

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 21 January 2015

SUBJECT: Secretary 2 (J. Pien) – Engineering

At the request of City Engineer Rob Phillips, and Assistant City Engineer, Mike Dailey; I conducted a position study of a 100% FTE Secretary 2 (#1061; CG17-11) in the Engineering Division, currently occupied by Ms. Janet Pien. This request for the position to be reclassified is based on the additional outreach and communication work of incumbent's extra program responsibilities. Based on conversations with Mr. Dailey, the incumbent and upon reviewing the position description, I recommend reclassifying Ms. Pien to a 100% FTE Program Assistant 2 in CG17-12.

A review of the class specification for Secretary 2 (see attached) describes the work as:

... **responsible advanced-level secretarial work** involving substantive administrative support work and supervisory responsibilities. Employees in this class **exercise considerable judgment and discretion** in the performance of a wide variety of activities requiring the interpretation and/or application of policy and the coordination of activities. Secretary 2s perform functions similar to those performed at the Secretary 1 level, except that less time is allocated to clerical work, the **administrative support duties are more complex and often involve specific areas of on-going responsibility**, and the work typically involves the supervision or coordination of several subordinates. Secretary 2s typically work under the general supervision of a department or division head. [emphasis added]

Finally a review of the classification specification for Program Assistant 2 describes the work as:

...**responsible administrative support and advanced-level secretarial, basic program coordination**, and staff supervision work in a department, division or other independent program unit. ...The work requires **exercising considerable judgment and discretion in the performance**, coordination, and/or supervision **of a wide variety of administrative support and program activities** relating to unit program functions. The work typically **involves interpreting, developing and/or applying operating policies, systems and procedures; performing and/or coordinating a full range of standard and complex administrative support functions** at least comparable to the Program Assistant 1 level; and **carrying out a number of additional program functions which require specialized program knowledge, independent decision-making; and responsibility for specific operating procedures and systems development and communication**. Employees in this class work under the general supervision of the department, division, or program head.

Ms. Pien began working for the City in 2006 as a Secretary 2 in the Engineering Division. She continues to develop systems and procedures related to Engineering's prequalification process for contractors who want to bid on the City's engineering contracts. In this process, Ms. Pien may work with upward of 300 potential contractors annually to ensure all the prequalification applications and documentation meet City requirements. Her responsibilities include updating the

City's website with the appropriate forms and templates for contractors to use for applications. This includes all the templates for bid submissions and affirmative action plans. Ms. Pien acts as the primary communication liaison for contractors during the application process, as well as fielding and directing calls to the appropriate parties as needed. She also reviews and approves certificates of insurance, bonds, and letters of credit as related to public works contracts.

Ms. Pien has also been assigned oversight of the Report-a-Problem program, in which City residents can send emails relating to a variety of issues that require resolution. She tracks and disseminates these issues to the appropriate agency and follows up on the resolutions of the problems. Ms. Pien took the initiative to develop (in conjunction with IT) a repository of communications in a Sharepoint directory. This project has created a one-stop electronic library of all the correspondences and related documents for the public works and private developer contracts, creating a streamlined system for all the Engineering staff to access these materials with the click of a mouse.

The classification specification states the work of a Program Assistant 2 is advanced level programmatic work with a wide variety of administrative duties. These positions also require considerable judgment in interpreting and applying the policies of the program. Ms. Pien has operated at a high level of independence and manages a wide variety of administrative functions very specific to the contractor prequalification and contracting programs. Her work within several programmatic areas, all requiring a high level of discretion and independent decision making, warrant that Ms. Pien's position should therefore be reclassified as a Program Assistant 2.

Therefore, I am recommending reclassification of the Secretary 2 position to a Program Assistant 2 position within the Engineering budget, and reallocating the incumbent, Ms. Janet Pien, to the new position. The necessary resolutions to implement these recommendations have been drafted.

Editor's Note:

Compensation Group/Range	2015 Annual Minimum (Step 1)	2015 Annual Maximum (Step 5)	2015 Annual Maximum +12% longevity
17/11	\$42,438	\$47,932	\$53,684
17/12	\$43,572	\$49,313	\$55,230

cc: Rob Phillips – City Engineer  
Mike Dailey – Assistant City Engineer  
Janet Pien – Incumbent