

TO: Personnel Board

FROM: Michael Lipski, Human Resources

DATE: May 25, 2011

SUBJECT: Clerk Typist 2-Housing Operations

The Housing Division has requested a study of the vacant position of Clerk Typist 2 (#3891; CG 20-06) in the Operations section. The former incumbent, B. Elder, was promoted and upon reviewing the vacant position and the needs of the Division, Housing Operations Program Manager Agustin Olvera and Housing Administrative Coordinator Lisa Daniels are requesting that the vacant position be recreated as an Information Clerk (CG20-07). After meeting with Ms. Daniels and reviewing the submitted position description (attached), I agree with the recommendation for the reasons outlined in this memo.

The Housing Operations section is supervised by Ms. Daniels. The section used to have a large administrative staff of Clerk Typists, Information Clerks, Administrative Clerks and Program Assistants. However, as time has passed, due to attrition and budgetary issues, the staff has shrunk to 2 Program Assistants 1 and the current position. The former Information Clerks were phased out such that by 2007, the section no longer had any Information Clerks. Rather, the work of the Information Clerks was absorbed by the higher Administrative Clerks. However, as those positions have disappeared, the work remains. The section requires an Information Clerk to handle high-level customer inquiries and assist clients with the detailed, thorough application process in Housing.

The classification of Information Clerk was created largely due to the customer service needs in the Housing Operations section. Although it has expanded to other City agencies that have a high level of customer contact and diverse questions requiring broad knowledge, it is clearly a need in the Housing Operations section with the reduction in staff. This position has primary responsibility for serving as front desk reception, application intake, and providing assistance to a diverse client-base in filling out applications. While the Clerk Typist served as receptionist, the incumbent was not required to assist clients in filling out applications as this position will be. Further, the Clerk Typist did not have to utilize interviewing skills to refer clients to appropriate agencies as this position will be required to do. As the staff has grown smaller, it will be imperative for the Housing Operations section to have a position to provide this direct customer support to the clients. The proposed position description contains similar duties and responsibilities as performed by previous Information Clerks in the section.

The class specification for Information Clerk (attached) describes

...responsible public contact and clerical work involved in providing programmatic information to the general public and in processing requests for services. This class is characterized by primary responsibility for responding to difficult in-person and telephone inquiries necessitating judgment and discretion in both dispensing programmatic information directly and in making appropriate referrals. Work at this level necessitates programmatic knowledge, involves a potentially substantial consequence-of-error if done inappropriately, and requires varied and difficult public contact.

Examples of duties and responsibilities include

Receive in-person or phone requests for program information. Provide direct program information relative to services offered, qualifications, applications, procedures, policies, procedures, or unit operating practices. Determine which inquiries would be most appropriately handled by other staff and make referrals accordingly. Refer inquiries to related external governmental and/or community agencies based on knowledge of their roles, jurisdictions and qualifications.

Assist customers in completing program applications by explaining the intent of questions, asking pertinent follow-up questions to expedite the application process, and/or highlighting key data. Provide a positive supportive role in assisting customers in accessing City services for which they qualify.

Prioritize and process multiple concurrent transactions (e.g., in-person clients, client calls, staff inquiries, staff providing information, etc.) according to operating unit criteria, such as: the issue's immediacy; the length of attention required; and the scheduled appointment times to expedite referrals or make appointments.

As this type of work is the vast majority of the work in the position description, it is appropriate to recreate the existing position of Clerk Typist as an Information Clerk.

We have prepared the necessary Resolution to implement this recommendation

Editor's Note:

Compensation Group/Range	2011 Annual Minimum (Step 1)	2011 Annual Maximum (Step 5)	2011 Annual Maximum +12% longevity
20/03	30,879	35,299	39,546
20/06	35,028	38,753	43,394
20/07	35,905	40,068	44,876

cc: Natalie Erdman-CDA Executive Director
Agustin Olvera-Housing Operations Program Manager
Lisa Daniels-Housing Administrative Coordinator
Greg Leifer-Labor Relations Manager