

TO: Board of Estimates

FROM: Mike Lipski, Human Resources

DATE: January 9, 2017

SUBJECT: Program Assistant 1—Parks

The Parks Division currently has an Administrative Clerk 1 (CG20, R09; position #1454) vacancy at its front reception area. After reviewing the work load and distribution of duties, Parks has determined that it needs a position to focus on the complex scheduling needs related to athletic fields and regular leagues that occur in the City Parks. As a result, a new position description has been drafted outlining these duties. Following my review of the updated position description and talking with Parks Community Services Manager Claire Oleksiak and direct supervisor Joanne Austin, I recommend recreating the vacant Administrative Clerk 1 position as a Program Assistant 1 (CG20, R11) for the reasons outlined in this memo.

Parks currently has 4 permanent and 1 hourly positions assigned to work at the front reception area. The permanent positions are 3 Administrative Clerks (including the one vacancy) and 1 Clerk Typist 2, with an hourly Administrative Clerk to fill in as needed. These positions are responsible for answering the phones, responding to walk-in customers, and meeting their needs. Generally, this involves making parks and shelter reservations or issuing permits. The positions work in the RecTrac computer program to record reservations and the Accela program to issue various permits. Currently, the three Administrative Clerk positions share responsibility for all reservations, including scheduling and coordinating the many athletic leagues who use various parks throughout the city.

With the instant vacancy, Parks has reevaluated whether the current arrangement makes sense as it relates to athletic field scheduling and coordination. This is higher-level programmatic work than general reservations in that scheduling leagues involves building relationships with the various league commissioners, developing and reviewing user agreements, coordinating the needs of the leagues with Parks Operations, handling rescheduling, and other issues that arise. It requires the exercise of considerable judgment and discretion in interpreting and applying policies as they relate to athletics. The updated position description identifies this work as approximately 40% of the position. This work requires in-depth knowledge of related ordinances and policies and procedures, which is the type of work expected of a Program Assistant. In fact, a Program Assistant is distinguished from the Administrative Clerk classification by its in-depth knowledge of a particular program. Splitting out this work into a higher classification would also allow this person to serve as a lead for the other administrative staff regarding reservations and permitting generally.

The updated position description for the vacant position aligns with the classification of Program Assistant 1. Based on the above, I recommend recreating vacant position 1454 as a Program Assistant 1 in the Parks Division budget. Because Parks has multiple employees who have been performing parts of this work, the intent is to post the new position for internal promotion within

the Parks Division. We have prepared the necessary resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2017 Annual Minimum (Step 1)	2017 Annual Maximum (Step 5)	2017 Annual Maximum +12% longevity
20/09	\$42,929	\$48,268	\$54,060
20/11	\$45,543	\$50,979	\$57,096

cc: Eric Knepp—Parks Superintendent
Charlie Romines—Assistant Parks Superintendent
Claire Oleksiak—Parks Community Services Manager
Joanne Austin—Program Assistant 3
Greg Leifer—Employee and Labor Relations Manager