

TO: Personnel Board

FROM: Michael Lipski, Human Resources

DATE: June 17, 2009

SUBJECT: Mayoral Office Clerk-Mayor's Office

The Mayor's Office has requested a study of the Mayoral Office Clerk position, Compensation Group 17, Range 09. The classification of Mayoral Office Clerk is occupied by one employee with principal responsibility for serving as the first contact for the public trying to reach the Mayor, either for in person or via the telephone. The class specification for the position was last updated in 1985. The Mayor's Office, in conjunction with Human Resources staff, has updated the position description (see attached) and after reviewing the position description, I have concluded that this position should be moved to Range 10 and the incumbent reallocated to the new position.

According to the class specification, the Mayoral Office Clerk performs

...responsible centralized public contact, clerical and administrative support work in staffing the Mayoral reception area and providing information to the general public on behalf of the Mayor and the Mayoral staff. The incumbent has direct involvement in the resolution of a very wide variety of public inquiries, concerns, or complaints regarding City services and staff. The work typically entails providing detailed (or general) information regarding City policies, procedures, and/or operating practices. The employee must exercise considerable judgment and discretion in referring both the general public and work associates to Mayoral representatives as appropriate.

Over the years, the nature of the inquires has become increasingly complex and the position has been required to learn more detailed information regarding the operations of the City and respective departments. The incumbent in the position is responsible for learning and keeping abreast of happenings within the City so that the public can be given accurate information when calling. For instance, recently an individual called to complain about a dead animal on the road and that a call to a different department didn't resolve the problem. The incumbent was responsible for contacting the City department and over a series of two days succeeded in getting the issue resolved. Also, the incumbent has fielded a number of calls regarding the City ordinance on alternate-side parking. The incumbent frequently receives calls that are not relevant to the operations of the City. However, instead of merely telling callers that the City is not responsible for their issue, the incumbent is expected to provide callers with information where they may get help, be it referrals to State agencies, social service agencies, or other relevant resources. This is merely a tiny example of the types of calls fielded by the incumbent on a daily basis.

The existing class specification reflects the fact that the position receives complex inquires. However, the spec fails to identify responsibility for learning and interpreting City Ordinances. In addition, over the years, the position has taken on additional duties and responsibilities not reflected in the class specification. For instance, the position is responsible for receiving, routing, setting up, and maintaining files for all incoming and outgoing mail for the Mayor's Office. In addition, the position is responsible for managing contracts that come through the

Mayor's Office, ensuring the contracts are signed, appropriately witnessed, logged in the tracking system, and routed to the City Clerk office for final filing. Finally, the position is responsible for drafting routine correspondence as well as helping to set up meetings for Mayoral Aides, reserving rooms and/or City cars as necessary. These added duties and responsibilities are found in the Secretary 1 classification, Compensation Group 17, Range 10. Based on the increasing complexity of the public inquiries as well as these additional duties and responsibilities, I recommend that the existing classification be deleted and recreated in Range 10 and the incumbent be reallocated to the new position. The class specification has been updated to reflect these additional duties and responsibilities and is attached.

We have prepared the necessary Ordinance and Resolution to implement this recommendation

Editor's Note:

Compensation Group/Range	2009 Annual Minimum (Step 1)*	2009 Annual Maximum (Step 5)	2009 Annual Maximum +12% longevity
17/09	\$36,548	\$41,503	\$46,488
17/10	\$37,589	\$42,760	\$47,892

*Salaries in the table reflect the salary prior to a 1% increase effective June 28, 2009

cc: Janet Piraino-Mayoral Chief of Staff