

CITY OF MADISON  
**INTER-DEPARTMENTAL**  
CORRESPONDENCE

DATE: February 6, 2009

TO: Personnel Board

FROM: Gail Glasser, Human Resources

SUBJECT: Clerk Typist 2 Position, Parking Utility

At the request of the Parking Operations Manager we conducted a study of the Clerk-Typist 2 position in the Parking Utility (Position #1055, held by P. Hoeth).

The position is one of two performing reception duties for the agency, answering incoming phone calls to the main Parking Utility telephone number and meeting people who come into the office with appointments, questions, or service needs. Classification of the other position with these duties is Information Clerk.

*Positions In Work Area*

<i>Position Title</i>	<i>CompGroup</i>	<i>Range</i>
Clerk Typist 1	20	03
Clerk Typist 2	20	06
Information Clerk	20	07
Administrative Clerk 1	20	09

Studies of three positions then classified as Clerk Typist 2 were conducted in 1997. One position was recommended for reclassification as Administrative Clerk 1, one for reclassification as Information Clerk, and one recommended to remain Clerk Typist 1/2. (Clerk Typist positions are budgeted at the 2 level, filled at the 1 level and automatically advance to 2 in accordance with bargaining agreement provisions.) The reclassification to Administrative Clerk 1 actually restored the modest hierarchy that had existed until 1990; pre-1990 payroll responsibilities did not return to the class in 1997.

The Administrative Clerk 1 position continues to have the higher-level administrative responsibilities identified when last studied. It has sole responsibility for entering Madison Police Department traffic accident reports into the ArcGIS system, reviewing each report narrative to determine how it should be described and diagrammed in the system and identifying the location on an electronic map. It has additional specific monthly parking program administrative responsibility for records, wait lists, calculation of fees, refunds and proration of fees, reconciliation of revenues received, processing of monthly "autopay" payments, and problem resolution for sometimes contentious situations.

Employees in the section work cooperatively: The Administrative Clerk position helps with front-desk work when needed, and front desk employees help with some parts of the Administrative Clerk duties when needed. For example, the office opens at 7:30 and the Administrative Clerk begins work at 7:30; Clerk Typist and Information Clerk hours begin at 8:00 a.m., and the employee in the higher class takes care of reception duties for that time as well as other times when needed. In the Admin Clerk's absence both the Information Clerk and the Clerk Typist answer general calls about the monthly parking program (e.g., "How long is the waiting list?"), hand out forms for someone wanting to get on a list, or have parkers sign paperwork previously generated by the Administrative Clerk. Specific assignment of parking spots, calculating refunds, or other more detailed questions are set aside for the Administrative Clerk's or Program Assistant's attention.

The Information Clerk class is distinguished from the Clerk Typist 2 class by requirements for more technical knowledge, skills and abilities (specifically working knowledge of City services) and ability to understand and explain department or program regulations. General Responsibilities for the Information Clerk are identified as “responsible public contact and clerical work . . . characterized by primary” [emphasis part of class specification] “responsibility for responding to difficult in-person and telephone inquiries,” requiring “programmatically knowledge” and involving “a potentially substantial consequence of error if done inappropriately, and requires varied and difficult public contact.” Clerk Typist 2 responsibilities are characterized as “routine and responsible clerical support work” that “may include direct contact with the public.”

Current description of the Clerk Typist position includes, in addition to general reception and referral duties, permit-issuing duties (e.g., residential permit program parking [RP3] inquiries, permit preparation, issuing and explanation), meter hood and hangtag permitting, fee calculation and collection, temporary construction parking permits, and providing information in response to customer questions. In conjunction with bus pass sales, the employee provides information about Madison Metro routes and schedules or redirects the question to Madison Metro; for parking meter malfunction or damage calls, the incumbent provides information on parking and traffic regulations, traffic counts and payment information.

Distinctions between work required of the Clerk Typist and the Information Clerk positions have been removed over time. When members of the public walk into the work area for assistance, they can talk to either the Information Clerk or the Clerk Typist and both employees provide the requested information. The Clerk Typist does not refer more difficult questions to the Information Clerk; rather the Clerk Typist answers the same types of questions as are directed to the Information Clerk. Similarly, when phone calls come in, the Clerk Typist and Information Clerk take turns answering calls and providing information. Again, the Clerk Typist does not refer more difficult questions to the Information Clerk. Both positions have achieved primary responsibility for responding to difficult public inquires. Both employees perform all the functions of the two positions, and the duties are at the higher level.

We therefore recommend a classification change for the Clerk Typist 2 to Information Clerk in Compensation Group 20, Range 07.

We have prepared the necessary Resolution to implement this recommendation.

- cc: Incumbent
- David Dryer, Transportation Director
- Bill Knobloch, Parking Operations Manager
- Gail Phillips, Program Assistant 3
- Mike Deiters, Labor Relations Manager

Attachments

Compensation Group/Range	2009 Annual Minimum (Step 1)	2009 Annual Maximum (Step 5)	2009 Maximum with Longevity
20/06	\$34,681	\$38,369	\$42,978
20/07	\$35,550	\$39,672	\$44,434