff Attorney	37	98%	104%	107%
Stormwater Engineering Division Manager	36	106%	108%	109%
<b>Pay Grade 13</b>				
Network Manager	40	115%	125%	132%

Figures shown in **red** are below market (less than 95% of the market average).  
Figures shown in **black** within the market range (95% to 105% of the market average).  
Figures shown in **blue** are above market (more than 105% of the market average)

## Pay Practices

The survey document included questions related to the following pay policies and practices:

- Pay progression policies
- Recent pay schedule adjustments (for Fiscal Years 2013 and 2014)
- Types of pay increases granted in Fiscal Year 2014
- Whether employees' pay increases when schedules are adjusted
- Policies regarding guaranteed increases for promotions or reclassifications
- Pay supplement policies – such as shift differentials, holiday premium pay, on-call pay and call-back pay policies
- Longevity pay policies

**Appendix C** shows the market survey responses regarding each of these policies, labeled **Pay Practices Report 1 through 11**.

## Paid Leave Policies

The survey included questions related to paid time off, including:

- Type of paid leave program (PTO or traditional)
- Vacation time accrual, including carry over and cash out policies
- Paid sick leave accrual, including carry over and cash out policies
- Whether unused sick leave can be converted to service credit for pension calculations
- Paid holidays and personal days

**Appendix D** shows the market survey responses regarding each of these policies, labeled **Paid Leave Report 1 through 10**.

## Health & Welfare Benefit Programs

The survey asked about the employer and employees costs associated with the following health and welfare benefit programs offered to new civilian employees:

- The most populous PPO plan
- Prescription drug plan
- Dental plan
- Vision benefits
- Basic life insurance
- Long-term disability insurance
- Short-term disability insurance

In addition, the survey asked about reimbursement for wellness programs and whether medical plan cost sharing varies by wellness program participation.

**Appendix E** shows the market survey responses regarding each of these policies, labeled **Health Benefits Report 1 through 13**.

## Retirement Benefit Programs

The survey asked about the plan types and employer and employee contributions associated with retirement programs offered to new civilian employees, including

- Defined benefit programs
- Defined contribution programs (such as 401a plans)
- Deferred compensation plans (such as 457 plans)

To provide a cost comparison across defined benefit plans, we collected information on the plan's Normal Cost and Current Employer Contribution Rate. The Normal Cost represents the annual employer cost of the future liability associated with the benefits earned in that particular year, expressed as a percent of pay. Normal Cost can be different from the Current Employer Contribution since the current year's rate may include contributions associated with any unfunded actuarial liability and may differ based on the employer's (or the system's) contribution policy decisions. We recommend using the Normal Cost for market study comparisons since it represents the most consistent employer cost value across defined benefit plans.

**Appendix F** shows the market survey responses regarding each of these policies, labeled **Retirement Benefits Report 1 through 3**.



## Total Compensation

### Methodology

To determine the total compensation costs for each peer city, we calculated the sum of the following for each rank:

- The calculated midpoint of the base pay range (average of the minimum and maximum base pay rates)
- Total employer costs for all health related benefits (medical, prescription drugs, dental, and vision), weighted by Knoxville's current enrollment distribution among coverage tiers in the medical plan
- The current normal costs associated with the defined benefit retirement plan, based on the most recent plan valuation
- Maximum employer contribution to both defined contribution and deferred compensation plans

## Total Compensation Findings

As shown in **Table 13**, the City’s market position varies among job titles when the costs of benefits are included in the calculation. Knoxville’s health plan costs are lower than the market study average and the costs of retirement benefits is slightly lower than the average.

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Civilian Public Safety Job Family</b>				
<b>Animal Control Officer, Senior</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$33,489	\$8,679	\$4,546	<b>\$46,714</b>
<b>Knoxville as % of Market Average</b>	<b>99%</b>	<b>86%</b>	<b>59%</b>	<b>92%</b>
<b>Animal Control Supervisor</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$42,064	\$8,679	\$5,710	<b>\$56,453</b>
<b>Knoxville as % of Market Average</b>	<b>98%</b>	<b>86%</b>	<b>58%</b>	<b>92%</b>
<b>Crime Analyst</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$41,985	\$8,679	\$5,699	<b>\$56,363</b>
<b>Knoxville as % of Market Average</b>	<b>79%</b>	<b>86%</b>	<b>47%</b>	<b>77%</b>
<b>Crime Scene Technician I</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$46,922	\$8,679	\$6,369	<b>\$61,970</b>
<b>Knoxville as % of Market Average</b>	<b>78%</b>	<b>86%</b>	<b>47%</b>	<b>76%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Evidence Technician</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$40,411	\$8,679	\$5,485	<b>\$54,575</b>
<b>Knoxville as % of Market Average</b>	<b>82%</b>	<b>86%</b>	<b>49%</b>	<b>79%</b>
<b>NCIC Operator</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$31,825	\$8,679	\$4,320	<b>\$44,824</b>
<b>Knoxville as % of Market Average</b>	<b>104%</b>	<b>86%</b>	<b>62%</b>	<b>96%</b>
<b>Public Information Officer (Police)</b>				
Knoxville	\$66,187	\$7,430	\$5,355	<b>\$78,972</b>
Market Study Average	\$56,548	\$8,679	\$7,676	<b>\$72,903</b>
<b>Knoxville as % of Market Average</b>	<b>117%</b>	<b>86%</b>	<b>70%</b>	<b>108%</b>
<b>Community Development Job Family</b>				
<b>Community Development Administrator</b>				
Knoxville	\$75,288	\$7,430	\$6,091	<b>\$88,809</b>
Market Study Average	\$66,437	\$8,679	\$9,018	<b>\$84,134</b>
<b>Knoxville as % of Market Average</b>	<b>113%</b>	<b>86%</b>	<b>68%</b>	<b>106%</b>
<b>Community Development Project Specialist</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$47,820	\$8,679	\$6,491	<b>\$62,990</b>
<b>Knoxville as % of Market Average</b>	<b>86%</b>	<b>86%</b>	<b>51%</b>	<b>82%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Housing Rehabilitation Specialist</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$42,536	\$8,679	\$5,774	<b>\$56,989</b>
<b>Knoxville as % of Market Average</b>	<b>86%</b>	<b>86%</b>	<b>51%</b>	<b>83%</b>
<b>Job Family</b>				
<b>Accountant</b>				
Knoxville	\$51,720	\$7,430	\$4,184	<b>\$63,334</b>
Market Study Average	\$44,995	\$8,679	\$6,107	<b>\$59,782</b>
<b>Knoxville as % of Market Average</b>	<b>115%</b>	<b>86%</b>	<b>69%</b>	<b>106%</b>
<b>Accounting Technician</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$34,085	\$8,679	\$4,627	<b>\$47,391</b>
<b>Knoxville as % of Market Average</b>	<b>97%</b>	<b>86%</b>	<b>58%</b>	<b>91%</b>
<b>Buyer</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$37,481	\$8,679	\$5,088	<b>\$51,248</b>
<b>Knoxville as % of Market Average</b>	<b>109%</b>	<b>86%</b>	<b>65%</b>	<b>101%</b>
<b>Contract Manager</b>				
Knoxville	\$58,400	\$7,430	\$4,725	<b>\$70,555</b>
Market Study Average	\$55,354	\$8,679	\$7,514	<b>\$71,547</b>
<b>Knoxville as % of Market Average</b>	<b>106%</b>	<b>86%</b>	<b>63%</b>	<b>99%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Purchasing Agent</b>				
Knoxville	\$75,288	\$7,430	\$6,091	<b>\$88,809</b>
Market Study Average	\$62,147	\$8,679	\$8,436	<b>\$79,262</b>
<b>Knoxville as % of Market Average</b>	<b>121%</b>	<b>86%</b>	<b>72%</b>	<b>112%</b>
<b>Revenue Administrator</b>				
Knoxville	\$66,187	\$7,430	\$5,355	<b>\$78,972</b>
Market Study Average	\$69,709	\$8,679	\$9,462	<b>\$87,850</b>
<b>Knoxville as % of Market Average</b>	<b>95%</b>	<b>86%</b>	<b>57%</b>	<b>90%</b>
<b>Tax Officer Teller</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$29,901	\$8,679	\$4,059	<b>\$42,639</b>
<b>Knoxville as % of Market Average</b>	<b>110%</b>	<b>86%</b>	<b>66%</b>	<b>101%</b>
<b>Fleet Job Family</b>				
<b>Automotive Services Assistant II</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$33,401	\$8,679	\$4,534	<b>\$46,614</b>
<b>Knoxville as % of Market Average</b>	<b>99%</b>	<b>86%</b>	<b>59%</b>	<b>93%</b>
<b>Automotive Technician II</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$38,600	\$8,679	\$5,239	<b>\$52,518</b>
<b>Knoxville as % of Market Average</b>	<b>106%</b>	<b>86%</b>	<b>63%</b>	<b>99%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Equipment &amp; Supply Clerk I</b>				
Knoxville	\$29,790	\$7,430	\$2,410	<b>\$39,630</b>
Market Study Average	\$28,110	\$8,679	\$3,816	<b>\$40,605</b>
<b>Knoxville as % of Market Average</b>	<b>106%</b>	<b>86%</b>	<b>63%</b>	<b>98%</b>
<b>Equipment Technician II</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$40,547	\$8,679	\$5,504	<b>\$54,730</b>
<b>Knoxville as % of Market Average</b>	<b>101%</b>	<b>86%</b>	<b>60%</b>	<b>95%</b>
<b>Garage Supervisor</b>				
Knoxville	\$51,720	\$7,430	\$4,184	<b>\$63,334</b>
Market Study Average	\$49,843	\$8,679	\$6,766	<b>\$65,288</b>
<b>Knoxville as % of Market Average</b>	<b>104%</b>	<b>86%</b>	<b>62%</b>	<b>97%</b>
<b>General Clerical Job Family</b>				
<b>City Court Assistant</b>				
Knoxville	\$29,790	\$7,430	\$2,410	<b>\$39,630</b>
Market Study Average	\$29,951	\$8,679	\$4,065	<b>\$42,696</b>
<b>Knoxville as % of Market Average</b>	<b>99%</b>	<b>86%</b>	<b>59%</b>	<b>93%</b>
<b>City Recorder</b>				
Knoxville	\$66,187	\$7,430	\$5,355	<b>\$78,972</b>
Market Study Average	\$49,485	\$8,679	\$6,717	<b>\$64,881</b>
<b>Knoxville as % of Market Average</b>	<b>134%</b>	<b>86%</b>	<b>80%</b>	<b>122%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Data Entry Operator</b>				
Knoxville	\$26,980	\$7,430	\$2,183	<b>\$36,592</b>
Market Study Average	\$26,151	\$8,679	\$3,550	<b>\$38,380</b>
<b>Knoxville as % of Market Average</b>	<b>103%</b>	<b>86%</b>	<b>61%</b>	<b>95%</b>
<b>Department Budget and Payroll Clerk</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$35,260	\$8,679	\$4,786	<b>\$48,725</b>
<b>Knoxville as % of Market Average</b>	<b>116%</b>	<b>86%</b>	<b>69%</b>	<b>106%</b>
<b>Executive Assistant</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$41,839	\$8,679	\$5,679	<b>\$56,197</b>
<b>Knoxville as % of Market Average</b>	<b>98%</b>	<b>86%</b>	<b>58%</b>	<b>92%</b>
<b>Office Assistant II</b>				
Knoxville	\$29,790	\$7,430	\$2,410	<b>\$39,630</b>
Market Study Average	\$29,779	\$8,679	\$4,042	<b>\$42,500</b>
<b>Knoxville as % of Market Average</b>	<b>100%</b>	<b>86%</b>	<b>60%</b>	<b>93%</b>
<b>Principal Secretary</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$35,278	\$8,679	\$4,789	<b>\$48,746</b>
<b>Knoxville as % of Market Average</b>	<b>104%</b>	<b>86%</b>	<b>62%</b>	<b>97%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>General Service Job Family</b>				
<b>Custodian</b>				
Knoxville	\$25,607	\$7,430	\$2,072	<b>\$35,109</b>
Market Study Average	\$24,163	\$8,679	\$3,280	<b>\$36,122</b>
<b>Knoxville as % of Market Average</b>	<b>106%</b>	<b>86%</b>	<b>63%</b>	<b>97%</b>
<b>Customer Service Representative</b>				
Knoxville	\$29,790	\$7,430	\$2,410	<b>\$39,630</b>
Market Study Average	\$27,936	\$8,679	\$3,792	<b>\$40,407</b>
<b>Knoxville as % of Market Average</b>	<b>107%</b>	<b>86%</b>	<b>64%</b>	<b>98%</b>
<b>Mail Clerk</b>				
Knoxville	\$26,980	\$7,430	\$2,183	<b>\$36,592</b>
Market Study Average	\$25,780	\$8,679	\$3,499	<b>\$37,958</b>
<b>Knoxville as % of Market Average</b>	<b>105%</b>	<b>86%</b>	<b>62%</b>	<b>96%</b>
<b>Skilled Trades Craftswoman</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$34,852	\$8,679	\$4,731	<b>\$48,262</b>
<b>Knoxville as % of Market Average</b>	<b>118%</b>	<b>86%</b>	<b>70%</b>	<b>107%</b>
<b>Trades Craftswoman</b>				
Knoxville	\$29,790	\$7,430	\$2,410	<b>\$39,630</b>
Market Study Average	\$28,767	\$8,679	\$3,905	<b>\$41,351</b>
<b>Knoxville as % of Market Average</b>	<b>104%</b>	<b>86%</b>	<b>62%</b>	<b>96%</b>



**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>HR &amp; Risk Management Job Family</b>				
<b>Benefits Assistant</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$33,218	\$8,679	\$4,509	<b>\$46,406</b>
<b>Knoxville as % of Market Average</b>	<b>99%</b>	<b>86%</b>	<b>59%</b>	<b>93%</b>
<b>Benefits Coordinator</b>				
Knoxville	\$58,400	\$7,430	\$4,725	<b>\$70,555</b>
Market Study Average	\$53,817	\$8,679	\$7,305	<b>\$69,801</b>
<b>Knoxville as % of Market Average</b>	<b>109%</b>	<b>86%</b>	<b>65%</b>	<b>101%</b>
<b>Claims Specialist</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$39,526	\$8,679	\$5,365	<b>\$53,570</b>
<b>Knoxville as % of Market Average</b>	<b>104%</b>	<b>86%</b>	<b>62%</b>	<b>97%</b>
<b>Human Resource Analyst</b>				
Knoxville	\$45,973	\$7,430	\$3,719	<b>\$57,122</b>
Market Study Average	\$46,351	\$8,679	\$6,292	<b>\$61,322</b>
<b>Knoxville as % of Market Average</b>	<b>99%</b>	<b>86%</b>	<b>59%</b>	<b>93%</b>
<b>Human Resource Technician, Senior</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$39,832	\$8,679	\$5,407	<b>\$53,918</b>
<b>Knoxville as % of Market Average</b>	<b>92%</b>	<b>86%</b>	<b>55%</b>	<b>87%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Risk Manager</b>				
Knoxville	\$85,954	\$7,430	\$6,954	<b>\$100,337</b>
Market Study Average	\$74,388	\$8,679	\$10,097	<b>\$93,164</b>
<b>Knoxville as % of Market Average</b>	<b>116%</b>	<b>86%</b>	<b>69%</b>	<b>108%</b>
<b>Information Systems Job Family</b>				
<b>Help Desk Technician</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$39,486	\$8,679	\$5,360	<b>\$53,525</b>
<b>Knoxville as % of Market Average</b>	<b>93%</b>	<b>86%</b>	<b>55%</b>	<b>88%</b>
<b>MIS Project Manager</b>				
Knoxville	\$85,954	\$7,430	\$6,954	<b>\$100,337</b>
Market Study Average	\$76,222	\$8,679	\$10,346	<b>\$95,247</b>
<b>Knoxville as % of Market Average</b>	<b>113%</b>	<b>86%</b>	<b>67%</b>	<b>105%</b>
<b>Network Manager</b>				
Knoxville	\$98,488	\$7,430	\$7,968	<b>\$113,886</b>
Market Study Average	\$78,723	\$8,679	\$10,686	<b>\$98,088</b>
<b>Knoxville as % of Market Average</b>	<b>125%</b>	<b>86%</b>	<b>75%</b>	<b>116%</b>
<b>Systems Analyst, Senior</b>				
Knoxville	\$66,187	\$7,430	\$5,355	<b>\$78,972</b>
Market Study Average	\$61,714	\$8,679	\$8,377	<b>\$78,770</b>
<b>Knoxville as % of Market Average</b>	<b>107%</b>	<b>86%</b>	<b>64%</b>	<b>100%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Systems Engineer, Senior</b>				
Knoxville	\$66,187	\$7,430	\$5,355	<b>\$78,972</b>
Market Study Average	\$63,244	\$8,679	\$8,585	<b>\$80,508</b>
<b>Knoxville as % of Market Average</b>	<b>105%</b>	<b>86%</b>	<b>62%</b>	<b>98%</b>
<b>Webmaster</b>				
Knoxville	\$66,187	\$7,430	\$5,355	<b>\$78,972</b>
Market Study Average	\$58,745	\$8,679	\$7,974	<b>\$75,398</b>
<b>Knoxville as % of Market Average</b>	<b>113%</b>	<b>86%</b>	<b>67%</b>	<b>105%</b>
<b>Professional Job Family</b>				
<b>City Court Clerk (Supervisory)</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$42,032	\$8,679	\$5,705	<b>\$56,416</b>
<b>Knoxville as % of Market Average</b>	<b>87%</b>	<b>86%</b>	<b>52%</b>	<b>84%</b>
<b>Civil Engineer I</b>				
Knoxville	\$51,720	\$7,430	\$4,184	<b>\$63,334</b>
Market Study Average	\$53,050	\$8,679	\$7,201	<b>\$68,930</b>
<b>Knoxville as % of Market Average</b>	<b>97%</b>	<b>86%</b>	<b>58%</b>	<b>92%</b>
<b>Civil Engineer III (PE)</b>				
Knoxville	\$66,187	\$7,430	\$5,355	<b>\$78,972</b>
Market Study Average	\$69,805	\$8,679	\$9,475	<b>\$87,959</b>
<b>Knoxville as % of Market Average</b>	<b>95%</b>	<b>86%</b>	<b>57%</b>	<b>90%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Civil Engineering Division Manager</b>				
Knoxville	\$85,954	\$7,430	\$6,954	<b>\$100,337</b>
Market Study Average	\$81,182	\$8,679	\$11,019	<b>\$100,880</b>
<b>Knoxville as % of Market Average</b>	<b>106%</b>	<b>86%</b>	<b>63%</b>	<b>99%</b>
<b>Municipal Court Administrator</b>				
Knoxville	\$66,187	\$7,430	\$5,355	<b>\$78,972</b>
Market Study Average	\$74,748	\$8,679	\$10,146	<b>\$93,573</b>
<b>Knoxville as % of Market Average</b>	<b>89%</b>	<b>86%</b>	<b>53%</b>	<b>84%</b>
<b>Staff Attorney</b>				
Knoxville	\$85,954	\$7,430	\$6,954	<b>\$100,337</b>
Market Study Average	\$82,920	\$8,679	\$11,255	<b>\$102,854</b>
<b>Knoxville as % of Market Average</b>	<b>104%</b>	<b>86%</b>	<b>62%</b>	<b>98%</b>
<b>Stormwater Engineering Div Manager</b>				
Knoxville	\$85,954	\$7,430	\$6,954	<b>\$100,337</b>
Market Study Average	\$79,951	\$8,679	\$10,852	<b>\$99,482</b>
<b>Knoxville as % of Market Average</b>	<b>108%</b>	<b>86%</b>	<b>64%</b>	<b>101%</b>
<b>Urban Forester</b>				
Knoxville	\$58,400	\$7,430	\$4,725	<b>\$70,555</b>
Market Study Average	\$50,537	\$8,679	\$6,860	<b>\$66,076</b>
<b>Knoxville as % of Market Average</b>	<b>116%</b>	<b>86%</b>	<b>69%</b>	<b>107%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Public Works Job Family</b>				
<b>Building Inspector</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$42,124	\$8,679	\$5,718	<b>\$56,521</b>
<b>Knoxville as % of Market Average</b>	<b>97%</b>	<b>86%</b>	<b>58%</b>	<b>92%</b>
<b>Civil Engineering Technician II</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$41,850	\$8,679	\$5,681	<b>\$56,210</b>
<b>Knoxville as % of Market Average</b>	<b>98%</b>	<b>86%</b>	<b>58%</b>	<b>92%</b>
<b>Codes Enforcement Officer</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$40,552	\$8,679	\$5,504	<b>\$54,735</b>
<b>Knoxville as % of Market Average</b>	<b>101%</b>	<b>86%</b>	<b>60%</b>	<b>95%</b>
<b>Demolition Specialist</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$33,368	\$8,679	\$4,529	<b>\$46,576</b>
<b>Knoxville as % of Market Average</b>	<b>99%</b>	<b>86%</b>	<b>59%</b>	<b>93%</b>
<b>Equipment Operator I</b>				
Knoxville	\$29,790	\$7,430	\$2,410	<b>\$39,630</b>
Market Study Average	\$31,982	\$8,679	\$4,341	<b>\$45,002</b>
<b>Knoxville as % of Market Average</b>	<b>93%</b>	<b>86%</b>	<b>56%</b>	<b>88%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Equipment Operator III</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$37,299	\$8,679	\$5,063	<b>\$51,041</b>
<b>Knoxville as % of Market Average</b>	<b>98%</b>	<b>86%</b>	<b>59%</b>	<b>92%</b>
<b>Permit Technician</b>				
Knoxville	\$29,790	\$7,430	\$2,410	<b>\$39,630</b>
Market Study Average	\$33,445	\$8,679	\$4,540	<b>\$46,664</b>
<b>Knoxville as % of Market Average</b>	<b>89%</b>	<b>86%</b>	<b>53%</b>	<b>85%</b>
<b>Plans Examiner</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$49,832	\$8,679	\$6,764	<b>\$65,275</b>
<b>Knoxville as % of Market Average</b>	<b>82%</b>	<b>86%</b>	<b>49%</b>	<b>79%</b>
<b>Public Service Area Manager I</b>				
Knoxville	\$51,720	\$7,430	\$4,184	<b>\$63,334</b>
Market Study Average	\$57,909	\$8,679	\$7,860	<b>\$74,448</b>
<b>Knoxville as % of Market Average</b>	<b>89%</b>	<b>86%</b>	<b>53%</b>	<b>85%</b>
<b>Public Service Construction Worker</b>				
Knoxville	\$29,790	\$7,430	\$2,410	<b>\$39,630</b>
Market Study Average	\$31,843	\$8,679	\$4,322	<b>\$44,844</b>
<b>Knoxville as % of Market Average</b>	<b>94%</b>	<b>86%</b>	<b>56%</b>	<b>88%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Public Service Foreman I</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$38,970	\$8,679	\$5,290	<b>\$52,939</b>
<b>Knoxville as % of Market Average</b>	<b>105%</b>	<b>86%</b>	<b>63%</b>	<b>98%</b>
<b>Public Service Worker I</b>				
Knoxville	\$25,607	\$7,430	\$2,072	<b>\$35,109</b>
Market Study Average	\$26,276	\$8,679	\$3,567	<b>\$38,522</b>
<b>Knoxville as % of Market Average</b>	<b>97%</b>	<b>86%</b>	<b>58%</b>	<b>91%</b>
<b>Sign &amp; Marking Specialist</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$32,629	\$8,679	\$4,429	<b>\$45,737</b>
<b>Knoxville as % of Market Average</b>	<b>101%</b>	<b>86%</b>	<b>60%</b>	<b>94%</b>
<b>Sign &amp; Marking Supervisor</b>				
Knoxville	\$45,973	\$7,430	\$3,719	<b>\$57,122</b>
Market Study Average	\$43,547	\$8,679	\$5,911	<b>\$58,137</b>
<b>Knoxville as % of Market Average</b>	<b>106%</b>	<b>86%</b>	<b>63%</b>	<b>98%</b>
<b>Signal Maintenance Supervisor</b>				
Knoxville	\$51,720	\$7,430	\$4,184	<b>\$63,334</b>
Market Study Average	\$51,281	\$8,679	\$6,961	<b>\$66,921</b>
<b>Knoxville as % of Market Average</b>	<b>101%</b>	<b>86%</b>	<b>60%</b>	<b>95%</b>

**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Signal Repair Technician</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$38,617	\$8,679	\$5,242	<b>\$52,538</b>
<b>Knoxville as % of Market Average</b>	<b>95%</b>	<b>86%</b>	<b>57%</b>	<b>90%</b>
<b>Tree Service Technician</b>				
Knoxville	\$41,017	\$7,430	\$3,318	<b>\$51,765</b>
Market Study Average	\$29,953	\$8,679	\$4,066	<b>\$42,698</b>
<b>Knoxville as % of Market Average</b>	<b>137%</b>	<b>86%</b>	<b>82%</b>	<b>121%</b>
<b>Recreation Job Family</b>				
<b>Assistant Recreation Program Specialist</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$32,280	\$8,679	\$4,382	<b>\$45,341</b>
<b>Knoxville as % of Market Average</b>	<b>102%</b>	<b>86%</b>	<b>61%</b>	<b>95%</b>
<b>Athletics Coordinator</b>				
Knoxville	\$45,973	\$7,430	\$3,719	<b>\$57,122</b>
Market Study Average	\$44,912	\$8,679	\$6,096	<b>\$59,687</b>
<b>Knoxville as % of Market Average</b>	<b>102%</b>	<b>86%</b>	<b>61%</b>	<b>96%</b>
<b>Coordinator of Athletic Officials</b>				
Knoxville	\$33,017	\$7,430	\$2,671	<b>\$43,118</b>
Market Study Average	\$38,196	\$8,679	\$5,185	<b>\$52,060</b>
<b>Knoxville as % of Market Average</b>	<b>86%</b>	<b>86%</b>	<b>52%</b>	<b>83%</b>



**TABLE 13**  
**TOTAL COMPENSATION MARKET POSITION BY JOB FAMILY AND TITLE**

Job Title	Base Pay (range midpoint)	Employer Cost of Benefits		Employer Total Compensation Costs (Pay and Benefits)
		Weighted Total Health Benefit Costs* (Medical, Rx, Dental, & Vision)	Retirement Benefit Costs (Defined Benefit, Defined Contribution & Deferred Compensation)	
<b>Recreation Area Supervisor</b>				
Knoxville	\$45,973	\$7,430	\$3,719	<b>\$57,122</b>
Market Study Average	\$42,202	\$8,679	\$5,728	<b>\$56,609</b>
<b>Knoxville as % of Market Average</b>	<b>109%</b>	<b>86%</b>	<b>65%</b>	<b>101%</b>
<b>Recreation Center Leader</b>				
Knoxville	\$36,731	\$7,430	\$2,972	<b>\$47,133</b>
Market Study Average	\$34,837	\$8,679	\$4,729	<b>\$48,245</b>
<b>Knoxville as % of Market Average</b>	<b>105%</b>	<b>86%</b>	<b>63%</b>	<b>98%</b>
<b>All Job Titles</b>	<b>103%</b>	<b>86%</b>	<b>61%</b>	<b>96%</b>

# Appendix A – Benchmark Job Summaries

## Civilian Public Safety

### Animal Control Officer, Senior

Responsible for capturing and impounding unlicensed, stray and uncontrolled animals. Serves as lead worker as needed and may direct other employees in the absence of the Animal Control Supervisor. Serves warrants and writes citations pertaining to Animal Control ordinance violations. Inspects businesses selling animals to ensure cleanliness and the proper treatment of animals.

**Minimum Qualifications:** High school diploma or GED equivalent. Ability to obtain Driver's License as required by State Law. At least three (3) years of experience as an Animal Control Officer. Successfully completed the Law Enforcement Training Institutes National Animal Control Association Academy receiving certification in level 1 and level 2 courses.

### Animal Control Supervisor

Responsible for supervising employees in capturing and impounding unlicensed, stray and uncontrolled animals. Writes citations and appears in court as needed. Reports to Police Sergeant.

**Minimum Qualifications:** High school diploma or GED equivalent and driver's license. Experience in animal control and handling. Ability to obtain an appropriate Driver's License as required by State Law.

### Crime Analyst

Responsible for the collection, analysis, and dissemination of statistical information relating to crime and criminal activity. Performs complex statistical data analysis in order to identify and compare crime trends, patterns, etc. as necessary to assist the department in suppressing crime, apprehending criminals, and directing enforcement activities. Reports to the Crime Analysis Supervisor.

**Minimum Qualifications:** High school or GED equivalent, supplemented by at least two (2) years of college-level course work in computer science, statistics, information systems, criminal justice, or other directly related fields.

### Crime Scene Technician I

Level two in the Evidence Technician three level series. Responsible for ensuring the integrity of evidence collected by the Police Department; assists in crime scene management and processing.

**Minimum Qualifications:** Three (3) years of experience as an Evidence Technician or equivalent work experience. Successfully pass the IAI Level II CCSA examination. Graduation from the National Forensic Academy.

### **Evidence Technician**

Level 1 in a 3 level series. Responsible for ensuring the integrity of, processing, and evaluating physical evidence collected by the Police Department. Assists in crime scene processing, fingerprint classification, and inventory control. Reports to Police Lieutenant.

**Minimum Qualifications:** High school diploma or GED equivalent. Specialized training in fingerprint classification and photography. Work experience in the criminalistics field, evidence collection and processing; fingerprint classification; clerical duties.

### **NCIC Operator**

Performs responsible recordkeeping work which may involve the processing and receiving of information through the operation of the N.C.I.C. computers in the Police Department or performing various recordkeeping functions within a department.

**Minimum Qualifications:** High school diploma or GED equivalent. One year of experience in an office setting that involved the use of computers and/or the maintenance of files and records.

### **Public Information Officer (Police Department)**

Develops and implements a comprehensive public information/public relations program for the Police Department and Fire Department. Develops programs to aid in educating the general public about the goals and responsibilities of both the Police Department and the Fire Department. Routinely deals with sensitive issues, frequently working in adverse conditions.

**Minimum Qualifications:** Bachelor's Degree in English, journalism or a related field. Progressively responsible experience in a public information/public relations environment.

## Community Development

### Community Development Administrator

Assists in strategic planning, coordinating, and administering all Community Development programs; supervises staff; and assists in developing budget for division. Reports to the Director of Community Development.

**Minimum Qualifications:** Bachelor's Degree in public or business administration, planning, finance or related field. Progressively responsible employment in community development or a related field, with experience in managing federal grants.

### Community Development Project Specialist

Responsible for the implementation of community improvement projects to ensure compliance with local, state, and Federal regulations. Provides technical assistance to and monitors subgrantees with community development programs. Meets with the public to identify public improvement needs and priorities and works with general public, businesses, City departments and other governmental bodies to develop and implement community improvements programs. Assists in the development and administration of contracts, policies, procedures, and standards for public improvement activities involving construction and/or commercial and neighborhood revitalization projects, historical preservation projects and other economic development activities.

**Minimum Qualifications:** High School diploma or GED equivalent. Seven (7) years progressively responsible work experience in project administration/management, community planning or closely related area.

### Housing Rehabilitation Specialist

Responsible for inspecting potential rehabilitation structures in order to prepare work write-ups, specification and drawings for rehabilitation work, and for preparing cost estimates and feasibility studies, and for preparing bids and contractor selection, and for monitoring construction to ensure all contract and code requirements are met.

**Minimum Qualifications:** High school diploma or GED equivalent. Three (3) years construction-related experience. Must possess or be willing to obtain International Codes Council (ICC) certification as a Property Maintenance Code Inspector and certification as a Lead Based Paint Risk Assessor during the probationary period.

## Finance

<b>Accountant</b>
Performs a variety of financial analyses within three (3) major functional areas of the Finance Department: accounting, budget and cost control, and cash management.
<b>Minimum Qualifications:</b> Bachelor's Degree in finance, business administration, public administration, or a related field and two (2) years of progressively more responsible experience in a related field.
<b>Accounting Technician</b>
Assists with the preparation and maintenance of payroll and performs varied bookkeeping and other sub-professional accounting activities.
<b>Minimum Qualifications:</b> High school diploma or GED equivalent. Two (2) years of experience in responsible clerical accounting work.
<b>Buyer (non-professional)</b>
Responsible for purchasing office supplies and equipment. Maintains adequate inventories. Completes reports and maintains records.
<b>Minimum Qualifications:</b> High school diploma or GED equivalent. Progressively responsible experience in office work which included accounting/bookkeeping and purchasing.
<b>Contract Manager</b>
Develops, coordinates, negotiates, and manages contracts for several different types of products and services. Formulates and prepares requests for proposals, invitations to bid, and requests for qualifications, for professional services, construction projects, general service requirements, and product requirements.
<b>Minimum Qualifications:</b> Bachelor's Degree in finance, law, business administration, public administration, or a related field. Four (4) years of procurement experience with two (2) years of experience in a government organization. Two (2) years of experience preparing and tracking contracts.

### **Purchasing Agent**

Responsible for the Purchasing Division of the Finance Department which includes the procurement of all services, supplies, equipment and commodities used by departments, and for the disposal of surplus City property in cooperation with the City's Real Estate Manager. Plans, organizes, and directs purchasing staff in the execution of their responsibilities. Reports to the Deputy to the Mayor.

**Minimum Qualifications:** Bachelor's Degree in business, accounting, finance, or public administration or a related field. Progressively responsible experience in purchasing.

### **Revenue Administrator**

Responsible for the Revenue Division of the Finance Department. Supervises the activities of inside collections personnel and field personnel engaged in the billing, analysis, collection, and reporting of various revenues due the City. Supervises the Collections Manager and reports to the Director of Finance.

**Minimum Qualifications:** Bachelor's Degree in banking, business administration, finance, public administration, management, or a related field.

### **Tax Officer Teller**

Performs cashiering and customer service work involving the collection of a variety of property and business taxes and the issuance of appropriate licenses. Collects and processes both current and delinquent real estate, personal property, public utility, business, beer, city and county amusement, and various other taxes and fees received by mail, over-the-counter, and from banks and mortgage companies.

**Minimum Qualifications:** High school diploma or GED equivalent.

## Fleet

### Automotive Services Assistant II

Serves as a lead worker in the performance of manual labor in the maintenance and upkeep of the City's Fleet Services facilities and assistance in performing work involved in the maintenance, service, and repair of automotive vehicles, equipment, and tires such as automobiles, trucks, construction equipment, fire apparatus, and street cleaning equipment. Lifts, carries, pushes, pulls, and otherwise moves heavy material as required.

**Minimum Qualifications:** Completion of a vocational/technical program in auto repair or maintenance or two (2) years of work experience performing mechanic or mechanic's helper duties in an auto repair shop. Must possess or be able to obtain a valid State Driver's License. Ability to obtain Class A license with combination endorsements.

### Automotive Technician II (Auto Mechanic)

Performs work involved in maintenance and repair of gasoline and diesel powered automobiles, pickup trucks, and other light equipment. Responsible for general maintenance and repair.

**Minimum Qualifications:** High school diploma or GED equivalent with three (3) years of experience in the repair and maintenance of motor vehicles. Valid Class "D" Driver's License. A.S.E. Certifications in four (4) specialized areas of Automotive/Light Truck including brakes.

### Equipment & Supply Clerk I

Performs clerical duties involving the maintenance of the City's vehicle stock room, which includes assisting with the distribution and maintenance of inventory and preparing requisitions for, stocking, and issuing equipment and supplies.

**Minimum Qualifications:** High school diploma or GED equivalent. Valid Class D Driver's License. Possession of (or ability to obtain) Tow Motor Operator's certification. At least one (1) year of experience in parts, warehouse or inventory control in a commercial or industrial work environment and at least one year of parts counter experience.

### Equipment Technician II (Heavy Equipment)

Performs skilled repair and maintenance work on diesel powered heavy construction equipment, motor vehicles, and related equipment/automotive systems for the City's Fleet Services Division. Overhauls and maintains gasoline and diesel engines, transmissions, hydraulic systems, air conditioning, electrical, and other related systems. Maintains and repairs dozers, graders, backhoes, rollers, pavers, scrapers, rock crushers, and a wide variety of other heavy-duty equipment.

**Minimum Qualifications:** High school diploma or GED equivalent. Class D Driver's License. ASE Medium/Heavy Truck Certification in four (4) areas of specialization including Diesel Engine Certification and Air Brake Certification. Appropriate commercial driver's license and/or endorsements as required by federal law. Tow motor operator's certificate or license. At least two (2) years of experience repairing motor vehicles and/or equipment.

### Garage Supervisor

Responsible for planning, scheduling, and supervising the daily operations for either the Light or Heavy Garage under the Fleet Services Division including supervision of all levels of mechanic/technicians.

**Minimum Qualifications:** High school diploma or GED equivalent. Minimum of two (2) years of supervisory or leadership experience in a work environment. Minimum of five (5) years of work experience repairing automobiles or equipment. Possession of a valid Class D Driver's License. Possession of (or ability to obtain) a tow motor trainer's license or certificate. Possession of (or ability to obtain) an appropriate commercial driver's license and/or endorsements as required by federal law. A.S.E. Certifications in eight (8) specialized areas of Automotive / Light Truck or Medium/Heavy Certification including Diesel Engine Certification or Welding Certification.



## General Clerical

### City Court Assistant

Responsible for performing a variety of clerical-oriented duties within the offices of the Municipal Court such as receiving cash, issuing receipts, filing citations, preparing correspondence, recording transactions, and answering questions from the public.

**Minimum Qualifications:** High school diploma or GED equivalent.

### City Recorder

Performs independent, technical-clerical work related to City Council matters. Schedules workshops, public hearings on the budget, and called meeting of Council, notifying Council members, Mayor and other interested parties by phone or letter.

**Minimum Qualifications:** High school diploma or GED equivalent, including courses in typing and office management. Progressively responsible experience in general office and clerical work.

### Data Entry Operator

Responsible for entering data into computer systems. Verifies data that has been entered into computer system for accuracy and completeness. Makes corrections to computer files as necessary.

**Minimum Qualifications:** High school diploma or GED equivalent.

### Department Budget and Payroll Clerk

Performs a variety of semi-complex to complex clerical work associated with the office procedures and record keeping specific to budget and payroll preparation and monitoring. Serves as the primary payroll and budget clerk for a department. Performs duties necessary for the accurate calculation and audit of wages to include payroll input from timecards, calculation of overtime, identification and entry of appropriate supplemental wages, and leave reconciliation. Prepares budget forms and handles routine purchasing at the department level. Maintains payroll and budget data, processes necessary payroll and budget reports, initiates departmental personnel forms, and maintains files as appropriate.

**Minimum Qualifications:** High school diploma or GED equivalent, including or supplemented by courses in bookkeeping principles and practices. Progressively responsible experience in clerical accounting work, personnel, and/or purchasing work.

### Executive Assistant

Performs complex, responsible, and confidential secretarial duties. Responsible for clerical office management and general administrative duties with the primary emphasis on relieving supervisor(s) of administrative details. May directly supervise or assist in the supervision of clerical employees. Reports directly to Department Director.

**Minimum Qualifications:** High school diploma or GED equivalent supplemented by advanced secretarial courses. One (1) year of progressively responsible experience as a secretary.

### Office Assistant II

Relieves an administrative official of a variety of clerical/general office tasks such as word processing, clerical research, customer service, and maintaining data and files.

**Minimum Qualifications:** High school diploma or GED equivalent, including or supplemented by courses in typing. One (1) year of experience in secretarial, clerical, and general office duties of routine difficulty.

### Principal Secretary

Performs secretarial duties for Deputy Director-level employees, or Division Managers. Emphasis is placed on performing work that is complex and/or sensitive. Relieves administrative officials of general office tasks, frequently supervising other secretarial/clerical employees.

**Minimum Qualifications:** High school diploma or GED equivalent supplemented by courses in typing. One (1) year of progressively responsible experience as a secretary.

## General Service

<b>Custodian</b>
Responsible for cleaning and maintaining assigned interior areas of buildings.
<b>Minimum Qualifications:</b> Any combination of experience and education which provides the required knowledge, skills and abilities.
<b>Customer Service Representative</b>
Provides customer service in the City's Call Center, to include receiving inquiries/complaints from customers via telephone/internet, entering data into computer, researching information in computer database, providing information, referring issues to appropriate departments/personnel, and researching status of complaints.
<b>Minimum Qualifications:</b> High school diploma or GED equivalent supplemented by one (1) year of experience in customer service and/or telephone work.
<b>Mail Clerk</b>
Responsible for picking up, sorting, and dispatching mail.
<b>Minimum Qualifications:</b> High school diploma or GED equivalent. Must possess, or be able to obtain, a Class D Driver's License as required by State Law.
<b>Skilled Trades Craftworker</b>
Performs semi-skilled to skilled level duties in electrical, plumbing, carpentry, masonry, or similar work in repair, maintenance, and construction of public works facilities. May act as a team leader over other employees assigned to a project.
<b>Minimum Qualifications:</b> High school diploma or GED equivalent. At least one (1) year experience in performing skilled and semi-skilled work in one or more specified craft areas such as carpentry, masonry, concrete, electrical, HVAC, and/or plumbing. Must possess or be able to obtain a Class D State Driver's License.
<b>Trades Craftworker (General Maintenance)</b>
Performs a variety of simple/routine maintenance activities such as painting, installing playground equipment, general maintenance and cleanup of public facilities and basic carpentry. Assists team leaders.
<b>Minimum Qualifications:</b> Combination of education or experience to perform the required knowledge, skills and abilities. Experience involving knowledge of maintenance tasks. Ability to obtain an appropriate Driver's License as required by State Law.

## Human Resources

<b>Benefits Assistant</b>
Performs varied responsibilities in the planning, implementation and daily administration of employee benefits under general supervision.
<b>Minimum Qualifications:</b> High school diploma or GED equivalent. At least two (2) years of experience in benefits, health management programs, human resources, or a related field. At least two (2) years of experience in a customer service type work.
<b>Benefits Coordinator</b>
Supervises and oversees the planning, development, implementation, and daily administration of employee benefits programs offered by the City including self-funded medical plan and self-administered health promotion programs. Collects and analyzes data for policy development. Reports to Benefits Manager.
<b>Minimum Qualifications:</b> Bachelor's Degree in business, public administration, or human resources management. Three (3) years of experience in benefits administration, human resource administration, risk management, or closely related field.
<b>Claims Specialist</b>
Responsible for investigating, processing and adjusting liability and property claims and losses for processing worker's compensation claims. Duties include: interviewing and corresponding with individuals to obtain information, inspecting accident scenes and damaged property, obtaining and reviewing incident and claims reports, damage/repair estimates, police records, medical records and other claim/loss related documents. Reports to Risk/Benefits Manager.
<b>Minimum Qualifications:</b> High school diploma or GED equivalent. At least five (5) years related experience. Must have a valid Drivers' license.
<b>Human Resource Analyst</b>
Performs analytical work of considerable difficulty in a variety of functional areas such as examination research and development, job analysis and staffing research, classification and compensation, personnel training, general/legal personnel research and analysis, employee/management relations, or other personnel specialty.
<b>Minimum Qualifications:</b> Bachelor's Degree in business administration, industrial/organizational psychology, human resources, personnel management, public administration, or a related field. One (1) year of progressively more responsible experience in human resource management (i.e., job analysis, test development, classification/compensation, training, etc.).

### Human Resource Technician, Senior

Performs work of a paraprofessional/technical nature in a functional personnel capacity. Work of this level requires background in personnel procedures and Civil Service Rules and Regulations and/or sufficient exposure to a variety of jobs to enable the incumbent to perform basic to more advanced personnel functions. Maintains liaison with personnel/payroll representatives to ensure knowledge of and adherence to proper policies, procedures, rules, and regulations.

**Minimum Qualifications:** High School diploma or GED equivalent. Three (3) years of experience as a Human Resource Technician.

### Risk Manager

Responsible for the City's risk management programs; plans, implements and coordinates programs to reduce the adverse consequences of accidental loss to the City (i.e., general liability, property, worker's compensation, OSHA, loss control). Supervises staff.

**Minimum Qualifications:** Bachelor's Degree in business administration, public administration, political science, risk management or a related field. Five (5) years of professional level experience as a Risk Manager.

## Information Systems

<b>Help Desk Technician</b>
<p>Delivers quality customer service to Help Desk customers by providing them with a single point of contact to report personal computer-related problems or make inquiries. Documents all troubleshooting processes and results.</p> <p><b>Minimum Qualifications:</b> High school diploma or GED equivalent. Two (2) years of more of college computer course work from a four-year college or university.</p>
<b>MIS Project Manager</b>
<p>Plans, directs, and coordinates activities of technology projects to ensure that project goals are accomplished by performing the duties personally or through others. Reports to either the Enterprise Support Manager or the Applications Services Manager.</p> <p><b>Minimum Qualifications:</b> Bachelor's Degree in computer science, business, or public administration, or a related field.</p>
<b>Network Manager</b>
<p>Provides technical direction and management of the Enterprise Support Section of the Information Systems Division. Responsible for managing city wide support and maintenance of networking infrastructure, computer servers, mainframe, and workstation hardware, system-level and office automation software, providing customer problem support, and analyzing the feasibility of and incorporating new hardware and software.</p> <p><b>Minimum Qualifications:</b> Bachelor's Degree in computer science, business, or public administration, or a related field and progressively responsible experience in electronic data processing systems analysis.</p>
<b>Systems Analyst, Senior</b>
<p>Independently maintains and/or enhances a computer system and/or complex subsystem within an existing system. Performs extensive system analysis to have a thorough understanding of the multiple program relationship. Designs and develops computerized application systems to fulfill internal customers' needs and requirements. Develops prototype model, prepares test data, and extensively tests system. Independently identifies system problems and/or module problems, determines origin.</p> <p><b>Minimum Qualifications:</b> Bachelor's Degree in computer science or a closely related field plus one (1) year of professional-level experience performing significantly similar work.</p>

### Systems Engineer, Senior

Performs work involving computer systems enhancement, analysis, problem solving, correction, design, and testing. Either works independently or as part of a team, often as the lead worker. Work at this level is characterized by autonomy of action and complexity of assignment. Designs and develops computerized application subsystems to fulfill internal customers' needs and requirements. Communicates problems and/or solutions to other Systems Engineers.

**Minimum Qualifications:** High School diploma or GED equivalent. Five (5) years of work experience in client-server applications development.

### Webmaster

Responsible for performing technical work in the composition, coding, and maintenance of the City government's worldwide web site. Responsible for the day-to-day maintenance and operation of the official City web site and assures that all web pages comply with appropriate policies, guidelines, and standards. Coordinates web functions, monitors web activities, incorporates new technologies into the web site, and enhances the existing web site. Develops, coordinates, maintains, and identifies opportunities to further utilize internet tools and technologies in their deployment and support of the internet and intranet sites, applications, and e-government solutions.

**Minimum Qualifications:** High school diploma or GED equivalent. At least five (5) years of work experience in web design or a related field, with at least two (2) years proven experience in web authoring, web site strategic design, and/or web user interface design and development.

## Professional

<b>City Court Clerk (Supervisory)</b>
Serves as a first line supervisor for the City Court. Assists Municipal Court Administrator in developing, implementing, and monitoring departmental/unit budget. Supervises City Court Assistants.
<b>Minimum Qualifications:</b> High school diploma or GED equivalent. Five (5) years of experience in performing progressively more responsible clerical/secretarial duties. Three (3) years of experience in supervising others in areas requiring some expertise in general office practices, time management, customer service, and work flow analysis.
<b>Civil Engineer I</b>
Entry level Civil Engineer. Performs a variety of municipal design, construction, civil, and environmental engineering duties, as well as some employee supervision, at a professional working level.
<b>Minimum Qualifications:</b> Bachelor's Degree in civil engineering.
<b>Civil Engineer III (PE)</b>
Performs a broad range of complex civil engineering duties including both supervisory and technical responsibilities in the areas of municipal civil engineering planning, design, and construction. Reviews and approves plans and proposals. Relieves Director and/or Deputy Director of administrative duties as assigned. Performs detailed engineering computations in such areas as hydrology (hydraulics, surveying, structures, etc.).
<b>Minimum Qualifications:</b> Bachelor's degree in Civil Engineering or equivalent. Possession of a valid Registered Professional Engineer's License. At least one (1) year of experience as an engineer with the City.
<b>Civil Engineering Division Manager</b>
Manages the Civil Engineering Division of the Department of Engineering, reporting to the Director of Engineering. Responsible for overall program development, supervision of employees, and coordination of all municipal civil engineering design and construction activities.
<b>Minimum Qualifications:</b> Bachelor's Degree in civil engineering. At least five (5) years progressively responsible experience in public works civil engineering (including roadway and drainage design), at least one (1) year of which included supervisory and/or lead worker responsibilities over engineering personnel. Must possess a valid Professional Engineer (PE) license.



### **Municipal Court Administrator**

Performs responsible administrative and supervisory work in managing court activities. Coordinates activities such as court notification, case scheduling and tracking, personnel assignment, and space and equipment allocation to accomplish orderly processing of court cases.

**Minimum Qualifications:** Bachelor's Degree in public or business administration, criminal justice administration, or a related field. Three (3) years progressively responsible administrative and supervisory experience in court administration or office administration.

### **Staff Attorney**

Represents the City, its officials, and employees in civil and criminal cases; drafts ordinances, pleadings, contracts, etc. Conducts research. Reports to Director of Law.

**Minimum Qualifications:** License to practice law in the state.

### **Stormwater Engineering Division Manager**

Manages the Stormwater Engineering Division of the Department of Engineering. Reports to the Director of Engineering. Responsible for overall program development, supervision of employees, and coordination of all civil engineering planning, stormwater, and technical services activities of the Stormwater Division of the Department of Engineering. Reports to the Deputy Director of Engineering.

**Minimum Qualifications:** Bachelor's Degree in civil engineering. At least five (5) years progressively responsible experience in public works civil engineering (including roadway and drainage design), at least one (1) year of which included supervisory and/or lead worker responsibilities over engineering personnel. Must possess a valid Professional Engineer (PE) license.

### **Urban Forester**

Responsible for developing and expanding an urban forestry program for the City as a part of the Neighborhood and Public Service department.

**Minimum Qualifications:** Bachelor's Degree in urban forestry or related field. Two (2) years of progressively responsible work experience in development and forestry work. Must possess and maintain Tree Risk Assessor Certification (TRACE) within six months of hire. Must possess or be able to obtain a valid Class D Driver's License.

## Public Works

### Building Inspector

Responsible for enforcing zoning, building and other regulatory codes. Also examines specifications, blueprints, plans, etc. for compliance with codes and makes zoning investigations and testifies on building or zoning ordinance violations. Reports to Building, Zoning & Plans Review Chief.

**Minimum Qualifications:** High school diploma or GED equivalent. At least five (5) years of experience in the design, construction, repair, or inspection of residential, commercial, or industrial buildings. Class D State Driver's License. ICC Residential Building Inspector and ICC Commercial Building Inspector certifications. State Building Inspector Certification. Ability to become a Municipal Enforcement Officer.

### Civil Engineering Technician II

Performs work within the Civil Engineering Division of the Department of Engineering which includes: the inspection of the construction of streets, bridges, and other municipal projects; the investigation of complaints regarding roadway and drainage problems; and the use of various surveying instruments and equipment to gather land measurement information through field surveys; and the development and preparation of construction plans and/or survey maps using CADD software programs.

**Minimum Qualifications:** High school diploma or GED equivalent and at least two (2) years of work experience as an Engineering Technician performing at a Technician level I.

### Codes Enforcement Officer

Responsible for inspecting dwellings in order to determine if conditions are substandard, dangerous, or unsanitary according to codes and ordinances and recommends rehabilitation or demolition of structures, and recommends relocation assistance. Reports to Codes Enforcement Section Manager.

**Minimum Qualifications:** High school diploma or GED equivalent. ICC certification as Property Maintenance & Housing Inspector. Class D State Driver's License. Ability to become a Municipal Enforcement Officer.

### Demolition Specialist

Responsible for demolishing condemned houses, clearing illegal dumpsites, and removing debris from lots. Maintains time and equipment use logs to document work activities. Operates a variety of equipment including, but not limited to a high lift and dump truck.

**Minimum Qualifications:** High school diploma or GED equivalent. Two (2) years of experience operating heavy equipment such as a dump truck and high-lift. Must possess a Class B Commercial Driver's License.

### Equipment Operator I

Operates moderately complex pieces of light equipment such as batwing mowers, 4-ton asphalt roller, farm tractor, or single-axle dump truck, and performs general labor duties.

**Minimum Qualifications:** Must possess a valid Class B Commercial Driver's License.

### Equipment Operator III

Primarily responsible for operating highly complex heavy equipment such as backhoe, D-8 bulldozer, ditching machine, dragline, grade-all, grader, and multipurpose vac-all and performs general labor duties.

**Minimum Qualifications:** Class B Commercial Driver's License as required by State Law. One (1) year experience operating equipment.

### Permit Technician

Processes applications for building permits to include reviewing and verifying setbacks, lot lines, property lines, etc. Uses KGIS Maps to verify data. Prepares a variety of correspondence and reports related to permit applications. Conducts technical research. Balances daily cash reports from money received through permit and plans review fees.

**Minimum Qualifications:** High school diploma or GED equivalent. Minimum of six (6) months of experience as an office assistant or equivalent experience in another organization in a secretarial, clerical, and general office role.

### Plans Examiner

Reviews and/or coordinates the review of residential, commercial and industrial construction plans, blueprints, specifications, schematic drawings, etc. submitted for approval in order to ensure compliance with regulatory building and zoning codes and ordinances, state laws, etc. Approves or denies the issuance of required permits based upon such review. Located in the Inspections Department.

**Minimum Qualifications:** High school diploma or GED equivalent. At least five (5) years of experience in residential, commercial, or industrial building design, construction, repair, or inspection. Class D State Driver's License. ICC Certification as a Residential Building Inspector and an ICC Certification as a Commercial Building Inspector. Ability to become a Municipal Enforcement Officer.

### Public Service Area Manager I

Responsible for planning, monitoring, and inspecting Service Area projects to ensure work is performed according to established standards and within time requirements. Supervises Foremen, Equipment Operators, and Public Service Workers within a geographic area. Progressively responsible experience in site/project management.

**Minimum Qualifications:** High school diploma or GED equivalent. Class D State Driver's License. Five (5) years of progressively responsible experience in street cleaning or basic street maintenance. Five (5) years of progressively responsible supervisory practices and site/project management.

### Public Service Construction Worker

Performs more complex street maintenance work such as concrete work, asphalt paving, laying brick catch basins, and retaining walls. Operates a variety of equipment including, but not limited to a single axle dump and right of way mower. May act as a lead worker over other employees involved in asphalt paving and other street construction activities.

**Minimum Qualifications:** Experience in street maintenance work which included exposure to asphalt paving. Ability to obtain an appropriate Driver's License as required by State Law.

### Public Service Foreman I (1st Line Supervisor)

Responsible for supervising small groups of employees performing trash removal, street cleaning, and street maintenance/repair functions in the City. Supervises public service workers and reports to an area manager.

**Minimum Qualifications:** High school diploma or GED equivalent. At least two (2) years related work experience, including at least one (1) year of which must have been in a leader worker capacity.

### Public Service Worker I

Performs activities such as mowing grass, shoveling snow, salting roads, loading trucks, participating as a street maintenance crewmember, and may operate departmental vehicles on a limited basis. Also performs custodial/janitorial duties.

**Minimum Qualifications:** Any combination of experience and/or education which would have enabled the applicant to obtain the required knowledge, skills and abilities. Possession of a Valid Driver's License.

<p><b>Sign &amp; Marking Specialist</b></p> <p>Performs working-level duties involving the installation, repair, maintenance, and removal of all types of traffic control and information signs, roadway markings, and parking facility markings.</p> <p><b>Minimum Qualifications:</b> High school diploma or GED equivalent. Ability to obtain an appropriate Driver's License as required by State Law.</p>
<p><b>Sign &amp; Marking Supervisor</b></p> <p>Performs work involving the overall planning, coordination, and supervision of the installation, maintenance, repair, and removal of all types of traffic control and informational signs, roadway markings, and parking facility markings.</p> <p><b>Minimum Qualifications:</b> High school diploma or GED equivalent. Six (6) years of progressively responsible experience in the installation of signs and marking of pavement for proper traffic control and information. State Driver's License.</p>
<p><b>Signal Maintenance Supervisor</b></p> <p>Performs work involving the planning, coordination, administration, and supervision of all tasks associated with the repair, modification, installation, and maintenance of traffic signal controllers and communication equipment.</p> <p><b>Minimum Qualifications:</b> Completion of two (2) year electronics program from a vocational school, technical school, or college. Five (5) years of experience in the maintenance, repair, and installation of electromechanical and microprocessor-based traffic control devices. Possession of an Electrician's License. State Driver's License.</p>
<p><b>Signal Repair Technician</b></p> <p>Performs electronic technician level work in the maintenance, repair, and installation of traffic controllers and communication equipment.</p> <p><b>Minimum Qualifications:</b> Completion of a two (2) year electronics program. Class A Commercial Driver's License.</p>
<p><b>Tree Service Technician</b></p> <p>Requires skilled level work in the care, trimming, and removal of trees. This position will be a crew leader over the tree crew and would also assist with the operation of the bucket truck, but is primarily responsible for having the knowledge and skills needed for the proper use of climbing with ropes, knots, climber hooks, carabineers, and any other specialty rigging device used for safe removal of trees or limbs. Located in the Public Service Department.</p> <p><b>Minimum Qualifications:</b> High school diploma or GED equivalent.</p>

## Recreation

### Assistant Recreation Program Specialist

Assists a Recreation Center Leader in directing recreational programs and activities for various age groups in community centers and playgrounds throughout the City. Leads participants in a variety of recreational programs and activities. Chaperones field trips, hikes, and other organized activities and games.

**Minimum Qualifications:** High school diploma or GED equivalent and some experience (either paid or voluntary) in providing instruction or guidance to youths or adults in areas such as athletics, arts & crafts, or other related recreational activities or supplemental coursework in recreation, athletics, arts & crafts, or other related fields. Must participate in CPR training and acquire CPR Certification annually.

### Athletics Coordinator

Responsible for assisting in planning, organizing, and supervising a City-wide program of organized athletics. Personally directs and supervises larger and more complex league sports, tournaments, or special events. Evaluates and makes recommendations for athletics programs, equipment, and facilities.

**Minimum Qualifications:** High school diploma or GED equivalent. Progressive experience in sports and physical education which included experience in planning and supervising organized athletics. Must participate in CPR training and acquire CPR Certification annually.

### Coordinator of Athletic Officials

Responsible for coordinating the employment and services of athletic officials and related personnel. Conducts rules meetings for all sponsored sports offered by the Department of Parks and Recreation. Ensures that all sponsored games have appropriate and adequate officials.

**Minimum Qualifications:** High school diploma or GED equivalent. Three (3) years of experience supervising others. Must participate in CPR training and acquire CPR Certification, at the City's expense, during the probationary period, and be re-certified annually.

### Recreation Area Supervisor

Responsible for comprehensive recreation programs for several recreation centers; supervises Recreation Center Leaders. Directs students in recreation programs; monitors staff; plans and organizes recreation classes and coordinates programs; coordinates with outside public interest groups to plan for community needs.

**Minimum Qualifications:** Five (5) years of experience in recreation. Must participate in CPR training and acquire CPR Certification annually. State Driver's License.

### Recreation Center Leader

Responsible for coordinating recreational activities for a variety of age groups in community and recreation centers, playgrounds, etc. This position is assigned to a specific recreation park or building.

**Minimum Qualifications:** High school diploma or GED equivalent and demonstrated coursework with emphasis in the organization and implementation of recreational activities and special events.