

TO: Personnel Board

FROM: Mike Lipski—HR Services Manager

DATE: May 25, 2012

SUBJECT: Clerk Typist 2s—Building Inspection

Building Inspection Division Director George Hank has requested a study of two Clerk Typist 2 positions—#675, currently occupied by L. Antony, and #657, currently occupied by L. Peterson, in CG20, Range 06. The incumbents work in the Building Inspection communication center, fielding calls from the public, contractors, and employees, on a daily basis. In addition to their phone responsibilities, the incumbents have other administrative tasks to perform. Based on the position description (attached) that was submitted and interviews with PA3 Meg Zopelis and the incumbents, I recommend a reclassification of the incumbents from Clerk Typist 2 to Information Clerk in CG20, Range 07, for the reasons outlined in this memo.

The Clerk Typist 2 class specification (attached) identifies the following examples of duties and responsibilities:

Perform receptionist duties and provide information relative to departmental services and programs. Make appropriate referrals.

Assist the public, employees or any other internal or external customers by responding to inquiries in person and by phone. Handle irate, irrational, and/or disoriented individuals with tact and discretion. Exercise personal judgment and initiative in resolving conflicts. Assist public in completing forms and applications.

However, the Information Clerk class specification (attached) identifies

... responsible public contact and clerical work involved in providing programmatic information to the general public and in processing requests for services. This class is characterized by primary responsibility for responding to difficult in-person and telephone inquiries necessitating judgment and discretion in both dispensing programmatic information directly and in making appropriate referrals. Work at this level necessitates programmatic knowledge, involves a potentially substantial consequence-of-error if done inappropriately, and requires varied and difficult public contact. Work is typically performed under general supervision.

The examples of duties and responsibilities indicate

Receive in-person or phone requests for program information. Provide direct program information relative to services offered, qualifications, applications, procedures, policies, procedures, or unit operating practices. Determine which inquiries would be most appropriately handled by other staff and make referrals accordingly. Refer inquiries to related external governmental and/or community agencies based on knowledge of their roles, jurisdictions and qualifications.

It is apparent that the major identified difference between a Clerk Typist and an Information Clerk is that an Information Clerk spends a majority of time on complex inquiries from the public, making appropriate referrals and explaining unit policies, procedures, and practices.

The incumbents in this study work for the Building Inspection Division communications center. This is the central phone center for the Division. All in-coming calls to Building Inspection

come to the communications center, including calls from contractors, the general public, and even staff in the field. In addition to the 2 incumbents, a third person works in the communications center as an Administrative Clerk 1 (CG20, R09). This person is classified higher due to higher level responsibility for the rent abatement process, which involved coordinating the quasi-legislative process, setting up hearings, meetings, and responding to questions about the process. Regarding the communications center work, all three individuals have responsibility for answering incoming calls. During the first 2 hours of the day, most of the calls are from contractors seeking to have inspections completed on work that has been performed. The incumbents log these requests into the Accela system so that when the Code Enforcement Officers (CEOs) plan their day, they can receive the requests and schedule the inspections. The communication center employees must get accurate information regarding the nature of the inspection, location, and approximate timing so the CEOs do not need to do much follow-up before making their schedule. In addition to the calls from contractors, the general public frequently calls the communication center. Many times, the public is not sure whether the Building Inspection number is what they need to resolve their concern, so the communication center employees must be able to appropriately refer calls, most times to different agencies, both within the City and external to the City. The communication center employees are expected to provide appropriate referrals, even if it means they have to research where to send the caller. If the caller does have a complaint for Building Inspection staff, the incumbents may look up information in the Accela system to help, or may refer callers to the appropriate staff within the Division. Finally, once the CEOs are in the field performing inspections, they frequently call in to the communications center for follow up information or if they need to conduct additional inspections. Again, the communication center employees are expected to use the Accela computer system to look up information on properties and inspections in order to provide relevant information to the CEOs so the CEOs do not need to come back to the office. As noted in the submitted PDs, the incumbents spend approximately 60% of their time on the phone handling these types of inquiries. I find that these types of inquiries are the difficult inquiries contemplated by the Information Clerk class specification. As such, I recommend that both positions be recreated as Information Clerk, CG20, R07, and the incumbents be reallocated to the new positions.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2012 Annual Minimum (Step 1)	2012 Annual Maximum (Step 5)	2012 Annual Maximum +12% longevity
20/06	35,728	39,528	44,278
20/07	36,624	40,870	45,786

cc: George Hank—Building Inspection Division Director  
 Meg Zopelis—Program Assistant 3  
 Greg Leifer—Labor Relations Manager  
 Lynn Peterson  
 Lisa Antony