

TO: Personnel Board
FROM: William Wick, Human Resources Analyst
DATE: September 5, 2023
SUBJECT: Program Assistant 1 - Police

On March 23, 2023, Police Chief Shon Barnes submitted a request to Human Resources for a position study of Program Assistant 1 position #2579 in CG 20, Range 11; currently filled by Brendan Rudolph. The request indicates that attrition of other staff has led to more complexity in the work performed by this position, as it has absorbed added duties and responsibilities, including the development of operating processes and procedures for payroll tasks, including the Kronos Telestaff software used by the department. The position has assumed significant responsibility for technical support coordination for Telestaff and, additionally, has taken on special analysis projects to support departmental initiatives. After a review of the updated position description, meetings with Police Administrative Services Manager Teague Mawer and employee Brendan Rudolph, and upon a full analysis, I recommend the following for the reasons outlined in this memo.

- Recreate position #2579 as an Administrative Assistant in CG 20, Range 14; and
- Reallocate the employee, Brendan Rudolph, to the new position.

This position was last studied in 2018. Since the completion of the previous study, the position has become increasingly involved in departmental Telestaff support, training, and testing; and is one of the primary builders of functional Business Intelligence and Reporting Tools (BIRT) custom reports for departmental usage, which are used to assist with staffing and patrol management. The employee has become a leader on the Police Department Telestaff Team and often drives necessary systems improvements behind the scenes.

A review of the classification specification for Program Assistant 1 describes the work as:

. . . responsible programmatic support work in a City department, division or other independent program unit. Employees in this class support a particular program or programs by performing or coordinating specialized program functions, interpreting and applying programmatic policies and procedures, and performing administrative tasks in support of the program. The work requires exercising **considerable judgment and discretion** in the interpretation and application of policies. Employees in this class **work under the general supervision of the department, division, or program head and may provide direction to limited numbers of permanent and/or non-permanent staff.** Work is **distinguished from an Administrative Clerk** in that Administrative Clerks perform a wide range of administrative tasks **whereas a Program Assistant is responsible for coordinating program functions** and related administrative tasks in support of a program and **which require more in-depth knowledge of program operations in order to carry out such tasks.** [emphasis added]

A review of the classification specification for Administrative Assistant describes the work as:

. . . 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.** [emphasis added]

The additional duties and responsibilities taken on by this position, including implementing and testing new processes within the Telestaff development environment; coordinating testing with the Telestaff Team and end users; acting as a liaison between the Police Telestaff Team, Central Payroll, and the Information Technology Department; working directly with external vendor staff to troubleshoot issues in the Telestaff environment; and functioning as the department payroll team lead in implementing changes in Telestaff programming and processes due to changes in employee collective bargaining agreements, better align the work with the Administrative Assistant classification.

Based on the analysis detailed in this memo, I recommend that Program Assistant 1 position #2579 in CG 20, Range 11 be recreated as an Administrative Assistant in CG 20, Range 14; and that the employee be reallocated to the new position.

The necessary resolution has been prepared to implement these recommendations.

Editor's Note:

Effective Date: April 2, 2023

Compensation Group/Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum (+12% Longevity)
20/11	\$52,822.12	\$59,126.08	\$66,221.22
20/14	\$57,552.08	\$63,837.54	\$71,497.92

Cc: Shon Barnes, Police Chief
 John Patterson, Assistant Police Chief
 Teague Mawer, Police Administrative Services Manager
 Brendan Rudolph, Program Assistant 1
 Gregg Gotzion, Local 6000 President
 Erin Hillson, Human Resources Director
 Emaan Abdel-Halim, HR Services Manager