

TO: Personnel Board

FROM: Julie Trimbell, Human Resources

DATE: November 16, 2023

SUBJECT: Clerk Typist 2 – Community Development Division/Senior Center

The Human Resources Department received a request from Community Development Director Jim O’Keefe and Community Resources Manager Yolanda Shelton-Morris on January 13, 2023 to study the 1.0 FTE position #4525 of Clerk Typist 2 (CG 20, Range 6), currently filled by Gary Flesher. Upon reviewing the updated and prior position descriptions, the current class specification and other related class specifications, and conducting interviews with Gary and Yolanda, I recommend position #4525 be recreated as an Administrative Clerk 1 in CG20, Range 9.

Gary started with the Madison Senior Center in 2015 and has been a Clerk Typist 2 since that time. The Clerk Typist 2 class specification describes:

...**routine** and responsible **clerical support** work in processing office records, data and materials based on the needs of the agency. Work may include direct contact with the public. [emphasis added]

This position is located at the front entrance of the Senior Center next to the front desk reception area. When the front desk is not staffed by volunteers or hourly staff, this position is responsible for customer service for all visitors and callers providing information and guidance, and processing registrations and payments. The position participates in interviewing and providing training and direction to the volunteer and hourly staff, and assists them as necessary. This position also manages the RecTrac database system, which lists all programming and schedules, registrations, room reservations, and payment information. The position is responsible for managing the DonorWorks database system, as well, with any donations they receive. In addition, this position creates graphic designs and logos for various promotional items, including the annual report, flyers, banners and fundraising materials.

This position has responsibility for opening and closing the facility, and providing tours to new visitors when necessary. Due to its location, the position ensures visitors comply with rules and safety precautions, addresses unruly behavior, and contacts public safety personnel, as needed. This position tends to be a central point of contact at the facility when there are issues or concerns related to facility maintenance, technology and room set up needs, and will assist with troubleshooting/resolution as able or contact other resources/vendors when needed.

The responsibilities of this position are higher than that of the Clerk Typist 2 classification and fall more in line with that of Administrative Clerk 1, which describes:

...**responsible administrative support work** in the implementation and coordination of a **variety of office functions necessitating judgment, discretion, and initiative** in the

interpretation and application of policies, procedures and processes. Employees in this classification may serve as an agency/department/division payroll clerk, may be the first contact for purchasing, may be responsible for preparing meeting agendas or minutes in the Legistar system, or may perform other administrative tasks. Work is normally performed under the general supervision of a professional or administrative supervisor. **Employees may provide oversight to lower-level clerical employees** as assigned. [emphasis added]

For comparison, the graphic design work is similar to the Graphics Technician classification (CG20, Range 9) and Administrative Clerks in the Parks Division are using the RecTrac system. Also, the Library Assistant (CG32, Range 5) classification shows responsibilities of a similar nature including:

- Welcome and orient customers.
- Assist customers in understanding library services, procedures, resources and systems/technology.
- Provide instruction or tours to customers.
- Oversee the daily operations of a branch library or of a library service in the absence of a librarian or supervisor.
- Direct workflow, provide training and assistance to clerical and hourly staff and volunteers as directed.
- Maintain a safe and welcoming library environment.
- Troubleshoot equipment and/or report equipment problems within protocols. Provide related user support. Identify, resolve, and/or refer related user issues.

The Program Assistant 1 classification was also considered, however those positions are responsible for higher level specialized work in support of programs, including grant and budget work, application processes, boards/commissions, data and reporting, and office management. As this level of work is not associated with this position and the classifications previously mentioned in CG20, Range 9 and CG32, Range 5 show responsibilities of a similar level, it is appropriate to classify this position as an Administrative Clerk 1.

Based on the prior analysis of job responsibilities, I recommend recreating position #4525 as an Administrative Clerk 1 in CG20, Range 9 and reallocating the employee to the new position, within the Community Development Division budget.

The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Effective Date: 1/22/2023

Compensation Group/Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum +12% longevity
20/6	\$46,641	\$51,601	\$57,793
20/9	\$50,287	\$56,542	\$63,327

cc: Jim O'Keefe – Community Development Director
Yolanda Shelton-Morris - Community Resources Manager
Kurt Rose - Employee and Labor Relations Manager
Rick Marx - Employee Association Representative