

TO: Personnel Board

FROM: Brooke Gillitzer, Human Resources

DATE: 30 December 2022

SUBJECT: Monona Terrace Technical Services Specialist I – Monona Terrace

At the request of Monona Terrace Director Connie Thompson, received on 6/22/2022, I conducted a position study for the position of Monona Terrace Technical Services Specialist I (#3323, CG16, Range 14). This reclassification requests comes from the transitioning of duties due to a vacancy and advanced technological services offered at Monona Terrace. After meeting with Audio/Visual (A/V) Manager, John Schwoerer (the position's supervisor) and the incumbent—Schuyler Cleven and upon review of the updated position description, I recommend the following for the reasons outlined in this memo:

- Recreate position #3323 of Monona Terrace Technical Services Specialist I as a Monona Terrace Technical Services Specialist 2 in Comp Group 16, Range 15; and
- Reallocate the employee to the new position.

Monona Terrace is an award winning facility for meeting and conventions in Madison, WI; focused on providing top-quality services for its clients. As technology, software and equipment advancements emerge, the Technical Services staff at Monona Terrace have expanded the complexity of their responsibilities to meet their clients' needs. Schuyler Cleven began working as an hourly Stagehand at Monona Terrace in 2000. In 2014, Schuyler competed for their current permanent position as Monona Terrace Technical Services Specialist. In February 2021, Schuyler took on duties and responsibilities of the previous Monona Terrace Technical Services Specialist 2 position after the previous employee resigned. The logic for this transition was that without it would cause delays in communications with staff and clients when planning events along with management of building systems would be impacted and result in poor experiences for clients and visitors.

First, a review of the classification specification for the Monona Terrace Technical Services Specialist I describes the work as:

... **responsible skilled technical work** in the Technical Services Specialist series. Employees are expected to use **professional expertise, discretion, and judgment** while coordinating audio/visual, computer, closed circuit, and general communication services, as well as **directing the work of stagehands**. **Under general supervision**, employees are expected to work independently within established parameters... [emphasis added]

Now, a review of the class specification for Monona Terrace Technical Services Specialist 2:

... **highly responsible, skilled technical and lead work** in the Technical Services Specialist series. Incumbents, in addition to performing the work of the Monona Terrace Technical Services Specialist I, will **serve a leadership role overseeing** the activities of the Technical Services Department's **infrastructure, equipment, staff and services**. Work is characterized by the **exercise of independent judgment** and discretion in laying out work and in directing lower level employees. Under general supervision, employees work with **a high degree of independence** in meeting specified objectives... [emphasis added]

Since this transition the following changes in duties have occurred, Schuyler has had to exercise independent judgement. Schuyler has taken over AV coordination with event services, clients, and outside vendors which involves more meetings and making independent decisions. There also is the responsibility for rigging and Schuyler is the only person at Monona Terrace who holds an ETCP Rigger Arena Certification, which was received in December 2020. Rigging involves maintaining inventory and tracking condition of rigging equipment. It also involves doing safety load calculations when hanging equipment to ensure safety factors are met and review the calculations with the Building Maintenance Supervisor.

There also is a greater leadership duties and complexity of the work. Monona Terrace has had more virtual/hybrid events versus having had more live streamed events in the past. These events create a greater complexity of work. The equipment being used has changed in complexity and this position needs to stay on top of the technology to be able to ensure Monona Terrace can accomplish what the client would like. Schuyler has the responsibility for scheduling full and part-time staff for the A/V section of Monona Terrace which involves coordinating with events with other events also occurring and determining staffing needs and employee availability that ensure a high level of customer service. This also includes training of hourly Stagehands. There is a steady crew of 6-8 people, but there could be days with up to 20 people working. Schuyler is also responsible for the payroll of all Stagehands. This includes Stagehands working with other departments due to the employment terms for Stagehands stating that only Monona Terrace is able to employ them. This involves reviewing handwritten timesheets and making sure overtime rules are applied correctly. The information is then entered into a payroll spreadsheet by Schuyler and provided to Jeff Boyd, Monona Terrace Business Manager.

My analysis reviewed these new duties against the classification of Media Team Leadworker in CG 16, Range 16, which describes the work as:

... **Responsible leadership work** involving **program management**, and **advanced technical work** for the Information Technology Department Media Team. The work involves scheduling, assigning, and overseeing the activities of employees and crews performing a variety of media related technical and video production functions. Responsibilities also include performing technical work related to media systems, and equipment and software, and **maintaining media production databases** and the webcasting platform, Mediasite, in an as needed or back-up capacity. Under the general supervision of the IT Technical Services Manager, the work is characterized by **direct responsibility and accountability for planning, coordinating and completing projects and assignments**, and by the frequent need to apply independent judgment and discretion in situations where supervisory input is not readily available.[emphasis added]

The Monona Terrace Technical Specialist 2 is responsible for scheduling permanent and hourly staff. The Media Team Leadworker is responsible for overseeing permanent and hourly staff of the City's Media Team. The Media Team Leadworker has the additional complexity of being responsible for addressing inappropriate behavior with the City's discipline process for permanent employees. The Media Team Leadworker also has the additional duties of marketing appropriate productions using social media and other marketing tools. The Media Team Leadworker is also responsible for designing of physical systems, involved in the media production, editing, encoding, storage, and distribution systems, and install and upgrade equipment and software. The Media Team Leadworker also is responsible for developing and maintaining the FileMaker database. The Media Team Leadworker helps to support events for the City of Madison, including City agencies, councils and committees. While there are many similar knowledge, specialized skills and technical abilities, given the larger citywide scope of the Media Team Leadworker it would not be appropriate to place the Monona Terrace Technical Specialist 2 in the same range. Please note the 2023 budget includes funds for a full system-wide compensation study. We anticipate recommendations for salary adjustments will result from this study.

Based on the findings of this position study, I am recommending that position #3323 Monona Terrace Technical Services Specialist 1 be recreated as a Monona Terrace Technical Services Specialist 2 in CGI6, Range 15 and reallocating the employee to the new position, all within the Monona Terrace operating budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Effective Date: 6/26/2022

Compensation Group/Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum (+12% longevity)
16/14	\$ 59,732.14	\$ 67,235.48	\$ 75,303.74
16/15	\$ 61,197.24	\$ 69,241.64	\$ 77,550.64

cc: Connie Thompson – Monona Terrace Director  
Bill Zeinemann – Associate Director, Monona Terrace  
John Schwoerer – A/V Manager, Monona Terrace  
Schuyler Clevon - Monona Terrace Technical Services Specialist I  
Walt Jackson – Local 6000 Representative  
Rick Marx – Local 6000 Representative  
Emaan Abdel-Halim – Human Resources Services Manager, HR  
Tory Larson – Interim Employee and Labor Relations Manager, HR