

TO: Board of Estimates

FROM: Emaan Abdel-Halim

DATE: 8 June 2016

RE: Program Assistant I - Parks Division / Olbrich Gardens

The Parks Superintendent, Eric Knepp, and Olbrich Botanical Gardens Director, Roberta Sladky are requesting the Board of Estimates approval for the creation of a 0.6 FTE Program Assistant I (CG20, Range II). This position will provide additional administrative and visitor support for the increased attendance at the gardens, as well as ease staffing challenges posed by the increased use of the facility. With Olbrich Gardens visitor and rental growth, this position will primarily serve as customer service, vendor coordination, and volunteer/staff support on weekends. After reviewing the proposed position description, I agree that the duties fall within the classification of Program Assistant I.

Olbrich Gardens sees almost 300,000 visitors each year. As one of the top tourist destinations in Madison, it has become a highly desired rental facility as well. However, the visitor growth of the gardens has posed significant staffing challenges and constraints. For instance, oftentimes the subject matter staff (i.e. horticulturalist, gardeners) is asked to fill in customer service roles which ultimately take away from their regular duties of managing and maintaining the gardens. The addition of this Program Assistant I position will help alleviate some of these staffing challenges. Currently one Program Assistant 2 manages the rental program for Olbrich Gardens in addition to the payroll, budget, and accounting functions for the facility. This new position will support the Program Assistant 2 and offer continuous customer support for the rental program through the weekend. Additionally, this extra customer support offers the opportunity for Olbrich Gardens to increase revenues by adding additional service days for facility rentals. Essentially, the new Program Assistant I will serve as the weekend office manager responsible for the coordination of all rental activities, including acting as the liaison for vendors and caterers.

Because the classification of Program Assistant I exists in the City's classification plan, the Board of Estimates is authorized to create this position pursuant to APM 2-4. I recommend creation of a 0.6 FTE position of Program Assistant I, in the Parks Division budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2016 Annual Minimum (Step 1)	2016 Annual Maximum (Step 5)	2016 Annual Maximum +12% longevity
20/II	\$44,579	\$49,900	\$55,888

cc: Eric Knepp – Superintendent, Parks
 Charlie Romines – Assistant Superintendent, Parks
 Kay Rutledge – Assistant Superintendent, Parks
 Mike Lipski – HR Services Manager
 Greg Leifer – Employee Relations Manager