

TO: Personnel Board

FROM: Michael Lipski, Compensation and Benefits Manager

DATE: August 22, 2011

SUBJECT: Building Maintenance Supervisor-Monona Terrace - SUBSTITUTE

Monona Terrace Director Gregg McManners has requested a study of the Building Maintenance Supervisor, in CG18, Range 06, currently occupied by Jeff Griffith. Mr. Griffith has been in this classification since Monona Terrace opened in 1997. However, since that time, the responsibilities of the position has grown to include supervision of audio/visual staff as well as other areas of responsibility outlined in this memo. Based on the position description that was submitted and interviews with Mr. McManners and the incumbent, I recommend creation of a new classification of Building Maintenance and Technical Supervisor, placement of the new classification in CG18, Range 10, recreation of the current Building Maintenance Supervisor position as a Building Maintenance and Technical Supervisor and reallocation of the incumbent to the new position.

The Building Maintenance Supervisor class specification (attached) identifies

...skilled supervisory and programmatic work involving the planning, oversight, and evaluation of building and facility maintenance, mechanical repairs and custodial services at multiple sites. The work involves supervising and scheduling staff; making budget and purchasing recommendations; developing maintenance, modification, preventative maintenance, and repair plans; developing and coordinating service contracts and projects; and integrating the maintenance/custodial staff activities with customer service needs. The work is performed under the direction of a department head or other administrator; is characterized by the use of initiative and judgment in determining the nature of repairs needed and the appropriate methods, procedures, and staffing to accomplish work; and is reviewed for conformance with desired work standards and operating policies.

Although the Building Maintenance Supervisor class specification refers to responsibility over multiple sites, Mr. Griffith has always had responsibility for only Monona Terrace.

Since the facility opened in 1997, Mr. Griffith has taken on additional responsibility beyond just supervising maintenance personnel. Shortly after starting, Mr. Griffith was given responsibility for supervising the audio/visual technicians (CG16, Range 14). This includes responsibility for the computer network at the facility, as well as telephones. Monona Terrace has its own network for the facility and its various conference rooms that is not normally supported by Information Technology. Therefore, Mr. Griffith and his staff have had to learn and maintain current on computer network information. In addition, they have had responsibility for ensuring that the network remains current in order to be compatible with customer computer systems. Although the computer network is for Monona Terrace customers, the complexity and issues that the staff deal with are similar to what the City's Information Technology staff address on the city-wide network. The network has the same equipment as the City network, including switches, routers, cameras, IP Phones, etc. This area of responsibility is not included in the current Building Maintenance Supervisor classification.

In 2005, Monona Terrace started the process for LEED certification, after Mr. Griffith researched and recommended that Monona Terrace pursue this certification. Mr. Griffith was

assigned primary responsibility for the certification and spent approximately 2000 hours between 2005 and 2007 on this work. He had to document all systems at the Convention Center relative to various categories, including electricity and water usage, recycling, bicycle usage, catering and use of locally grown/organic foods, composting, etc. Since attaining the LEED Silver certification, there are ongoing documentation and reporting requirements that Mr. Griffith is responsible for to maintain the certification. These reports and statistical measures drive decision-making at the Convention Center regarding energy use and other areas which the certification impacts. In addition, the certification must be renewed every 5 years, and Mr. Griffith is in charge of the renewal process. As an offshoot of the LEED certification process, Mr. Griffith is in charge of sustainability for Monona Terrace. Beyond LEED, sustainability initiatives at Monona Terrace include waste management, purchasing, procurement, fleet, and construction/renovation activities. For instance, Monona Terrace participates in the City's Green Cleaning program which uses sustainable cleaning supplies. The Center also recycles when possible. Again, these responsibilities are not included in the class specification for Building Maintenance Supervisor.

Because of the additional technical responsibilities as it relates to audio/visual staff and the LEED/sustainability work, I recommend creating a new classification of Building Maintenance and Technical Supervisor and recreating the existing position as part of the new classification. The added duties and responsibilities in the new classification are a higher level than the current placement in CG18, Range 6. However, the unique nature of this position makes it difficult to classify. There are not other positions in the City system that have a similar combination of facility maintenance and audio/visual/networking responsibilities. In fact, were this position brought to my attention 15 years ago, when the networking duties were added, I may argue that the changes are not logical and a new position has been created. However, since the incumbent has been performing this work over the last 15 years, we are beyond that point.

When I review the duties/responsibilities of the current position, the technical skills for the computer networking are similar in many respects to those required by IT staff who range from an 18-06 to 18-10. This was confirmed in a meeting with Data Center Manager Rich Beadles, from City IT. The sustainability/LEED work is also high-level work. According to Facility and Sustainability Manager Jeanne Hoffman, Mr. Griffith's work is comparable to the professional Engineers, who also range from an 18-06 to 18-10. After a review of the classification system, I find that placement of the position in CG18, Range 10 is appropriate. The Overture Center Maintenance Manager is also classified in CG18, Range 10, and has responsibility for the building maintenance staff at Overture Center. When originally classified, the Overture Center position reported directly to the Overture Center Director and participated on the Overture Center Management Team, responsibilities and a reporting relationship not found in the current position. In addition, the Overture Center Maintenance Manager has a subordinate supervisor, CG18, Range 07, reporting to it, which gives it a greater degree of responsibility. The Building Maintenance and Technical Supervisor does not have any subordinate supervisors reporting to him. However, the Building Maintenance Supervisor at Monona Terrace has a whole area of responsibility not found in the Overture Center Maintenance Manager position—the A/V and computer network work. CG18 Range 8 has classifications such as the Housing Maintenance Supervisor and Fleet Services Maintenance Supervisor. However, these positions are also responsible for maintenance activities without the added A/V responsibilities. The combination of these two distinct areas of responsibility, with their different requirements for

knowledge/skills/ability, justify placement of this position in a higher range. CG18, Range 10 is the best fit for this position.

We have prepared the necessary Ordinance and 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
18/06	48,225	56,781	63,596
18/10	56,781	68,241	76,440

*The listed salaries do not include a temporary 5% wage adjustment in place until 12/10/11.

cc: Gregg McManners-Monona Terrace Director
Bill Zeinemann-Monona Terrace Associate Director