

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 17 August 2016

SUBJECT: Administrative Clerk 2 (C. Hemenway) – Engineering Division/Operations

At the request of City Engineer Rob Phillips, the Deputy City Engineer, Michael Dailey, and the Engineering Operations Manager, Kathy Cryan; I conducted a position study of a 100% FTE Administrative Clerk 2 position (#1132; CG20, Range 11) in the Engineering Division budget; currently occupied by Ms. Cindy Hemenway. The purpose of the reclassification request comes from the increased complexity of the work in the specific program areas of permitting and payroll, as well as recognition of the technological shifts that impact the duties of these positions. After meeting with Ms. Cryan and the incumbent, and upon review of the current position description; I recommend recreating position #1132, 100% FTE Administrative Clerk 2 position into a 100% FTE Program Assistant 2 position in Comp Group 20, Range 12, and reallocating the incumbent to the new position for reasons outlined in this memo.

As the classification of Administrative Clerk 2 is becoming obsolete, it is more appropriate to review the work as compared to the Program Assistant 1 classification, in the same CG and Range. Therefore, 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]

A review of the classification specification for Program Assistant 2 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.

In 2002, Ms. Hemenway joined the Engineering Division as an Administrative Clerk 1 with primary responsibility for processing Right-of-Way permits and serving as backup to the Operations Clerk for the Operations Section. At that time, the Operations Section administrative staff consisted of

one (1) Operations Clerk (CG15, Range 07) and one (1) Administrative Clerk I (CG20, Range 9). In 2005, the current position occupied by the incumbent was studied and reclassified to an Administrative Clerk 2, as a result of the increased responsibility related to the conversion and integration of various permitting processes into an online permitting system. In 2011, an additional permanent Administrative Clerk I position was added to the staff of the Operations section; which was later reclassified to a Program Assistant I in 2014 as a function of increased programmatic work.

Ms. Hemenway's position responsibilities have grown programmatically over the last 11 years when the position was last studied. Since then, the payroll function for the Operation's section has undergone a variety of technological and software updates and system changes. When she first started in the position, Ms. Hemenway shared the payroll responsibility with the Operations Clerk and primarily focused on the manual entry of all the Construction Inspection and Operations section employees' hours and various pay rates. In 2012/2013, with the introduction of Kronos, Ms. Hemenway was assigned payroll processing for two more sections of Engineering – Mapping and Facilities Maintenance. The new Kronos timekeeping software increased the efficiency of payroll processing, but also the complexity. While the incumbent still shares responsibility with the other administrative staff for the data entry of daily reports of hours for 110 permanent staff, she now verifies all the hours so that the appropriate pay codes are charged to the correct project account codes and related activities. This level of detail required by the Kronos system not only increases the level of accuracy as a whole, but also requires additional verification processes, error corrections, and data transfer to the new MUNIS accounting software. In 2015, with the transition to MUNIS, the payroll processing function shifted to a shared responsibility between the Program Assistant I and the incumbent, while the Operations Clerk maintains the data entry portion for the Operation crews only. Since the resignation of the Program Assistant I earlier this year, Ms. Hemenway is now solely responsible for tracking and verification of hours for the entire payroll program and biweekly payroll processing for the all the Operations, Construction, Mapping and Facilities Maintenance staff.

Ms. Hemenway's job responsibilities have also expanded to include all the other permitting programs such as for sewer deduct meters, sewer additions, and sewer abandonments or plugs; in addition to the Right-of-Way permit program. She was also a key member for Engineering Operations in working with IT for the design/development of the Accela software to meet the needs of the permitting processes around 2008. This transition enabled permit processing electronically, but also incorporated payments in 2015 with the addition of Tyler Cashiering. Ms. Hemenway is the point of contact for training contractors on how to apply for the various permits that are maintained by Engineering Operations.

Ms. Hemenway has operated at a high level of independence and manages a wide variety of administrative functions specific to the various permitting programs. All of these permitting programs require Ms. Hemenway to exercise considerable judgment in interpreting, developing and applying policies which require specialized program knowledge that is consistent with Program Assistant 2 level work. Additionally, Ms. Hemenway's primary role with regards to payroll processing is also consistent with the higher level programmatic work of a Program Assistant 2. Similarly, a 2015 position study was conducted for a Program Assistant 2 in Engineering that was responsible for the entirety of the program for pre-qualifying contractors, as well as the Report-a-Problem program. Consistent with the class spec for a Program Assistant 2, both positions require a high level of discretion and independent responsibility for multiple program areas. Finally, Ms.

Hemenway serves a key role for contractors as the primary liaison during the application process for the various permits issued by the Engineering Operations section.

Lastly, Ms. Hemenway serves as an administrative lead in directing the work of the lower level, permanent and hourly administrative support staff in this section. This includes specialized training on the various software programs and systems used by the Operations section. She also serves as an Office Manager for the Emil Street location, by coordinating training needs (CPR, etc.), processing all accident/incident report and worker's compensation claims, maintaining the all office equipment and ordering vending supplies.

Given the high level programmatic responsibilities as well as additions to existing program areas; it is clear that Ms. Hemenway's work requires the exercise of considerable judgment and discretion in the performance of specialized programmatic knowledge, all of which require independent decision-making and programmatic oversight consistent with work at the Program Assistant 2 level. Therefore, I am recommending this Administrative Clerk 2 position (#1132) be deleted and recreated as a Program Assistant 2 in CG 20, Range 12 within the Engineering Division's budget. The necessary resolutions to implement these recommendations have been drafted.

Editor's Note:

Compensation Group/Range	2016 Annual Minimum (Step 1)	2016 Annual Maximum (Step 5)	2016 Annual Maximum +12% longevity
20/11	\$45,092	\$50,474	\$56,531
20/12	\$46,203	\$51,813	\$58,031

cc: Rob Phillips – City Engineer  
Mike Dailey – Deputy City Engineer  
Kathy Cryan – Operations Manager, Engineering  
Greg Leifer – Employee and Labor Relations Manager  
Michael Lipski – Human Resources Services Manager