

TO: Personnel Board

FROM: Sarah Olson, Human Resources

DATE: April 15, 2018

SUBJECT: Program Assistant 2 – Community Development Division

At the request of the Director of Planning, Community & Economic Development Natalie Erdman and the Community Development Division (CDD) Director Jim O’Keefe received on 1/26/18, a study was conducted of a 1.0 FTE Program Assistant 2 position (Compensation Group 20, Range 12), held by Jennifer Stoiber (position #108). This position provides paraprofessional and technical support work for the Community Development Division. After reviewing the duties and responsibilities associated with this position, as seen in the attached position description, and meetings with Jim O’Keefe, Community Development Program Manager Laura Noel, and the incumbent, I conclude that the position should be recreated as a Community Development Technician I position (Compensation Group 20, Range 14), and that the incumbent should be reallocated to the new position.

The class specification for Community Development Technician 1-2 class specification identifies the work as:

... responsible para-professional and technical work associated with the City’s professional community development activities. The work involves providing a diverse range of data management, database system support, contract coordination, asset management, compliance, and/or environmental review activities associated with local, state and federal grants. The work involves management of financial operations including management and maintenance of the Division’s portfolio of installment and deferred payment loan assets and/or budget and financial responsibilities for neighborhood centers. Under the supervision of the Community Development Grants Supervisor or the Community Development Program Manager, an employee in this position functions independently in area(s) of responsibility and will be required to exercise judgment and discretion in working collaboratively with the Community Development staff to provide support for project management activities.

In 2016, the Community Development (CD) Technician 1-2 series was created. One CD Technician has primary focus on compliance, data management and environmental review and the other CD Technician has primary focus on compliance, asset management and loan servicing. Both of these CD Technicians work in the Community Development Block Grant (CDBG) unit of the Community Development Division. The Community Services unit does not currently have a CD Technician but rather relies on the Division’s Program Assistant 2, Ms. Stoiber, to provide database system support, contract coordination and budget and financial responsibilities for city owned neighborhood centers.

Ms. Stoiber has been a Program Assistant 2 with the Community Development Division for the last 12 years. Her role has increased in technical support as it relates to multiple areas in addition to her responsibilities of office manager. One of the areas that has grown is in managing departmental databases and administrative systems. Ms. Stoiber serves as System Administrator to internal databases and contract management systems, ie. Provider Gateway which is CDD’s

contract management system. She is the liaison with the software provider and acts as troubleshooter for any issues and is charged with all reporting functions that the Contract Managers, Jim and Laura, rely on for information.

The position has also grown in its responsibility for contract coordination and management. Ms. Stoiber develops and maintains contract templates with approximately 80 funded agencies in accordance with relevant regulatory frameworks. She updates boilerplates, formats assembles and distributes contracts, and provides assistance to funded entities.

A new responsibility is acting as CDD contact for property management functions for Theresa Terrace Neighborhood Center and Park Edge Park Ridge Neighborhood Employment Center. Ms. Stoiber responds to requests for repairs and assistance from center directors and coordinates with Engineering for repair or replacement. She also coordinates rent, CAM and tax payments with Madison Public Library and the management company for the Meadowood Neighborhood Center. She maintains regular communication and relationships with the three center directors, management companies, cleaning companies and Madison Public Library.

Lastly, the other area in which Ms. Stoiber's position has grown is in budget and financial responsibilities. She reviews grant budgets and billings, prepares related administrative reports and financial analyses and makes recommendations. This position also serves as fiscal contact, as needed, for federal and state grants that CDD is awarded.

The CD Technician I level requires limited supervision by the Community Development Grants Supervisor or the Community Development Program Manager, as the incumbent provides paraprofessional and technical support to CD staff and becomes familiar with local, State and Federal housing and community development regulations.

Ms. Stoiber provides paraprofessional and technical support to CD staff and is familiar with local, State and Federal housing and community development regulations, all of which are expected at the Community Development Technician I level. Based on the submitted position description, Ms. Stoiber spends approximately 15% as an office manager in which she performs administrative and clerical activities for the unit. In discussions with Jim and Laura, the vision is for the office manager responsibilities to shift to other administrative staff in the unit within the next couple of years, allowing for Ms. Stoiber to take on more objective level Community Development Technician work at which point she may progress to a Community Development Technician 2 by career ladder progression.

Based on the above, I recommend the Program Assistant 2 position, occupied by Ms. Stoiber, be recreated as a Community Development Technician I and the incumbent be reallocated to the new position.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum (+12% longevity)
20/12	\$48,074	\$53,912	\$60,381
20/14	\$51,121	\$56,703	\$63,507

cc: Natalie Erdman –Director of Planning, Community & Economic Development
Jim O’Keefe – Community Development Division Director
Laura Noel – Community Development Program Manager
Greg Leifer-Employee & Labor Relations Manager