

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 5 February 2016

SUBJECT: Administrative Clerk 1 (Wirth/Reamer) – Treasurer’s Office

At the request of the City Treasurer, David Gawenda, I conducted a position study for two (2) 100% FTE Administrative Clerk 1 positions (#749 and #706; CG20, Range 9) in the Treasurer’s Office budget; currently occupied by Ms. Cheryl Wirth and Ms. Michelle Reamer, respectively. The purpose of the reclassification request comes from the City Treasurer to evaluate the increased complexity of the work of these positions related to specific program areas, as well as recognition of the technological shifts that impact the duties of these positions. After meeting with Mr. Gawenda and the incumbents, and upon review of the current position descriptions; I recommend recreating the two 100% FTE Administrative Clerk 1 positions into two 100% FTE Account Clerk 3 position in Comp Group 20, Range 11, and reallocating the incumbents to the new positions – respectively for reasons outlined in this memo.

The Treasurer’s Office is one of the smallest departments in the City of Madison. The organizational structure at one point was comprised of the City Treasurer, one (1) Financial Operations Lead Worker, four (4) Administrative Clerk 1s, and one (1) Clerk Typist 1- Hourly. As a result of the 2009 budget cutbacks, one of the Admin Clerk positions was eliminated. Since then the Treasurer’s office has operated with three (3) Admin Clerks; and most recently lost one senior incumbent through a promotional process for another City agency. A permanent Clerk Typist 1 was added to the agency in 2015 but this position only takes on the more routine aspects of the work, such as opening and sorting mail, and greeting customers. Mr. Gawenda acknowledges that since approximately July, 2015, the two most senior Administrative Clerks have taken on the more complicated job duties and program responsibilities for the Treasurer’s Office. Additionally, the City Treasurer recognizes the current structure has not adequately adapted to the agency’s needs nor offers any career progression for its employees.

In recent years changes to the Parking Utility metering system, Water Utility’s monthly billing, quarterly billing for property taxes, and the transition to the MUNIS software / Tyler Cashiering; have all added more complexity to the overall processing of payments received by the Treasurer’s Office. Additionally, the two Administrative Clerk positions being studied have programmatic responsibilities related to the City’s Room Tax Program (Wirth), Delinquent Property Tax Program (Wirth), Investment Portfolio Tracking (Reamer) and the City’s Pet Licensing Program (Reamer). Each position is currently being cross trained to serve as a backup to the other for these programs. Because of the increased fiscal tracking responsibilities of the positions, it is questionable whether the Administrative Clerk

classification accurately describes the work, or whether the work would fall under the Account Clerk series.

A review of the class spec for Administrative Clerk 1 describes the work as:

... 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]

The proposed classification for consideration warrants a review of the Account Clerk 3 class spec, which describes the work as:

... **responsible advanced-level accounting clerical work** in the **preparation and/or processing of various accounting or financial records**. Work may involve coordinating and/or leading subordinate accounting clerical activities. This work is characterized by **significant judgment and discretion** in completing assigned tasks or special projects with a **high degree of independence**. [emphasis added]

Ms. Wirth began with the City in 1978 as part of the clerical pool and held various administrative positions. In 1985, she transitioned to the Treasurer's Office as an Administrative Clerk 1. Her main duties involved processing payments for the City with the remittance processor for water bills, property taxes, citations, etc. manually. Now the processor will encode and endorse the check and create digital images for deposit. However, Ms. Wirth must verify that payments have posted, issue the cash letter and create tax files as needed. In mid 2015, Ms. Wirth added the Room Tax program to her areas of responsibility. This program requires her to send room tax bills on a quarterly basis to the City's hotels, motels, bed & breakfasts, etc and collect the City's portion of the room tax. This also requires ongoing monitoring, tracking, posting of payments, and collections work. Ms. Wirth has to use the MUNIS/Tyler interfaces to create invoices and verify payments. Additionally Ms. Wirth is responsible for the tracking and collection of the Delinquent Personal Property Tax; which requires her to follow up with and attempt to collect payment from up to 500 delinquent business owners in any given year.

Ms. Reamer began working for the in City in 1991 as a Revenue Clerk in the Treasurer's office, primarily collecting payments and processing remittances at the front window. Over recent years, she took on the Sympro software management of the investment portfolio. This responsibility entails that she manage the investments record keeping, as well as produce the monthly, quarterly, and annual investment reports as needed. Previously a function coordinated by the Finance department, Ms. Reamer now generates all the related revenue and investment reports needed for the GASB reporting for the financial papers

during the annual audit. Ms. Reamer also is responsible for the Pet Licensing program which has grown in volume with the addition of chicken and bee licenses, but also in complexity as this function has transitioned to the Accela software system. This management of this program not only requires tracking of renewals and license payments, but also requires her to calculate and disburse payment of the Dane County portion of the program.

Give the higher level programmatic and accounting functions of these two positions, it is clear that the work requires more skills than the administrative support work of an Administrative Clerk 1; and in fact does require the processing of various accounting and financial records/transaction which is more in line with the Account Clerk 3 classification. Therefore, I am recommending that these two Administrative Clerk 1 positions (#749 and #706) be deleted and recreated as Account Clerk 3 in CG 20, Range 11 within the Treasurer's budget. The necessary resolutions to implement these recommendations have been drafted.

Editor's Note:

Compensation Group/Range	2016 Annual Minimum (Step 1)	2016 Annual Maximum (Step 5)	2016 Annual Maximum +12% longevity
20/09	\$42,020	\$47,246	\$52,916
20/11	\$44,579	\$49,900	\$55,888

cc: David Gawenda – City Treasurer
Mike Lipski – HR Services Manager
Greg Leifer – Employee and Labor Relations Manager
Cheryl Wirth – Incumbent
Michelle Reamer – Incumbent