

TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: May 17, 2017

SUBJECT: Administrative Assistant, Information Technology

At the request of Information Technology Director Paul Kronberger, I have studied the 1.0 FTE position (#3286) of Administrative Assistant (CG20, Range 14), currently occupied by Leslie Starczewski, to determine whether it is properly classified with the current job responsibilities assigned to the position. Based on a review of the position description, meetings with Mr. Kronberger and Ms. Starczewski, and a review of other positions/classifications within the City, I recommend the following actions for the reasons outlined in this memo:

- Creation of the classification titled Records Management Coordinator 1 with placement in CG 18, Range 4.
- Creation of the classification titled Records Management Coordinator 2 with placement in CG 18, Range 6.
- Recreation of position #3286 as a Records Management Coordinator 2.

Position #3286 was last studied in 2009 when it was recreated from a Program Assistant 2 (CG20, Range 12) to an Administrative Assistant. At that time, the position was responsible for a wide variety of administrative services, including budget, personnel and purchasing. Approximately 25% of the time was also spent performing records management tasks. When the position was last studied, it was the only administrative position in the agency. Since that time, a Program Assistant has been added to the IT budget to provide support for some of these administrative tasks as the records management responsibilities have grown significantly over the past two years. Records management work is now the primary focus of this position, encompassing approximately 95% of total work time.

This position serves as the Records Management Program Coordinator for all City of Madison records. The position is responsible for the development and coordination of the citywide records management program and activities, including:

- Ensure compliance with public records laws, MGO 3.70 and APM 3-6, and recommend updates.
- Develop and maintain the City of Madison General Records Schedule. Assist City agencies with determining appropriate dispositions for records and process Record Disposition Authorizations through the Public Records Board.
- Assess and resolve individual/systemic issues related to the City's records management program policies and processes.
- Provide leadership and assistance to the agency Records Coordinators/Custodians community.
- Provide city-wide training in Records Management.

- Serve as liaison to the State Records Center and the Wisconsin State Historical Society. Represent the City of Madison IT Director and Records Management System with issues relating to the Public Records Board, State Records Center, and State Historical Society.
- Serve on the Public Records Board - Records Officer Council.
- Attend Public Records Board and Records Management Subcommittee meetings.
- Coordinate the State Records Center Destruction/Transfer process for all agencies.
- Authorize access to the State Records Center (SRC) website for new agency records custodians and provide training as needed.
- Participate in the transformation of agency records management processes to address the challenges posed by electronic records.

This position works with a high degree of independence and discretion, reports directly to the Information Technology Director, and serves on the IT management team.

As there is no other classification within the City that performs citywide records management job functions, a new classification is warranted. It is recommended that a classification series of Records Management Coordinator 1 and 2 be created in order to allow for a career progression. The Training and Experience requirements for Records Management Coordinator 1 would be three years of responsible program administration experience involving manual and automated recordkeeping, including one year of records management experience with direct responsibility for the storing and purging maintenance of a comprehensive recordkeeping system. Progression from Records Management Coordinator 1 to 2 would be obtained upon two years of City records management experience.

It is determined that placement of the new classification of Records Management Coordinator 1 in CG18, Range 4 and Records Management Coordinator 2 in CG18, Range 6 is appropriate after reviewing other classifications citywide. In reviewing existing classifications with similarities to this new classification in terms of level of responsibility and citywide scope, there are a several classifications to consider.

- The Disability Rights and Services Program Coordinator (CG18, Range 8) is responsible for implementing the City's Disability Rights Program under the provisions of City ordinance, and Federal and State requirements. The work involves evaluating city-assisted programs, activities and City facilities to ensure they are non-discriminatory in reference to persons with disabilities. These city-assisted programs and activities span over a plethora of areas to include education and training, health, cultural activities, housing, rehabilitation, outreach and referral, and dissemination of information. The work also includes performing inspections, and investigating and conciliating complaints. The Training and Experience requirements for this classification include two years of related experience and a bachelor's degree in a related field. Due to these differences, I find this classification to be a higher level than the Records Management Coordinator class.

- The Safety Coordinator classification (CG18, Range 7) has responsibility for City occupational health and safety programs and activities, and management of the worker's compensation program, including the light duty program. The work involves performing investigations, conducting analyses, writing reports, taking emergency actions, and responding to employee complaints for which a higher skill level is needed. The Training and Experience requirements for this classification include two years of related experience and a bachelor's degree in a related field. I also find this classification to be a higher level than the Records Management Coordinator class.
- There are several other Coordinator classifications within the City in CG18, Ranges 2 to 4 (Community Events Coordinator, Library Program Coordinator, Monona Terrace Volunteer/Tourism Coordinator, Olbrich Facility/Volunteer Coordinator and Senior Center Program Coordinator), however their scope is much narrower than that of the Records Management Coordinator and they do not have a citywide focus.
- The Police Records Services Supervisor (CG18, Range 5) performs supervisory and administrative work in the development and implementation of the Police Department's Records Unit. The work includes reviewing open records requests and determining if records can be released by applying the balancing test, and redacting if necessary. Incumbents maintain knowledge of Wisconsin's Open Records Law and work with Command staff on the life cycle of records, including storage and destruction. This classification does have some related areas of responsibility, but the focus of this position is narrower in that respect. And because it also includes the supervision of staff, it does not provide a great comparison, but more of a general basis for determining salary.

For comparison purposes, the State of Wisconsin's Records/Forms Management Specialist – Advanced professional level classification (see attachment) has similar job functions and with their broadband pay structure has an entry level salary of \$46,737 and a maximum hiring salary level of \$77,126. The recommended compensation group and ranges for the classification series falls within this range, but with a more compressed overall range from entry to maximum consistent with the City's compensation structure. In addition, while the positions are not directly comparable, the professional positions in the Department of Civil Rights (EO Investigator 1/2 and Contract Compliance Specialist 1/2) also have a similar progression in that they start in CG18, Range 4 and progress to Range 6 upon increased experience. These positions start in Range 4 because, similar to this proposed classification, they do not have a specific degree requirement, but rather will learn the particulars of the position upon hire.

For the reasons outlined above and due to the Training and Experience requirements needed for this position, I recommend placement of the new classification of Records Management Coordinator 1 in CG18, Range 4 and Records Management Coordinator 2 in CG18, Range 6. This would provide comparable placement to the DCR positions listed above, and would be placed around the Police Records Services Supervisor position that performs records work on a more limited scope, but also possesses greater supervisory responsibility.

The recommendation to recreate position #3286 as a Records Management Coordinator 2 will allow for career progression from Records Management Coordinator 1 to 2 upon meeting the additional Training and Experience requirements.

Based on the prior analysis, I recommend creating the classification series of Records Management Coordinator 1 and 2 in CG 18, Ranges 4 and 6, respectively. I am also recommending recreation of a 1.0 FTE Administrative Assistant position, #3286, to a 1.0 FTE Records Management Coordinator 2 position within the Information Technology budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2017 Annual Minimum (Step 1)	2017 Annual Maximum (Step 5)	2017 Annual Maximum +12% longevity
18/04	\$52,103	\$60,084	\$67,295
18/06	\$55,394	\$65,222	\$73,048

cc: Paul Kronberger – Information Technology Director
Greg Leifer – Employee and Labor Relations Manager