

TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: October 10, 2012

SUBJECT: Monona Terrace Audio/Visual Technician - Monona Terrace

Monona Terrace Director Gregg McManners has requested a study of Monona Terrace Audio/Visual Technician positions, #3323 and #4234, in CG16, Range 14, currently occupied by Rod MacDonald and Chris Thunker, respectively. Mr. MacDonald has worked for Monona Terrace since 1996, and became an Audio/Visual Technician in 1999. Mr. Thunker started working for the City at the Overture Center as a Theater Technician in 2006, and moved to Monona Terrace as an Audio/Visual Technician in 2009. Since 1997, the audio/visual needs of Monona Terrace clients have changed drastically and increased significantly. Based on the position descriptions submitted and interviews with MT Associate Director Bill Zeinemann, Building Maintenance and Technical Supervisor Jeff Griffith, and the two incumbents, I recommend the following:

- Creation of a new classification of Monona Terrace Technical Services Specialist 2 with placement in CG16, Range 15.
- Recreation of the current Monona Terrace Audio/Visual Technician position (#4234) as a Monona Terrace Technical Services Specialist 2, CG16, Range 15.
- Reallocation of the incumbent, Chris Thunker, in position #4234 to the new position.
- Monona Terrace Audio/Visual Technician is appropriately placed in CG16, Range 14 for the reasons outlined in this memo, but should be retitled as Monona Terrace Technical Services Specialist 1, with the incumbent reallocated to the new title.

In 1997, the audio/visual needs and services at Monona Terrace were rather basic and limited in nature. They typically included setting up microphones, overhead screens, slide projectors, sound systems and stage lighting. Few clients were using computers for their events at that time. The Audio/Visual Technicians functioned as generalists and performed at a rather uniform level. Over the past fifteen years, the evolution of technology has resulted in digital media and videos being frequently used during events. In fact, the services have doubled over the past ten years with over a million dollars, or a quarter of Monona Terrace's revenue, being acquired through audio/visual equipment rentals. This drastic change in services and significant increase has resulted in the roles of the Monona Terrace Audio/Visual Technician positions being redefined and more specialized. Monona Terrace currently has 3 Audio/Visual Technician positions filled, and one vacant. The vacant one is being recreated as a Management Information Specialist 2 through a separate study and is analyzed in a separate memo. This study concerns the 2 encumbered positions identified above. .

The class specification for Monona Terrace Audio/Visual Technician (attached) identifies:

...technical and skilled work coordinating audio/visual, computer, closed circuit, and general communication services for the Monona Terrace Community and Convention Center. The work involves coordinating and overseeing the installation, connection, maintenance, and operation of electronic, audio/visual, computer, and telephone equipment and electrical connections associated with the meetings, conferences, conventions, and consumer shows held at the Center. This

position will serve as the technical expert for both staff and clients in the areas of responsibility and, under the general supervision of the Building Maintenance and Technical Supervisor, will exercise independent judgment in the layout and performance of the work.

In reviewing the two submitted position descriptions (attached), the duties and responsibilities appear to overlap to some degree, however there are varying degrees of difference. Both position descriptions include identical areas of Operations, Maintenance and Coordination, however time spent performing each of them varies as the table below outlines.

| <b>Function</b>  | <b>Position #3323</b> | <b>Position #4234</b> |
|------------------|-----------------------|-----------------------|
| Event Technician | 15%                   |                       |
| Operations       | 40%                   | 15%                   |
| Maintenance      | 30%                   | 15%                   |
| Coordination     | 15%                   | 30%                   |
| Lead Work        |                       | 40%                   |

A review of the duties and responsibilities of position #3323 shows they appear to align rather closely with the current class specification. There is one unique area outlined on the position description, entitled Event Technician, which appears to be operational in nature. It does include one distinct area of responsibility of coordinating scripts, cue sheets and pre-produced material. However, the specific tasks in this area do not change the overall complexity of the position and therefore I believe the position is properly classified as a Monona Terrace Audio/Visual Technician in Range 14, although in light of the recommendation described later in this memo, the classification should be retitled as Monona Terrace Technical Services Specialist 1.

As can be seen in the table above, the coordinative and lead work for position #4234 account for 70% of its responsibility, whereas they represent only 15% of position #3323. The level of duties and responsibilities of position #4234 have increased over the past three years, specifically in the area of lead work. Mr. Thunker's role is heavily focused on planning and working with clients and event coordinators. He is tasked with the following duties, not present in the current class specification: administering customer service standards, policies and procedures; reviewing concurrent event plans, identifying potential efficiencies and conflicts, and recommending solutions; creating and overseeing work schedules and setup plans; and leading the hiring, orientation, training, development, oversight and evaluation of hourly employees. These duties are above and beyond the scope of the current Monona Terrace Audio/Visual Technician class specification. In recognizing this higher level of work, it is recommended that a new classification of Monona Terrace Technical Services Specialist 2 be created.

In order to determine proper salary placement for the two levels, several other classifications were reviewed. The first classifications analyzed were the Theater Technician 1-3 series. Although these positions are no longer part of the City, the classification is still instructive in determining salary range comparables as the classification was just studied in 2010. Although they do not align perfectly with the recommended series, the general responsibilities are most similar:

... skilled technical and highly responsible lead work in planning and coordinating theatrical staging and lighting, audio/visual, closed circuit, and general communication services, as well as coordinating the activities of theatrical personnel (stagehands), for Overture Center events. The work involves coordinating,

overseeing, performing and planning the installation, connection, maintenance, and operation of theatrical staging, sound and lighting, electronic, audio/visual, computer, and telephone equipment and electrical connections associated with the theatrical performances, meetings, conferences and consumer shows held at the Overture Center.

Because this series has three levels as opposed to two, finding the most appropriate match is somewhat more difficult. Theater Technician 1, CG16, Range 12, is described as entry level, and is characterized by more structured and closely reviewed assignments. The Monona Terrace Technical Services Specialist 1 is not considered entry level, and functions under less structure and review. In addition, the Monona Terrace Technical Services Specialist requires three years of experience and a two-year technical school degree. Therefore level 1 is not a suitable match. Theater Technician 2, CG16, Range 14, is more appropriate as its work is less structured and includes coordinating, installing and maintaining equipment and systems, and leading the work of stagehands using professional expertise, discretion and judgment. In fact in 2010, Theater Technician 2 was deemed equivalent to the Monona Terrace Audio/Visual Technician during a position study of Theater Technicians at Overture Center. In reviewing the Theater Technician 3, CG16, Range 15, classification, it includes participating in scheduling of assigned staff, and providing advanced-level technical advice and assistance to Overture Center clients in assessing, planning, and implementing their total theatrical staging and lighting, sound, counterweight, rigging, communication, and audio/visual, and/or electrical requirements for various types of events. This level of work appears more in line with the Monona Terrace Technical Services Specialist 2 duties.

Other classifications analyzed at CG16, Range 15 are Maintenance Mechanic 2 and Water Utility Operations Leadworker, both leadworker classifications. Maintenance Mechanic 2 performs highly skilled or master level work in the installation, repair, and maintenance of mechanical systems, machinery, vehicles, equipment, and buildings and grounds at various City facilities. It serves as a leadworker over lower-level staff including training, assigning tasks, monitoring work, and adjusting work schedules and assignments. Water Utility Operations Leadworker performs skilled project coordination and lead work over a crew, and requires significant independent judgment and discretion. The work of a Water Utility Operations Leadworker is characterized by direct responsibility and accountability for: determining the materials, crew, and equipment needed; determining the most cost-effective and timely methods to be used; and directing the crew in all phases of the work. Similar to the Monona Terrace Technical Services Specialist 2, these classifications do not directly supervise, however they provide leadership and coordination for completing projects.

In contrast, looking a level above at CG 16, Range 16, the Maintenance Electrician 1 performs skilled electrical work in the maintenance, installation and repair of electrical equipment and systems (including heating, ventilation and air conditioning equipment), and other skilled work in the overall maintenance of designated facilities. Work is characterized by considerable judgment and discretion in laying out and performing assigned work, and in providing related leadership to other building maintenance workers. This classification also performs diverse facility maintenance and repairs such as: minor carpentry, plumbing, painting and welding repairs. In addition, it requires obtaining a Service Heating License. Another classification similarly compensated is Management Information Specialist 1, CG18, Range 06. This is specialized work relative to the City's automated management information systems. The classification functions at a more technical level than that of the Technical Services Specialists

performing either development (defining system requirements and translating those requirements into diverse automated applications) or support (development and implementation of telecommunication systems; setting up and administering data bases; supporting the utilization of personal computers in office applications; selecting, installing, and troubleshooting hardware/software products and providing necessary training) activities. In fact, as referenced at the beginning of this memo, a different Monona Terrace Audio/Visual Technician is being recreated as a Management Information Specialist to perform these specific tasks at Monona Terrace.

A final classification reviewed is Parks Maintenance Mechanic, CG16, Range 14. This classification performs highly skilled mechanical repair and maintenance work involving a full range of mechanical, electrical, plumbing, electronic and related skills. Employees operate independently and are assigned a wide variety of projects involving golf course irrigation, athletic field lighting, heating and air conditioning, and plumbing. The work involves planning and troubleshooting activities, as well as determining methods and supplies to be used, and may coordinate with other leadworkers or supervisors relative to the activities of lower level staff on larger projects. Assignments are performed under limited supervision. Although the type of work differs, it appears in line with the level of responsibility of the Monona Terrace Technical Services Specialist 1.

Based on the previously outlined analysis, I conclude that the Monona Terrace Audio/Visual Technician is properly classified at CG16, Range 14, but should be retitled as Monona Terrace Technical Services Specialist 1 and that a new classification of Monona Terrace Technical Services Specialist 2 should be created with placement one range higher at CG16, Range 15. The new classification is appropriate for the responsibilities of position #4234. Therefore, position #4234 of Monona Terrace Audio/Visual Technician should be recreated as Monona Terrace Technical Services Specialist 2 and the incumbent reallocated to this new position.

The necessary Resolution has been prepared to implement this recommendation.

Editor's Note:

| Compensation Group/Range | 2012 Annual Minimum (Step 1) | 2012 Annual Maximum (Step 5) | 2012 Annual Maximum +12% longevity |
|--------------------------|------------------------------|------------------------------|------------------------------------|
| 16/14                    | \$47,137                     | \$53,059                     | \$59,436                           |
| 16/15                    | \$48,294                     | \$54,642                     | \$61,204                           |

cc: Gregg McManners - Monona Terrace Director  
 Bill Zeinemann - Monona Terrace Associate Director  
 Jeff Griffith - Building Maintenance and Technical Supervisor  
 Rod MacDonald - Monona Terrace Audio/Visual Technician  
 Chris Thunker - Monona Terrace Audio/Visual Technician  
 Greg Leifer - Employee and Labor Relations Manager