

TO: Board of Estimates

FROM: Mike Lipski, Human Resources

DATE: January 17, 2017

SUBJECT: Program Assistant 1—Parks

The Parks Division currently has an Administrative Clerk 1 (CG20, R09; position #1480) vacancy at the Goodman Maintenance Facility due to a retirement. This has allowed staff at the Goodman facility to evaluate how work is distributed. Because this position works primarily for the Forestry Section, City Forester Marla Eddy and Forestry Operations Supervisor Dean Kahl have determined that this position can take on higher level work in providing support for the City Forestry program. 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 Assistant Superintendent Charlie Romines, I recommend recreating the vacant Administrative Clerk 1 position as a Program Assistant 1 (CG20, R11) for the reasons outlined in this memo.

The position being studied currently serves as reception support at the Goodman Maintenance Facility, sitting in the reception area and answering phones, among other responsibilities. However, for many of the questions that come in, calls are transferred to professional staff for response. The managers have determined that customer service would be improved if this position was expected to directly respond to more public inquiries. The position description has been updated to incorporate responses to questions about city licensing for tree work and application of pesticides on public lands, billing for tree damage, working with the Wisconsin DNR and Dane County Extension to manage the Gypsy Moth Treatment program, and managing the EAB treatment database. These new responsibilities require more in-depth knowledge of the operations of the entire forestry program and covers approximately 55% of the position's time. Delegating this work to the position will allow professional staff more time to focus on higher-level responsibilities. A Program Assistant is distinguished from the Administrative Clerk classification by its in-depth knowledge of a particular program. These new duties and responsibilities will require the incumbent to be familiar with the City Forestry program at a level not expected previously, meeting the requirements for a Program Assistant.

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 1480 as a Program Assistant 1 in the Parks Division budget. 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
 Marla Eddy—City Forester
 Dean Kahl—Forestry Operations Supervisor
 Greg Leifer—Employee and Labor Relations Manager