

TO: Personnel Board  
FROM: Sherry Severson, Human Resources  
DATE: May 13, 2010  
SUBJECT: Administrative Support Clerk 1 & 2

At the request of the Comptroller, I conducted a study of the Administrative Support Team positions (formerly known as the "clerical pool"), which consist of 3 positions of Clerk Typist 2 (CG20, R06 incumbents M. Quietto, J. Wild, C. LeMay) and one position of Central Support Clerk (CG20, R07 incumbent W. Barton). These positions are part of the Comptroller's Office Administrative Services section and are responsible for highly varied administrative support work performed in diverse City agencies. The work is characterized by the need for a considerable breadth of knowledge of City clerical and administrative activities and services allowing for ad hoc assignment to agencies needing temporary or seasonal assistance.

Over time there has been a significant expansion in the level of responsibility and skills necessary to perform the work needed in the majority of agencies. This is mainly due to the advancement of computerized systems and specialized software being used throughout the City. Much of the work would otherwise be performed by Administrative Clerk 1's, a class characterized by ongoing responsibility for an assigned program support activity. While not all of the assignments being made are filling in at the Administrative Clerk 1 level, the work of the Administrative Support team has the added requirement of performing duties that are dependent on the employee having a significant familiarity with, and understanding of, many programs and processes that exist throughout the City. Further, the work often involves the use of a substantial amount of program-specific software.

During this study I had the opportunity to meet with all of the incumbents and representatives from many of the agencies where they are assigned, as well as with the Administrative Services Supervisor. Each described the types of duties and projects that are assigned. It is evident that there are differences in level of work being assigned and performed by each of the incumbents. For the most part the abilities and skills, along with the level of responsibility and independence of work of the incumbents in these positions have increased as exposure to various agencies has occurred. After conducting this review, I propose creating a new classification series and re-titling the existing positions to either Administrative Support Clerk 1 & 2 to better reflect the uniqueness of these positions within our classification structure. While the work the individuals perform is found within existing classification such as Clerk Typist, Information Clerk, the Municipal Clerk series, or Administrative Clerk, the fact that these positions are required to move around frequently and have a broader scope of knowledge and experience justifies a unique classification. The Administrative Support Clerk 1 should be placed in CG20, Range 06, an equivalent level to the Clerk Typist 2. However, after achieving a breadth of experience and in-depth training on different systems, it would be possible to advance to an Administrative Support Clerk 2, in CG20, Range 09, the same level as an Administrative Clerk 1. The movement to the higher level would not be accomplished without going through the formal study process. Placement of the higher level at Range 9

is appropriate as that is the level of the Administrative Clerk 1 and the entry-level of the Municipal Clerk series, classifications for which the Administrative Support Clerk fill in on a regular basis. The proposed class specification is attached.

Regarding the current incumbents, two of the employees (W. Barton & M. Quito) have demonstrated a greater depth and competence of diverse departmental policies, procedures, and functions and can be assigned to work in most agencies with the expectation that they are fully trained to perform the work necessary. Examples include: fully performing the work of the Clerk's office during election and license renewal periods, including the ability to independently trouble shoot and problem solve as issues arise, assisting agencies in meeting Federal mandates by restructuring filing systems and creating new data collection procedures. In addition, the incumbents possess the skills to competently operate a variety of agency-specific software. I propose reallocating them to the higher level.

The other two employees (J. Wild & C. LeMay) have not been assigned duties that require the full depth of knowledge of diverse agency programs and procedures, nor have they had the opportunity to significantly utilize varied agency-specific software. For now, I will recommend that they be re-titled to Administrative Clerk 1 (CG20, R06). Once they are able to acquire the exposure and associated skills to demonstrate the broad depth of knowledge, skills and abilities, the position(s) should be submitted for further study.

The necessary resolutions have been prepared to implement this recommendation.

cc: Dean Brassler, Comptroller  
 Kay Bentley, Administrative Services Supervisor  
 Mike Dieters, Labor Relations

Position Title	Compensation Group/Range	2009 Annual Minimum (Step 1)*	2009 Annual Maximum (Step 5)	2009 with 12%Longevity
Administrative Support Clerk 1	20/06	\$35,028	\$38,753	\$43,394
Administrative Support Clerk 2	20/09	\$37,766	\$42,463	\$47,554

\*The rates reflect the 2009 salary schedule. Once the 2010 salary schedule is in place, any necessary adjustments will be made at that time.