

TO: Personnel Board
FROM: Bill Wick, Human Resources
SUBJECT: Street Use Staff Team Coordinator and Olbrich Facility and Volunteer Coordinator
DATE: March 3, 2023

On December 16, 2022 Parks Community Services Manager Terrence Thompson submitted a position study request to Human Resources for vacant 1.0 FTE Street Use Staff Team Coordinator (CG 18, Range 04) position #3466. On January 11, 2023 Olbrich Gardens Director Tanya Zastrow submitted a position study request to Human Resources for 1.0 FTE Olbrich Facility and Volunteer Coordinator (CG 18, Range 03) position #1505, which became vacant March 4, 2023 due to the retirement of the former employee. The Parks Division has operational needs that necessitate these positions to perform higher level work in order to achieve agency objectives. For the reasons outlined in this memo, I recommend the following:

- Delete positions #3466 of Street Use Staff Team Coordinator and #1505 of Olbrich Facility and Volunteer Coordinator, and
- Recreate positions #3466 and #1505 as Recreation Services Coordinator positions in CG 18, Range 08

A review of the classification specification for Street Use Staff Team Coordinator identifies the work as:

... responsible administrative and coordinative work in the implementation of the City's Street Use Ordinance. As the **chair of the Street Use Staff Team**, work focuses on **leading the consideration of Street Use Permit applications; and facilitating related administrative and operational considerations.** Work focuses on **coordinating multi-disciplinary consideration and decision-making through the orchestrated involvement of representatives from impacted City agencies.** Under the general supervision of the Community Services Manager, within the Parks Division, this work **necessitates judgment and discretion in successfully facilitating staff team efforts.** [emphasis added]

The classification specification for Olbrich Facility and Volunteer Coordinator identifies the work as:

... professional program and administrative work involving the coordination and oversight of facility rental operations and volunteer activities for the Olbrich Botanical Center and Gardens. Under the general supervision of the Botanical Gardens Director, this position is **responsible for coordinating and overseeing all aspects of facility rental, including customer relations, booking, staff assignments, caterer and lessee liaison and facility operations.** In addition, this position **is responsible for developing, coordinating, implementing and evaluating volunteer services, programs and opportunities for the Olbrich Botanical Center and Gardens.** [emphasis added]

The Parks Division envisions that the Streets Use Team Coordinator and Olbrich Facility and Volunteer Coordinator positions will perform higher level work similar to responsibilities

performed by the existing Recreation Services Coordinator positions which oversee the Aquatics and Special Events programs and the Parks Rangers program.

The classification specification for Recreation Services Coordinator identifies the work as:

. . . responsible supervisory and administrative work in planning and directing various programs within the City Parks Division, to include coordinating and implementing major community events and/or programs, such as "Ride the Drive," "Meet and Eat," arts and crafts shows, community nights, aquatics, rangers, and other events to include volunteers, community gardens, farmer's markets and adopt-a-spot'. Create, organize, implement and lead new (or continuing) recreation programs and special events; and, promote interest in recreational and healthy lifestyle activities. This work, **under the general supervision** of the Community Services Manager, is characterized by **independent judgment and discretion in planning for and directing recreational service activities** consistent with established programmatic objectives and applicable Parks Division policies. [emphasis added]

By recreating the Street Use Staff Team Coordinator as a Recreation Services Coordinator, the Parks Division believes it will realize greater operational efficiency and effectiveness by combining two sections (Community Events/Street Use and Customer Services) performing similar duties. The new position will have oversight of the Customer Services section, whose staff currently report directly to the Parks Community Services Manager (CG 18, R12), as well as community events programming and street use permitting staff (a 1.0 FTE Customer Service Coordinator in CG18/R03 and 1.0 FTE Administrative Clerk 1 in CG20/R09 will report directly to the Recreation Services Coordinator. The work unit also includes a 1.0 FTE Program Assistant 1 in CG20/R11 and three (3) additional Administrative Clerk 1s). The Customer Services section is responsible for administering Parks shelter and athletic field reservations, dog parks, cross country ski and disc golf permits, and general customer service. The new position will also oversee all fiscal and personnel functions of their assigned work unit(s). Responsibilities will include implementation and oversight of processes to enhance equitable access to park facilities (such as the Qualifying Discount Program), collection of data and reporting on park usage trends, encourage equitable activations of the parks, and supporting the Parks Equity in Action plan.

Olbrich Botanical Gardens' strategic plan has a goal of creating exceptional, inclusive experiences at and with Olbrich Gardens. In order to achieve this goal and related objectives, Olbrich Gardens needs a dedicated work unit and staff focused on providing guests with the best experience possible. By recreating the Facility and Volunteer Coordinator position as a Recreation Services Coordinator, Olbrich will be able to create a new Guest Experience work unit led by this new position. This position will direct and supervise guest experience staff (including direct supervision of a 1.0 FTE Program Assistant 2 in CG20/R12, a 0.8 FTE Program Assistant 1 in CG20/R11, five (5) hourly Building Attendants, and 600+ Volunteers; in addition to the Volunteer Services Coordinator and the Gift Shop Manager, which are funded by the Olbrich Botanical Society) and operations, including the lobby, gift shop, admissions, main phone line, tram, facility rentals, and frontline special event management. Furthermore, the position will create and implement a guest experience program and training for staff and volunteers, ensure high standards for guest experience are provided by all staff and volunteers to all guests. Additionally, this new structure will help, unify all front facing services into a single work unit, as well as oversee the volunteer program and lead its operations and program direction with a new volunteer coordinator position funded by the Olbrich Botanical Society to complete

administrative tasks for the volunteer program. Finally, this position will serve as the supervisor of volunteer, gift shop, guest experience, tram, and facility rental staff; and on the leadership team for Olbrich Botanical Gardens.

For the reasons outlined in this memo, I recommend that positions #3466 of Street Use Staff Team Coordinator and #1505 of Olbrich Facility and Volunteer Coordinator be deleted and recreated as Recreation Services Coordinator positions in CG 18, Range 08.

We have prepared the necessary resolution to implement these recommendations.

Attachments: Position Descriptions, Organization Chart

Editor's Note:

Classification	Compensation Group/ Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum (+12% Longevity)
Recreation Services Coordinator	18/08	\$68,320.98	\$81,073.98	\$90,802.92
Street Use Staff Team Coordinator	18/04	\$59,245.94	\$68,320.98	\$76,519.56
Olbrich Facility and Volunteer Coordinator	18/03	\$57,372.12	\$65,420.42	\$73,270.86

Cc: Eric Knepp, Parks Superintendent
 Terrence Thompson, Parks Community Services Manager
 Tanya Zastrow, Olbrich Gardens Director
 Erin Hillson, Human Resources Director
 Emaan Abdel-Halim, HR Services Manager