

To: Personnel Board
From: Gail Glasser
Date: August 16, 2011
Subject: Administrative Clerk 1, Housing Operations Unit

The Housing Operations Unit of the Community Development Authority requested study and upward reclassification of two Administrative Clerk 1 positions, one assigned to the East Truax Housing site (position #1029, incumbent J. Corcoran) and a currently vacant position (#3429) assigned to the West (Olin Avenue) site of the unit. After review of requirements with the Housing Operations Program Manager, Agustin Olvera, and Housing Site Managers June Garvin and Elizabeth Robers-Yszenga, we recommend the requested classification change to Program Assistant 1.

Changes in how work has been assigned for the section have been addressed by a recent position study and planning for future assistant site managers for each location. The new position, which will be classified Program Assistant 2, will have supervisory responsibility for other administrative staff and maintenance positions and additional support for site manager functions when the site manager is off-site. The Administrative Clerk 1 positions have also been directly affected by changes both in organization and in work requirements.

Described duties of the study positions include regular routine and sometimes intense contact with current and prospective residents, administration of policies and procedures and wide-ranging other tasks. Some duties have components of both the current classification and the Program Assistant class, such as preparation of and follow up on maintenance work orders and coordination of work with other service providers such as pest control contractors and maintenance supply vendors. Additional described duties, affecting at least 50% of the work, closely adhere to those of the Program Assistant 1 classification.

Key features of Administrative Clerk 1 knowledge, skills and abilities include "Thorough knowledge of office procedures, methods and equipment, including the relevant use of computers for word processing, spread sheet and database management. Knowledge of elementary account posting and data processing input procedures." "Ability to interpret regulations and make decisions within prescribed policy. Ability to independently perform a delegated office function or assume an area of administrative responsibility" are cited. Some routine components of study positions' duties do fall within the description of Administrative Clerk 1 requirements and typical assignments, though some are made considerably more complex because the needs of residents may be very great.

Major components of the work, however, exceed stated requirements of the Administrative Clerk 1 class and are clearly stated in requirements for the Program

Assistant 1 class. These include “Ability to develop operating systems and procedures and to learn technical and administrative program requirements and procedures” and “Ability to make decisions within policy constraints and to interpret complex department, City or funding source policies to the general public, the business community, or other special interest groups” and the “advanced-level secretarial and/or programmatic work” identified for the class, distinct from the “implementation and coordination of a specified office function” shown for the Administrative Clerk 1. Further, described duties correspond with “programmatic record keeping” of the higher-level class distinct from the “program support activities” of the Administrative Clerk 1 classification.

The department identifies elements of reporting requirements that have been added or had significant changes in the last two years, requiring new levels of inquiry and use of new formats:

- Housing and Urban Development (HUD) reporting requirements have increased in quantity and complexity, now including collecting and verifying information about tenant income (affecting approximately 10% of responsibilities);
- Public and Indian Housing Information Center (PIC) reporting requirements have been added (affecting approximately 5% of responsibilities);
- Wisconsin Housing and Economic Development Authority (WHEDA) properties with significant tax credit responsibilities have been added (affecting approximately 20% of responsibilities).

Training and procedural requirements have been added:

- Training and semi-annual certification for federal Enterprise Income Verification (EIV) system reporting (procedures for identifying fraud and/or the potential for fraud) have been added and EIV assessment of applicants is assigned to incumbents in the positions (approximately 5% of responsibilities)

Property maintenance responsibilities have been added:

- Maintenance work formerly managed by a Maintenance Supervisor and employees based at the Municipal Building are now based at the East, Central and West sites, the central Maintenance Supervisor position has been eliminated and maintenance staff, while supervised by the Site Manager and Assistant Site Manager, receive work orders and assignments from incumbents in the study positions. This involves receiving and prioritizing information from residents and coordinating jobs with existing staff assignments. This affects approximately 15% of responsibilities.

There are existing positions in the Program Assistant 1 classification in the Housing Operations Section. The existing positions work includes interviews of families applying for assistance, collecting eligibility documentation and verifying eligibility—comparable in many ways with the work of the currently studied positions.

Based on the complexity of assignments, increases in reporting requirements both in number and in associated duties, and on the changes in organization and assignments in the unit, we recommend the requested classification change for the two study positions from Administrative Clerk 1 to Program Assistant 1.

Comp Group/ Range	2011 Annual Minimum (Step 1)	2011 Annual Maximum (Step 5)	2011 Annual Maximum + 12%
Administrative Clerk 1 20/09	\$37,766	\$42,463	\$47,554
Program Assistant 1 20/11	\$40,066	\$44,848	\$50,232

Copies: Agustin Olvera, Housing Operations Program Manager
June Garvin, Housing Site Manager
Elizabeth Robers-Yszenga, Housing Site Manager