

T0: Personnel Board

FROM: Sarah Olson, Human Resources

SUBJECT: Information Clerk – Housing Operations Unit

DATE: March 14, 2016

At the request of the Housing Operations Unit Director Augie Olvera, a study was conducted of an Information Clerk 1 (Compensation Group 20, Range 07), held by M. Bodde. This position is responsible for not only reception and first point of contact for customers dropping in and calling but provides administrative and technical support to the admissions and housing eligibility process. After reviewing the duties and responsibilities associated with this position, as seen in the attached position description, I conclude that this position should be recreated as a Administrative Clerk 1 position (Compensation Group 20, Range 09), and that the incumbent should be reallocated to the new position for the reasons outlined in this memo.

The class specification for Administrative Clerk 1 describes responsible administrative support work in the implementation and coordination of a variety of office functions necessitating judgment, discretion, and initiative in the interpretation and application of policies, procedures and processes, and work described includes

Provide administrative support within the department, division, or work unit. Exercise initiative in the establishment of related filing and recordkeeping systems. Exercise judgment and initiative in the implementation of related administrative processes. Recommend procedural changes or guidelines based on observed needs.

Provide information and/or clarify work unit policies and procedures as the designated resource on administrative considerations.

Train and advise lower-level staff on procedural considerations. Organize and oversee special projects as necessary. Assist supervisor in follow-through activities relative to ongoing clerical functions.

The Housing Operations Unit is comprised of three areas: Admissions & Eligibility, Section 8 Programs, and Low Rent-Public Housing. Ms. Bodde works under Admissions & Eligibility reporting to Lisa Daniels, the Housing Administrative Coordinator. This section is responsible for admissions and eligibility for all CDA subsidized housing programs. The Information Clerk's role when Ms. Bodde was hired was to be a first point of contact to answer the public's questions on the various Community Development Authority (CDA) housing programs available, and to refer further questions to the appropriate housing staff to answer specific questions on which application they should fill out according to their needs. In Ms. Bodde's time with CDA, she started taking on more duties to assist customers and fellow housing staff in the support of admissions and eligibility for housing.

Ms. Bodde has learned the various program offerings and is able to know what questions to ask customers to find out what their needs are, discuss the various programs offerings available to them and guide them in ensuring they are applying for the appropriate program. From there, she is charged with ensuring customers are on the right waiting list for housing.

In May of 2015, the CDA Housing Operations Division implemented a Web-based application system. Applications for Housing were previously paper-based. Additional responsibilities were required of Ms. Bodde due to the implementation of this new application process. Ms. Bodde now manages the web-based pre-application process and applicant portal system. This includes serving as troubleshooter for the Web-based systems, direct coordination with City IT staff, and ensuring accuracy and integrity of data flow between the Web-based application and the applicant portal systems. This year, CDA plans to roll out additional Web-based systems, for which Ms. Bodde will be directly responsible. Responsibilities include successful implementation of additional Web-based processes, testing of the system, and managing data exchanges. This will require more responsibility in the areas of communications and technical expertise in order to streamline the process for Housing applicants. While this work will not be assigned until this year, it is in line with the other duties described in this paragraph that Ms. Bodde has been performing since May, 2015, which adds to the complexity of the position and supports an increase.

In addition, Ms. Bodde is training hourly Clerk Typists on front desk work and how to answer customers' calls, including managing conflict. Customers calling in and/or dropping in at the front desk to inquire about their standing on waiting lists for housing may be upset about a lengthy wait time or confused about waiting list requirements and preferences and it's important that the first point of contact can answer their question(s) and/or get them to the appropriate housing staff member for further assistance.

The combination of customer service, computer work, and oversight of other staff lines up well with the class specification for Administrative Clerk 1 which is more complex than that expected of an Information Clerk.

Because of the reasons outlined in this memo, I recommend the Information Clerk position, occupied by M. Bodde, be recreated as an Administrative Clerk 1 position and the incumbent be reallocated.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2016 Annual Minimum (Step 1)	2016 Annual Maximum (Step 5)	2016 Annual Maximum +12% longevity
20/07	\$39,950	\$44,582	\$49,932
20/09	\$42,020	\$47,246	\$52,916

cc: Augie Olvera—Housing Program Manager
Natalie Erdman—CDA Executive Director
Lisa Daniels—Housing Administrative Coordinator
Greg Leifer—Employee and Labor Relations Manager