

To: Personnel Board
From: Victoria Larson, Human Resources
Date: June 15, 2020
Subject: Program Assistant

At the request of Department of Civil Rights (DCR) Director, Norman Davis and DCR's Affirmative Action Division Manager, Melissa Gombar, I have studied the position of Administrative Clerk (CG 20 , Range 9, Position # 3305), currently occupied by Julie Austin. This position provides administrative and front desk reception services that has broadened over time. Based on my review of the current position description and the classification specifications for Administrative Clerk and Program Assistant 1, as well as discussions with Melissa Gombar and the incumbent, I conclude that the current position of Administrative Clerk should be recreated as a Program Assistant 1 in CG 20, Range 11 and that J. Austin should be reallocated to the new position.

Program Assistant work is distinguished from Administrative Clerk in that:

....Administrative Clerks perform a wide range of administrative tasks whereas a Program Assistant is responsible for coordinating program functions and related administrative tasks in support of a program and which require more in-depth knowledge of program operations in order to carry out such tasks.

J. Austin began working at the Department of Civil Rights in the fall of 2018 as an Administrative Clerk for the Affirmative Action Division. During this timeframe, 50 percent of J. Austin's time was spent acting as a receptionist for DCR with the remainder of time spent completing minor clerical work for the Affirmative Action Division, providing administrative support for two of DCR's commissions, and completing purchasing activities.

In 2019, due to staff turnover, J. Austin began to take on a number of new responsibilities. Now 65 percent of J. Austin's time is spent providing higher-level programmatic support for the EOD and AAD sections and 20 percent of time is spent serving as a backup for the Office Manager. For the RAISE Program, J. Austin's responsibility is to review job postings from contractors for discriminatory language and inform contractors of any needed language changes. J. Austin also began to take a more active role in the Affirmative Action Plan process for contracts over \$50,000. Previously this role would simply verify there was a plan on file for various contractors. Now J. Austin answers questions for vendors related to the proper completion of Affirmative Action Plans and explains how the applications are viewed. Also, J. Austin ensures the Affirmative Action Commissioners have a program booklet with all the evidence needed to make their decisions. In addition, J. Austin assists with the Targeted Business Certifications by assisting with onsite reviews, and helps place interns and provides other programmatic support related to the AASPIRE Intern Program. Finally, J. Austin now also provides the EOD unit with higher-level programmatic support by specifically fielding questions from consumers that require a more advanced level of knowledge, has taken over maintenance of federal investigative contracts, and has assisted with the implementation of DCR's new case management tracking software.

As vacant staff positions were filled, J. Austin still operates in the capacity above. It was determined that these duties would remain under this position to assist with the workload of professional level staff. Through these duties, J. Austin provides a higher level of expertise and exercises considerable judgment

and discretion in the interpretation and application of policies. J. Austin also provides leadership over front desk activities. This leaves more entry level, front desk responsibilities to DCR's other Administrative Clerk.

For all the reasons discussed in this memo, this level of work is expected at the Program Assistant 1 level and consistent with the examples of duties and responsibilities found in that class specification. As such, I recommend the position be recreated as Program Assistant 1 (CG 20, R 11) and the incumbent, J. Austin be reallocated to the new position.

The necessary resolution to implement this recommendation had been drafted.

Editor's Note:

Compensation Group/Range	2020 Annual Minimum (Step 1)	2020 Annual Maximum (Step 5)	2020 Annual Maximum (+12% Longevity)
20/09	\$47,147.10	\$53,010.62	\$59,371.78
20/11	\$50,018.02	\$55,987.62	\$62,706.02

Cc: Norm Davis - DCR Director
Melissa Gombar - Affirmative Action Division Manager
Greg Leifer—Employee and Labor Relations Manager
Julie Austin – Administrative Clerk