

T0: Personnel Board

FROM: Sarah Olson and Mike Lipski, Human Resources

SUBJECT: Program Assistant 2 – Parking Utility

DATE: October 8, 2018

At the request of the Assistant Parking Utility Manager Sabrina Tolley, a study was conducted of a 1.0 FTE Program Assistant 2 position (Compensation Group 17, Range 12), held by Meagan Hatfield (position #1054) received on January 31, 2018. This position is responsible for providing Parking Utility program and systems administration support and has seen an increase in these responsibilities as it relates to program management, software systems, revenue control and staff supervision. After meetings with the incumbent and the supervisor, and reviewing the duties and responsibilities associated with this position, as seen in the attached position description, I conclude that the position should be recreated as an Administrative Assistant (Compensation Group 17, Range 14), for the reasons outlined in this memo.

The class specification for an Administrative Assistant indicates employees perform

...responsible paraprofessional staff support work relative to the development and implementation of divisional and/or departmental administrative programs and functions. Work is characterized by **responsibility for a wide variety of administrative services** (such as the **development and implementation of budgetary documentation and fiscal controls, personnel, purchasing, payroll, and the supervision of office clerical activities**); and/or **direct responsibility for a comprehensive administrative program requiring the development and integration of diverse and complex operational data inherent to unit operations.** This work is performed with a **high degree of independence and discretion.** **Under the general supervision of a department or division head, work is normally assigned in terms of program objectives and directives; and employees are responsible for establishing the necessary administrative procedures, methods and controls. Employees may supervise subordinate administrative and clerical staff. {Emphasis added}**

Distinguishing duties and responsibilities include

Develop and implement major divisional and/or departmental administrative programs and functions.

Supervise office support services. Train, assign, monitor and evaluate clerical and administrative staff. Establish work priorities and procedures.

Develop comprehensive departmental/divisional recordkeeping systems (manual and/or automated). Provide liaison with Information Technology staff. Develop and process a high volume of operational statistics and reports (and integrate in a logical manner) from which cost analysis or productivity data can easily be extracted.

Directly oversee and/or implement a major administrative function requiring direct responsibility for an integrated administrative program. Act as spokesperson for this program with a diversity of

City business contacts and in relationship to external agencies and the general public. Assist managers, supervisors, professionals, and technicians in completing studies, reports, or projects by either gathering data or information, or by assisting in the assessment of individual or systematic problems. Perform a variety of research-related activities by extracting situational information from records, or by developing and implementing various survey or statistical reporting systems.

Provide administrative support to various committees/commissions. Arrange committee meetings and prepare and distribute notices, minutes, and related materials.

Ms. Hatfield was hired as the Parking Utility Program Assistant 2 in May of 2016. According to the submitted paperwork, the study was submitted due to the increase in the following: program administration of several large/complex programs, full supervisory responsibility for five permanent staff, reconciliation of accounting records/reports, establishing and implementing revenue control policies and procedures and purchasing/billing for both the Parking Utility and the Traffic Engineering Divisions.

A large percentage of Ms. Hatfield's position description is program and systems administration. This requires evaluation, needs assessments and the recommendation of policies that aim to improve efficiencies of parking permit programs. She performs audits on revenue collection and active permits, maintains detailed records for inventory control and supervises all aspects of the receipt collection processes for cash handling and the reconciliation and remittance process. Responsibility for establishing the necessary administrative procedures, methods and controls, including the development and implementation of fiscal controls are consistent with the Administrative Assistant class specification.

Ms. Hatfield serves as the liaison to City Information Technology in the development of the residential permit program database; performs testing on software updates and reporting functions and identifies needs and submits those requests to IT. In addition, this position serves as Office Manager for Parking and Traffic Engineering and serves as administrative support to the interim Division Head (Mr. Tao), in addition to the Assistant Parking Manager. She directly supervises three full-time and two part-time staff. Serving as a liaison with IT staff on comprehensive department recordkeeping systems and the supervision of clerical and administrative staff are also consistent with the Administrative Assistant classification.

Ms. Tolley recommended placement of this position into compensation group 18, range 5 with the proposed title of Parking Utility Program Supervisor. When a classification exists in the City's compensation plan that fits the level of responsibility, programmatic authority, level of supervision, and other factors, Human Resources will make every attempt to recommend placement into a classification that already exists. Human Resources also takes into account other similar positions in other Divisions that hold similar duties when recommending placement following a position study.

In reviewing other classifications in compensation group 18, range 5, such as the Police Court Services Supervisor, some key duties stand out that appear to be at a higher level than what is found in Ms. Hatfield’s position description:

- Maintain, update, and annually publish **the Department's 250+ pages Bail Schedule**, including current Madison General Ordinances, Madison Parking Violations, Wisconsin State Statutes, charging and court instructions, impound process and guidelines, and the OWWI process and guidelines. Maintain/update statute table in the department's Records Management System.
- Review **open records requests** and determine if the records can be released by applying the balancing test and redacting if necessary. Maintain knowledge of Wisconsin Open Records Law and attend weekly meetings with other records custodians. Work with the Records Manager on the life cycle of records, e.g., storage and destruction.

Both of the above mentioned program areas require a higher level of professional responsibility requiring a bachelor’s degree and practical work experience (or equivalent), in contrast to an Administrative Assistant, which requires varied administrative and/or office management experience supplemented by college level coursework (or equivalent). The other key distinction between the Administrative Assistant position and that of the Police Court Services Supervisor is that the programmatic areas are primarily focused on internal department processes and procedures. The Police position has programmatic areas that extend beyond the Police department.

Comparisons to the Water Utility Account/ Computer Specialist position (CG20, R16) have also been raised. However, the position at the Water Utility is a hybrid position with responsibility for assisting the Water Utility Finance Unit with complex accounting of accounts payable and accounts receivable, as well as specialized computer systems. Although there is overlap in certain of the responsibilities, the Water position is much more focused on higher-level paraprofessional accounting work. As described throughout this memo, the position being studied is more strongly aligned with the Administrative Assistant classification.

When I reviewed other City of Madison Administrative Assistants, I reviewed the Fire Administrative Assistant and the Fleet Services Administrative Assistant. Both positions directly report to the Department Head, function as Office Managers, provide guidance/policy interpretation to management and staff, and oversee large programs, (ie. Fire department Personnel Records Management and CARS program, respectively). The work Ms. Hatfield performs is in line with what is expected of the Administrative Assistant classification. Because of this, I recommend the Program Assistant 2 position, occupied by Ms. Hatfield, be recreated as an Administrative Assistant position and the incumbent be reallocated to the new position.

We have prepared the necessary Resolution to implement this recommendation

Editor’s Note:

Compensation Group/Range	2019 Annual Minimum (Step 1)	2019 Annual Maximum (Step 5)	2019 Annual Maximum +12% longevity
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17/12	\$49,381	\$55,888	\$62,595
17/14	\$52,767	\$59,084	\$66,174

cc: Yang Tao – Interim City Traffic Engineer
Sabrina Tolley – Assistant Parking Utility Manager
Tom Lynch—Director of Transportation
Mike Lipski – HR Services Manager