

TO: Personnel Board
FROM: Ann Schroeder, Metro Transit
DATE: May 3, 2024
SUBJECT: Transit Administrative Clerk - Metro Transit

At the request of Transit General Manager, Justin Stuehrenberg, and Transit Marketing & Customer Service Manager Jessy Stammer, I have studied the duties and knowledge, skills and abilities requirements of a proposed Transit Administrative Clerk position. I reviewed the position description and interviewed the following people:

- Jessy Stammer, Marketing & Customer Service Manager
- Tom Kimble, Transit Finance Manager
- Allisa Brown, Transit HR Manager
- Sharon Harnish, Transit Administrative Services Coordinator

I recommend that a new classification of Transit Administrative Clerk be created in CG 42, Range 9 for the reasons outlined in this memo.

Metro Transit has restructured significantly over the last several years, adding a number of managers and chief positions. However, the administrative capacity has remained largely unchanged. As a result, there are administrative tasks that have been assigned to employees in classifications that did not specifically include such work, because these tasks are not specifically included in any classification, or they were never transitioned when a position changed.

At the same time, there have been changes to the duties of the Customer Service Representative (CSR) position that works the morning/day shift in the customer-facing front office. As customers become more reliant on electronic apps and data, there is less need to send them maps, Ride Guides, and give route information in person. As Metro moves to automated self-service fare systems so customers are able to buy and reload passes at BRT stations or online, there will be fewer in person purchases. While there will still be the need for in person, customer-facing employees, there is an opportunity to use this front office CSR position more efficiently by maintaining effective operation of the Metro front office, while assigning a variety of other administrative tasks.

The position description for the Transit Administrative Clerk lists 40% of the work as that of the Transit Customer Service Representative on the shift which includes serving in-person customers and taking call center phone calls during assigned hours. However, 60% of the work would be administrative duties specifically supporting the Transit Marketing & Customer Service Manager, the Metro HR unit, and general processes that support all units in the administrative building. These would include things like:

- Assemble and distribute mail
- Inventory and order office supplies

- Maintain office equipment and shared spaces
- Coordinate building maintenance
- Update and maintain vehicle and room reservation policies
- Issue bus Metro employee bus and maintain related files
- Assist with correspondence and mailings
- Assist with interview materials

In comparison, the Administrative Clerk 1 (CG20, Range 9) work is described as “responsible administrative support work in the implementation and coordination of a variety of office functions...” and involves similar tasks such as:

“Serve as the agency contact for purchasing....Assume responsibility for follow-through on administrative detail....Provide information and/or clarify work unit policies and procedures....Initiate routine correspondence and other inter-departmental communications....”

For all the reasons discussed in this memo, this level of work and required knowledge is consistent with the examples of duties and responsibilities found in class specifications compensated at or similar to CG20, Range 9. As such, I recommend a new classification of Transit Administrative Clerk be created in CG42, Range 9. Once approved, Metro Transit will post this position internally for a competitive hire process.

This is a union represented position, and the City will consult with Teamsters Local 695 to add the new classification to the CG42 salary schedule. The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2024 Annual Minimum (Step 1)	2024 Annual Minimum (Step 3*)	2024 Annual Maximum (Step 5)	2024 Annual Maximum (+12% longevity)
42/7	\$ 40,358	\$ 45,738	\$ 53,810	\$ 60,268
42/9	\$ 42,887	\$ 48,605	\$ 57,182	\$ 64,043

*Metro represented employees start at step 3 due to an agreement with Teamster 695

- cc: Justin Stuehrenberg, Transit General Manager
 Transit Development Chief, Mick Rusch
 Jessy Stammer, Transit Marketing & Customer Service Manager
 Allisa Brown, Transit HR Manager
 Erin Hillson, Human Resources Director
 Emaan Abdel-Halim, Human Resources Services Manager
 Kurt Rose, Employee and Labor Relations Manager
 Tameaka Bryant, Labor Relations Specialist
 Rick Roeth, Teamsters Business Agent