

TO: Personnel Board
FROM: Julie Trimbell, Human Resources Analyst
DATE: June 29, 2015
SUBJECT: Administrative Clerk 1 – Human Resources

Human Resources Director Brad Wirtz has requested a study of the Administrative Clerk 1 position, #856, in CG17, Range 9, which is currently filled by Ms. Denise Nettum. Since the time Ms. Nettum was hired, the duties and responsibilities of her position have changed significantly due to technology advancements, staffing changes and reorganization of work assignments. After reviewing the position description submitted and conducting multiple interviews with Ms. Nettum and her supervisor, Employee and Labor Relations Manager Mr. Greg Leifer, I am recommending the following:

- Recreate the current Administrative Clerk 1 position #856 as a Program Assistant 1 in CG17, Range 11.
- Reallocate the incumbent, Denise Nettum, in position #856 to the new position.

Ms. Nettum was originally hired as an hourly Administrative Clerk 1 in February of 2008. She obtained permanent employment with a promotion to Clerk Typist 1 (80%) in May of 2008. At the end of 2008, her FTE was increased to 100%. In May of 2009, her position was reallocated to an Administrative Clerk 1 following the retirement of another staff member, deletion of that incumbent's position, and subsequent restructuring of the higher level work among two remaining positions. She was then promoted to this position in August. In late 2011, the Human Resources Department launched NEOGOV, an online application and applicant tracking system. Prior to this, all applications for City positions were paper, and the administrative staff had to log them individually into a tracking system. This new technology eliminated the need for manual entry of paper applications, substantially reducing the amount of mail received since applicants apply online, as well as the number of visitors to the Human Resources office. With over 10,000 applications annually, this freed up a significant amount of time for administrative personnel. Around this same time, there were several retirements within the Human Resources Department. Work duties were reorganized shortly after and as a result Ms. Nettum began to gradually take on additional responsibilities, such as coordinating the Drug and Alcohol Testing Program and tracking Family and Medical Leave Act (FMLA) applications. Due to further restructuring in 2014, she has since taken over additional responsibility to include processing FMLA applications and Disability Leave/Layoff, which now account for approximately 60% of her workload.

The Program Assistant 1 class specification (attached) outlines:

...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 including such functions as office management; secretarial services to program head and professional staff; 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.

Ms. Nettum has been coordinating the Drug and Alcohol Testing Program since 2012. The program includes testing for the following: pre-employment, post-accident, reasonable suspicion, Substance Abuse Professional mandates, and random testing for CDL holders. Ms. Nettum is responsible for coordinating the following activities:

- Scheduling quarterly random testing of approximately 80 employees;
- Working with Departments to coordinate testing and resolve issues;
- Serving as a liaison with the vendor and lab to coordinate appointments and resolve problems;
- Obtaining results and relaying them appropriately;
- Reconciling the billing;
- Confidentially maintaining all test records;
- Tracking testing activity.

Although the majority of testing is done on a quarterly rotation, pre-employment testing and other tests make the program a continuous process throughout the year. The responsibilities previously outlined are mainly coordinative in nature, and do not require the exercise of considerable judgment and discretion in the interpretation and application of policies.

Ms. Nettum began processing FMLA applications in 2014. Coordination of this program for the City requires a significant amount of time as FMLA usage last year included nearly 550 applications. Ms. Nettum is responsible for the following FMLA activities:

- Accepting applications and verifying all necessary documentation is submitted;
- Following up with employees, Departments and healthcare providers regarding missing documents or inconsistent information;
- Confirming eligibility in terms of hours worked and prior FMLA usage with Payroll Clerks;
- Recommending approval/denial of requests based on information provided by applicants and the legal requirements for leave eligibility as outlined in City APM 2-21;
- Preparing necessary letters and forms for supervisory signature;
- Notifying Departments of FMLA designation;
- Responding to FMLA inquiries and related matters, such as leave and benefits;
- Handling Return to Work processing as needed;
- Confidentially maintaining all FMLA records;
- Tracking all FMLA activity.

These responsibilities do require considerable judgment and discretion in the interpretation and application of FMLA policies. Higher level responsibilities associated with FMLA, such as monitoring changes to federal and state regulations, implementing policy/procedural changes, and final approval/denial of qualifications, are handled at the supervisory level by Mr. Leifer.

Ms. Nettum also began processing Disability Leaves and Layoffs applications in 2014. She is responsible for the following related activities:

- Accepting applications;

- Following up with employees and Departments as needed;
- Preparing necessary letters and forms for supervisory signature;
- Responding to Disability Leave and Layoff inquiries and related matters, such as benefits;
- Recommending approval/denial of requests based on information provided by applicants and the requirements for eligibility outlined in City APM 2-45
- Confidentially maintaining records;
- Tracking leave and layoff activity.

Disability Leaves and Layoffs are infrequent and do not require as much time as the other two programs.

In addition, Ms. Nettum is responsible for a wide variety of administrative services supporting various units within the Human Resources Department to include:

- Preparing meeting agendas in Legistar for multiple boards and committees;
- Assisting customers with inquiries by providing information and explaining processes;
- Processing a variety of background checks and employment verifications;
- Assisting with employment and benefit processes;
- Maintaining various records.

Due to the program responsibilities for FMLA, and Disability Leave and Layoff as previously mentioned and the amount of judgment, discretion, and time spent performing them, as well as the variety of administrative support functions, I feel the appropriate classification for this position is Program Assistant 1 (CG 17, Range 11). This classification appears to be the most comparable in terms of the level and type of responsibility.

A comparable position exists in the Human Resources Department within the Organizational Health and Development Unit. A Program Assistant 1 is responsible for the implementation and coordination of programmatic needs related to organizational and individual development, training, employee assistance and engagement, and wellness. This position necessitates use of judgment, discretion and initiative in the coordination, organization, and implementation of organizational, agency, and individual training and initiatives. The workload is organized similarly with approximately 60% of time spent providing programmatic support for employee and organizational development, engagement, and training, 25% of time providing administrative support for employee assistance and wellness, and 15% of time providing general administrative assistance to the Organizational Health and Development unit as requested.

The classification of Human Resources Analyst 1 (CG 18, Range 6) was also reviewed as Ms. Nettum felt there were equivalent responsibilities with the Analyst primarily in charge of benefits. This classification performs responsible professional human resources work and under limited supervision, employees are expected to exercise professional judgment and discretion within established parameters. Although Ms. Nettum works within certain programs related to employee benefits, such as FMLA and Disability Leave/Layoff, she is not responsible for the full administration of them, as previously mentioned. Those higher level responsibilities (i.e., monitoring changes to federal and state regulations, implementing policy/procedural changes, and final approval/denial of qualifications) are handled at the supervisory level. The Human

Resources Analyst 1 classification outlines other high level responsibilities, which includes: “coordinating RFP process for contract renewals with benefit carriers; recommending changes to benefit contracts and participating in the evaluation of bids; and serving on appropriate committees relating to benefits administration.” The Analyst assigned to Benefits is also charged with administering the annual Open Enrollment processes of which Ms. Nettum assists as outlined in the position description. The Analyst also is responsible for familiarity with interpreting and applying collective bargaining agreements and handbooks as they relate to benefits, serving as the Records Custodian and conducting trainings, responsibilities not found in Ms. Nettum’s position description. Due to these higher level responsibilities, I believe the Human Resources Analyst 1 classification functions at a substantially higher level and therefore is not the most comparable classification for this position.

Based on the previously outlined analysis, I recommend that Administrative Clerk 1 position #856 in CG17, Range 9 should be recreated as a Program Assistant 1, CG 17, Range 11, with the incumbent reallocated to the new position.

The necessary Resolution has been prepared to implement this recommendation.

Editor’s Note:

Compensation Group/Range	2015 Annual Minimum (Step 1)	2015 Annual Maximum (Step 5)	2015 Annual Maximum +12% longevity
17/11	\$42,756	\$48,292	\$54,087
17/09	\$40,094	\$45,530	\$50,993

cc: Brad Wirtz – Human Resources Director
 Greg Leifer – Labor and Employee Relations Manager