

TO: Personnel Board

FROM: Sarah Olson, Human Resources Analyst 1

DATE: May 16, 2012

SUBJECT: Clerk Typist 2-Monona Terrace

Monona Terrace Director Gregg McManners has requested a study of the Clerk Typist 2, position # 3297, in CG20, Range 06, currently occupied by Sara Carrizal. Ms. Carrizal has been in this classification since January 11, 2009. She began as a Clerk Typist 1 when she joined the City on July 3, 2006. However, since that time, the responsibilities of the position have grown to include elements of graphic design as well as all Monona Terrace Community & Convention Center Board duties and other areas of responsibility outlined in this memo. Based on the position description (attached) that was submitted and interviews with Mr. McManners and the incumbent, I recommend a reclassification of the incumbent from a Clerk Typist 2 to an Administrative Clerk 1 in CG20, Range 09.

The Clerk Typist 2 class specification (attached) identifies

... A wide variety of clerical support functions including data entry, filing and processing records, materials and information. Prepare records, reports, and correspondence using a word processor, spreadsheet, database, and other related programs. Prioritize and process multiple concurrent transactions (e.g., in-person clients, client calls, staff inquiries, staff providing information, etc.) according to operating unit criteria, such as: the issue's immediacy; the length of attention required; and the scheduled appointment times. This is routine and responsible clerical support work in processing office records, data and materials based on the needs of the agency. Work may include direct contact with the public.

The Administrative Clerk 1 class specification (attached) identifies

... Responsible administrative support work in the implementation and coordination of a specified office function necessitating judgment, discretion, and initiative in the interpretation and application of program policies, procedures and processes. Work at this level is characterized by ongoing responsibility for an assigned program support activity. Employees in this classification may serve as an agency/department/division payroll clerk, may be the first contact for purchasing, may be responsible for preparing meeting agendas or minutes in the Legistar system, or may perform other administrative tasks.

When Sara began back in 2006, as a Clerk Typist 1, her main duty was to act as front desk receptionist. Around a year after she started, she helped put together some program event brochures for the annual Combined Campaign and it was then that her skill sets and talent in graphic design became apparent. Sara has education from MATC in Graphic Design Arts. Since that time, Sara has assisted other units within Monona Terrace, especially special events, in doing graphic design work. Sara is provided the information and pictures and then is in charge of the layout and design of all community event calendars, brochures, internal newsletters, and the Year End Report. The Year End Report goes out to the Mayor, Council, and former and present Board Members. She designs and on occasion supplies the articles in the bi-monthly Monona Terrace internal newsletter-"Director's Report". Sara spends about 25% of her work time on graphic design using mainly Adobe Creative Suite, which includes Adobe Photoshop, Illustrator, In Design and Acrobat Pro. Sara also is the main contact with the publishing

company used to print all of the materials. Sara crops and cleans the images used on the website for Monona Terrace's webpage. This work is similar to that identified in the Graphics Assistant classification, in CG 20, Range 09.

A year after Sara began, Monona Terrace's Program Assistant 2, Barb Clauder, began training Sara on Board responsibilities. She learned Legistar, set up agendas, would cover for Barb's once a year 3 week vacation and received out of class pay when doing so. Other Board duties include putting together packets, taking minutes for the monthly Board meetings and sub-committee meetings, sending all correspondence to Board, calling Board members, and taking care of the little details that are required to welcome the Board members, (write biographies, coordinate and order gift plaques, etc.). On January 6, 2012, Barb retired and Sara took over all Board duties.

In addition to adding graphic design and Board support duties, with Barb's retirement, Sara is now in charge of office operations, which had been previously on Barb's position description. Office operation duties involve ordering all office supplies including small electronics and replacement parts, processing of invoices, and copy machine maintenance. Sara's office duties also include supplying the break room and ensuring a clean and well maintained work office.

The Clerk Typist 2 class specification refers to duties as being routine and responsible clerical support work but does not align with the additional duties Sara has taken on that are at a higher level. Such higher-level duties include the ongoing responsibility for all Board duties, office operations and graphic design projects. The Administrative Clerk 1 class specification, as well as the Graphics Assistant, gives examples of employees in this classification as the first contact for purchasing, responsible for preparing meeting agendas or minutes in the Legistar system, and the graphic design work, all of which Sara is doing on a permanent basis. The combination of these distinct areas of responsibility, with their different requirements for knowledge/skills/ability, justify reclassification of Sara's current Clerk Typist 2 position to a Administrative Clerk 1 in CG20, Range 09.

Sara suggested that her job was more in line with the responsibilities and knowledge/skills/abilities of the Booking Coordinators at Monona Terrace which are a CG20, Range 11. In reviewing the Booking Coordinator class specification (attached), it identifies

...Responsible administrative support work involving front line phone sales and managing the scheduling calendar for the Monona Terrace Community and Convention Center. The work involves extensive phone sales including responsibility for completing common rental sale activities. The work is characterized by frequent and extensive contact with the general public and includes providing accurate information on departmental policies, rental rates, procedures and Convention Center services and activities. The work involves reserving and confirming space and equipment availability utilizing a computer based calendar reservation system.

The qualifications needed for the Booking Coordinator position per the class specification identifies "Three years of responsible clerical/administrative support experience including at least one year involving sales and event scheduling in the convention or hospitality industry or performing closely related activities."

A Booking Coordinator engages in extensive phone sales and closing of deals work as well as management of the computer based reservation system. The scope and level of responsibility is very high in this position. An error in scheduling and/or sales would have a great negative impact on the Monona Terrace's financials, operations, and reputation. While the duties that Sara is completing are important, errors would likely be caught before public knowledge, and or a significant impact on Monona Terrace's bottom line, operations, or reputation. The Personnel Rules refer to decisional impact and the Training & Experience requirements as considerations in assigning a classification to a salary range. The Monona Terrace Booking Coordinator has greater impact/requirements in both areas, which justifies the higher salary range. Therefore, we do not agree that the Booking Coordinator and the duties Sara is doing are comparable in nature.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2012 Annual Minimum (Step 1)	2012 Annual Maximum (Step 5)	2012 Annual Maximum +12% longevity
20/06	35,728	39,528	44,278
20/09	38,522	43,312	48,516

cc: Gregg McManners-Monona Terrace Director