

TO: Personnel Board

FROM: Julie Trimbell, Interim HR Services Manager

DATE: February 9, 2021

SUBJECT: Administrative Clerk 1 – CDA Housing Operations

At the request of Interim Housing Operations Program Manager Tom Conrad, I have studied the 1.0 FTE Administrative Clerk 1 position, #3891, in CG20, Range 9, currently filled by Mr. Bennet Hogendorn, to determine if the position is properly classified based on the current job responsibilities assigned to the position. Since December 2019, Mr. Hogendorn's duties and responsibilities have changed significantly. After reviewing the position description submitted and conducting multiple interviews with Mr. Hogendorn, his supervisor, Admissions and Eligibility Supervisor Kim Kennedy, and Housing Operations Analyst Lisa Daniels, I recommend the following:

- Recreate the current Administrative Clerk 1 position #3891 as a Program Assistant 1 in CG20, Range 11.
- Reallocate the incumbent in position #3891 to the new position.

Mr. Hogendorn was originally hired into the Admissions and Eligibility work unit as an Administrative Clerk 1 in June of 2018. At that time, 60% of the workload for this position was performing admissions and eligibility work in line with the Administrative Clerk classification and another 40% performing clerical and reception work. The work unit began using a new software system that streamlined the application process for applicants and freed up workload requirements for staff. In fall of 2018, Mr. Hogendorn's responsibilities began to change and by December of 2019 he had started taking on payroll, purchasing, personnel and office management activities, which now account for approximately 60% of his workload and includes the following activities:

- Processing payroll and troubleshooting;
- Training employees on the payroll process;
- Processing worker's compensation and FMLA;
- Conducting new employee orientations;
- Processing personnel actions in Munis;
- Serving as administrative support to three separate Boards/Commissions;
- Legistar work;
- Serving as a hearing coordinator;
- Serving as a records coordinator;
- Purchasing work.

Many of these responsibilities are rather complex due to the various requirements with different programs tied to HUD funding. Not only did he take on additional work, but this work affects all employees within the Housing Operations Division. The remaining 40% of his time is spent performing more unique aspects of the admissions and eligibility work.

The Program Assistant 1 class specification outlines:

...responsible programmatic support work in a City department, division or other independent program unit. Employees in this class support a particular program or programs by performing or coordinating specialized program functions, interpreting and applying programmatic policies and procedures, and performing administrative tasks in support of the program. The work requires exercising considerable judgment and discretion in the interpretation and application of policies. Employees in this class work under the general supervision of the department, division, or program head and may provide direction to limited numbers of permanent and/or non-permanent staff. Work is distinguished from an 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.

Bennett's admissions and eligibility work requires considerable judgment and discretion in the interpretation and application of policies and procedures, and in-depth knowledge of program requirements. His new responsibilities also require an in-depth understanding of HUD requirements in relation to payroll, purchasing and boards/commissions. The Housing Operations Division manages several programs under HUD and Bennet provides support to all employees under those programs and within the division. Due to these program responsibilities and the amount of judgment, discretion, and time spent performing them, as well as the widespread administrative support functions, I feel the appropriate classification for this position is Program Assistant 1 (CG20, Range 11). This classification appears to be the most comparable in terms of the level and type of responsibility.

Based on the previously outlined analysis, I recommend that Administrative Clerk 1 position #3891 in CG20, Range 9 be recreated as a Program Assistant 1, CG20, Range 11, with the incumbent reallocated to the new position.

The necessary Resolution has been prepared to implement this recommendation.

Editor's Note:

Compensation Group/Range	2021 Annual Minimum (Step 1)	2021 Annual Maximum (Step 5)	2021 Annual Maximum +12% longevity
20/11	\$50,018	\$55,987	\$62,706
20/09	\$47,147	\$53,010	\$59,371

cc: Tom Conrad – Interim Housing Operations Program Manager
Kim Kennedy - Admissions and Eligibility Supervisor
Lisa Daniels – Housing Operations Analyst
Greg Leifer – Labor and Employee Relations Manager