

To: Finance Committee

From: Emaan Abdel-Halim, HR Services Manager

Date: January 3, 2023

Subject: Information Clerk–CDA Housing

The Human Resources Department received a request on from the CDA Housing Division through Housing Operations Program Manager Larry Kilmer to recreate the vacant position #4761 of Clerk Typist 2 (CG20, R06) as an Information Clerk (CG20, R07) based on higher-level needs for customer service and the detailed nature of information that is reported within Housing. For the reasons outlined in this memo, we recommend that position #4761 be recreated as an Information Clerk within the CDA Housing Division budget.

The class specification for an Information Clerk describes

...responsible public contact and administrative work involved in providing programmatic information or public records to the general public and in processing requests for services. This class is characterized by **primary responsibility for responding to difficult in-person and telephone inquiries necessitating judgment and discretion** in both dispensing information directly and in making appropriate referrals. Work at this level **necessitates programmatic knowledge, involves a potentially substantial consequence-of-error if done inappropriately**, and requires varied and difficult public contact. Work is typically performed under general supervision. [emphasis added]

The main distinction between an Information Clerk and the lower-range Clerk Typist 2 is the higher amount of public contact combined with the need to understand and explain complex information to members of the public.

In reviewing the position description (attached) that Housing submitted for this study, 40% of the position's time is directly related to reception duties. However, other sections of the PD also include responsibility for ordering, paying bills and invoices, and retrieving and responding to messages. These also include public interactions consistent with the class of Information Clerk. However, the main reason this position should be an Information Clerk is the nature of the information this position is expected to process and distill to customers. Within Housing, there are a variety of housing programs, each with different eligibility requirements. The Housing Division works with State WHEDA and CDA funds, as well as Federal HUD funds. It is important for the employee in this position to be knowledgeable of the requirements of the various programs so that when answering questions or advising residents, the correct information is provided. The employee will have to work with multiple databases to retrieve information on resident eligibility and will have to know which database relates to which program or information request. The employee will not necessarily have someone else there to assist with inquiries so this person will have to work independently in retrieving information and responding to requests. This is the type of programmatic information described in the class specification, and providing incorrect information could have negative consequences for residents or potential residents of the housing program. As a result, this type of work is consistent with the level of Information Clerk.

Because the work of this position is more closely aligned with the Information Clerk classification and not the Clerk Typist classification, I recommend that vacant position #4761 of Clerk Typist 2 in the CDA Housing Division budget be recreated as an Information Clerk.

The necessary resolution has been prepared to implement this recommendation.

Editor's Note:

Compensation Group/Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum (+12% longevity)
20/06	\$ 45,274.06	\$ 50,089.00	\$ 56,099.68
20/07	\$ 46,408.70	\$ 51,789.40	\$ 58,004.13

cc: Larry Kilmer–Housing Operations Program Manager  
Janet Corcoran–Housing Site Manager East  
Walt Jackson - Local 6000 representative  
Rick Marx - Local 6000 representative  
Tory Larson–Interim Employee & Labor Relations Manager