

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 21 January 2015

SUBJECT: Administrative Clerk 2 (J. Johnson) – Engineering

At the request of City Engineer Rob Phillips, and Assistant City Engineer, Mike Dailey; I conducted a position study of a 100% FTE Administrative Clerk 2 (#1150; CG20-11) in the Engineering Division, currently occupied by Ms. Johanna Johnson. This request for the position to be reclassified is based on the additional outreach and communication work of incumbent's extra program responsibilities. Based on conversations with Mr. Dailey, the incumbent and upon reviewing the position description, I recommend reclassifying Ms. Johnson to a 100% FTE Program Assistant 3 in CG20-13.

Given the fact the classification of Administrative Clerk 2 is becoming obsolete, as it's work is more in line with Program Assistant 1 responsibilities; a review of the class specification for Program Assistant 1 (see attached) shows:

...responsible administrative support and advanced-level secretarial and/or programmatic work in a City department, division or other independent program unit. Employees in this class perform a **wide variety of administrative, secretarial, and program support functions ... programmatic recordkeeping and reporting; performance and/or coordination of specialized program functions;** and/or direct involvement in budget development and monitoring. The work requires **exercising considerable judgment and discretion in the interpretation and application of policies and the development of operating systems and procedures.** ... [emphasis added]

In consideration of reclassification, a review of the class specification for Program Assistant 2 (see attached) describes the work as:

...responsible administrative support and advanced-level secretarial, basic program coordination, and staff supervision work in a department, division or other independent program unit. ... 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. [emphasis added]

Lastly, the classification specification for Program Assistant 3 (see attached) shows:

... highly responsible administrative support, advanced-level secretarial, **program coordination,** and staff supervision work in a department, division, or other independent program unit. ... The work requires the **exercise of considerable judgment and discretion in the performance, coordination,** and/or supervision **of a wide variety of administrative support and special activities** relating to the unit's programs and functions. The work involves developing operating policies, systems, and procedures; performing and/or overseeing the performance of all administrative support functions; and being **responsible for a number of specific program components and/or special**

projects on an on-going basis. The work at this level **requires specialized and/or in-depth program knowledge, independent decision-making and justification, and responsibility for specific policy and procedure development and communication.** (NOTE: Substantial specialized program responsibilities which occupy a significant amount of a position's time, may be substituted for another major function such as supervision of a large staff.) Employees in this class work under the general supervision of the department, division, or program head. [emphasis added]

Ms. Johnson began working for the City as Transit Customer Service Representative at Metro in 1999. In 2001, she joined the clerical pool in Finance as a Clerk Typist I. In 2002, she transitioned into the Engineering Division by competing for an Admin Clerk I position. In 2005, Ms. Johnson was reclassified to an Admin Clerk 2 for Engineering. Lastly, she made a lateral transfer from the Emil Street location of Engineering to the downtown office in 2013. It was at that time that Ms. Johnson's responsibilities maintained some standard administrative functions but added more specialized communication and outreach functions for the Engineering Division. Upon her transfer to downtown, Ms. Johnson took over the front end of the Engineering contracts bidding process. She maintains all communications with the prequalified contractors on specific project plans and specs, opens the bids, awards the contracts, and publishes and maintains all related communications related to the projects on the Engineering website. Lastly, Ms. Johnson acts as the editor responsible for the annual publication and delivery of Engineering's stormwater and sewer newsletter, Madison Water Ways. She solicits the content, writes, edits, and proofreads the newsletter, as well as coordinating the layout and printing of hardcopies for delivery to all City residents.

Ms. Johnson holds a degree in Journalism, and therefore her immediate supervisor, Mr. Dailey resolved to better utilize her skills and strengths in this area. Ms. Johnson is assigned to maintain all the updates to the Engineering and Public Works websites for the City. Additionally, she writes and issues roughly 2-3 press releases per month, and reviews and proofreads all letters sent by the engineers and staff. Recently, the City Engineer has assigned Ms. Johnson to develop and manage a special volunteer outreach project called Adopt-a-Median. This program requires Ms. Johnson to coordinate and oversee the 'adoption' of City medians by local businesses, neighborhoods, or private citizens who maintain the plantings and upkeep of their designated area. This program requires residents to volunteer and sign a formalized agreement and re-enroll annually. Ms. Johnson ensures that all appropriate documents and communications are relayed to the program participants. She also provides an inventory of city medians, coordinates safety equipment for volunteers, and reimburses volunteers for some related expenses. This program requires Ms. Johnson to establish and maintain communications to neighborhoods and residents through a variety of means including direct phone calls, print and social media and other media outlets.

The classification specification states the work of a Program Assistant 3 is highly responsible administrative support and program coordination requiring specialized or in-depth program knowledge. These positions also require considerable judgment in interpreting and applying the policies of the program, like the Adopt-a-Median program. Engineering's long range objective is to create this outreach program, but also replicate it in a variety of areas such as Adopt-a-Bikepath, etc. Given the division's lack of a public information function, this position has acted as the primary communication liaison in a variety of scopes. With Ms. Johnson's specialized journalism background and given her current position description contains 55% programmatic development/administration and outreach duties, she meets requirement for Program Assistant 3 classification which states that "substantial specialized program responsibilities which occupy a significant amount of a position's time may be substituted for another major function such as supervision of a large staff."

Ms. Johnson operates at a high level of independence and manages a wide variety of administrative functions, including several very specific communications and outreach programs. Given the addition of the new programmatic responsibilities, as well as her application of specialized communication skills and knowledge, Ms. Johnson's position should therefore be reclassified as a Program Assistant 3.

Therefore, I am recommending reclassification of the Administrative Clerk 2 position to a Program Assistant 3 position within the Engineering budget, and reallocating the incumbent, Ms. Johanna Johnson, to the new position. The necessary resolutions to implement these recommendations have been drafted.

Editor's Note:

Compensation Group/Range	2015 Annual Minimum (Step 1)	2015 Annual Maximum (Step 5)	2015 Annual Maximum +12% longevity
20/11	\$43,274	\$48,439	\$54,252
20/12	\$44,340	\$49,724	\$55,691
20/13	\$45,862	\$51,138	\$57,274

cc: Rob Phillips – City Engineer
 Mike Dailey – Deputy City Engineer
 Johanna Johnson – Incumbent
 Neil Rainford – AFSCME Staff Representative
 Greg Leifer – Employee Labor Relations Manager