

TO: Personnel Board
FROM: Julie Trimbell, Human Resources
DATE: August 18, 2014
SUBJECT: Administrative Assistant Reclassification

At the request of Fire Chief Steven Davis, I have studied the position (#2156) of Program Assistant 2 (CG17, Range 12) currently occupied by Ms. Velma Avalos. This position provides confidential administrative support to the Fire Chief, Assistant Chief of Personnel and Division Chief of Hiring and Promotions, and serves as the Office Manager over four staff members providing support services within the Fire Department. Chief Davis and Ms. Avalos have both been interviewed regarding this position. Based on these two meetings, an analysis of the position description (attached) and a review of administrative class specs, it is recommended the position should be recreated as Administrative Assistant, CG17/14, and the incumbent should be reallocated to the new position.

Ms. Avalos has worked in the Fire Department since 2003 and reports directly to the Fire Chief. Over the past two years, the level of work has increased due to the reorganization of and change in the command staff. Ms. Avalos has acquired additional responsibilities which have changed the level of responsibility. In reviewing the submitted position description, it is apparent Ms. Avalos is performing work similar to that of the Administrative Assistant within the Police Department.

The Program Assistant 2 class specification (attached) outlines:

...responsible administrative support and advanced-level secretarial, basic program coordination, and staff supervision work in a department, division or other independent program unit. As Office Managers, employees in this class are generally responsible for coordinating clerical and administrative support, supervising a small (2-4) assigned clerical staff and/or assisting with supervision of non-clerical staff, performing and coordinating secretarial functions for the program head, and performing a variety of specific program related functions. The work requires exercising considerable judgment and discretion in the performance, coordination, and/or supervision of a wide variety of administrative support and program activities relating to unit program functions. The work typically involves interpreting, developing and/or applying operating policies, systems and procedures; performing and/or coordinating a full range of standard and complex administrative support functions at least comparable to the Program Assistant 1 level; and carrying out a number of additional program functions which require specialized program knowledge, independent decision-making; and responsibility for specific operating procedures and systems development and communication. Employees in this class work under the general supervision of the department, division, or program head.

Whereas, the Administrative Assistant class specification (attached) describes:

...responsible paraprofessional staff support work relative to the development and implementation of divisional and/or departmental administrative programs and functions. Work is characterized by responsibility for a wide variety of administrative services (such as the development and implementation of budgetary documentation and fiscal controls, personnel, purchasing, payroll, and the supervision of office clerical activities); and/or direct responsibility for a comprehensive administrative program requiring the development and integration of diverse and complex operational data inherent to unit operations. This work is performed with a high degree of independence and discretion. Under the general supervision of a department or division head, work is normally assigned in terms of program objectives and directives; and employees are responsible for establishing the necessary administrative procedures, methods and controls. Employees may supervise subordinate administrative and clerical staff.

Ms. Avalos' position includes the following job duties requiring a higher level of responsibility:

- Assisting with various studies, as well as conducting research, and preparing statistical and narrative reports. On an annual basis, she prepares the Growth Plan Report, which identifies staff, station and equipment needs, the Annual Report and the Madison Fire Department Accomplishment Report.
- Administering the Fire Chief's blog and all social media for the Department. On a regular basis, she drafts announcements with various photos to keep the public aware of current events and training with respect to the Fire Department.
- Serving as a liaison with the Information Technology Department to implement SharePoint and to create the new Fire Department website. She is the central point of contact for these activities. She was involved with setting up SharePoint, determining the structure for the Fire Department and authorizing permissions. She approves webpage changes and software upgrades. She also created Frequently Asked Questions and corresponding responses.
- Administering the emergency management tool, Esponder. She is one of two Fire Department administrators responsible for setting up and posting updates regarding emergency or high profile events, such as weather-related activities or protests. She rotates this responsibility with the other employee and therefore may be on-call from home to perform this task as needed.
- Supervising four Administrative Clerks. She trains and evaluates support staff, and manages workload and assignments. The work of the Administrative Clerks is varied depending upon the Fire units they provide support to and involves processing payments, placing orders and clerical support.
- Monitoring the Wisconsin Department of Transportation Public Abstract Request system. She regularly monitors and maintains enrollment of commissioned employees in order to verify eligibility of meeting the valid driver license requirement.
- Coordinating the Department's Promotional Ceremony and Service Pin Program. Annually, she makes all arrangements including the coordination of speakers and creation of the ceremony program. She is also responsible for coordinating the service anniversary pin program recognizing employee longevity during annual station visits.

- Conducting criminal background checks on out-of-state candidates for hire. She requests and summarizes the information into narrative form and provides it to the investigators.
- Serving on the Human Relations Steering Committee. On a quarterly basis, she meets with the committee to receive/provide updates from subcommittees and offer suggestions for consideration.

Ms. Avalos is responsible for a wide variety of administrative services with several programs requiring a high degree of independence and discretion, as well as supervisory responsibility. As previously stated, the work outlined above and in the position description is very similar to that of the Administrative Assistant in the Police Department. The job announcement created for the Police recruitment, which occurred in May/June of this year, was derived from a similar position description (attached). As such, Ms. Avalos' position should be recreated as an Administrative Assistant (CG17, R14) and she should be reallocated accordingly.

The necessary Resolution has been prepared to implement this recommendation.

Editor's Note:

Compensation Group/Range	2014 Annual Minimum (Step 1)	2014 Annual Maximum (Step 5)	2014 Annual Maximum +12% longevity
17/12	\$42,929	\$48,584	\$54,418
17/14	\$45,872	\$51,364	\$57,538

cc: Steven Davis - Fire Chief
Velma Avalos – Program Assistant 2