

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 18 April 2018

SUBJECT: Administrative Clerk 2 (A. Miller) – Monona Terrace

At the request of Monona Terrace Director Gregg McManners, received on 1/5/18, I conducted a position study of the Administrative Clerk 2 position (#3648; CG20, Range 11); currently occupied by Ms. Andrea Miller. This reclassification request comes from the significant increase in accounting-related work as the complexity of event billing grows with the wide variety and numbers of events held at Monona Terrace. After meeting with Mr. McManners and the incumbent, and upon review of the updated position description, I recommend the following for the reasons outlined in this memo:

- Recreate position #3648 of Administrative Clerk 2 as an Accounting Technician 2 in Comp Group 20, Range 14; and
- Reallocate the incumbent, Ms. Andrea Miller to the new position.

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]

In 2001, when Ms. Miller was first hired at Monona Terrace, her work as an Administrative Clerk 2 primarily focused on computing and invoicing room rentals for Monona Terrace events. This included calculating rates, billing for services, reconciling deposits, preparing accounts receivable reports, and other financial/statistical reporting. At that time, Monona Terrace was doing just over \$3 million in gross revenues through a range of events, including banquets, conferences, trade shows, and weddings. The various event types that Monona Terrace hosts have a myriad of charges, from the room rental and catering, to increasingly more complex A/V needs, which in itself has evolved in the 20 years since Monona Terrace opened. Now, Ms. Miller processes multi-faceted invoices for up to 700 events annually, with gross revenues for Monona Terrace of \$14 million in 2016.

Over time, Ms. Miller's work is more self-directed, with greater independence for creating work flow processes and exercising independent judgment. She is an integral member of the working group for USI, the event management and billing software which is the backbone for Monona Terrace's operations. Recently, the latest USI update created a major interface change by going to a web-based system. Along with a Monona Terrace Booking Coordinator (CG20, Range 11) and Monona Terrace Technical Services Specialist 2 (CG16, Range 15), Ms. Miller created processes and work flows as well as trains other staff on how to navigate the software update. With other technological changes,

including Tyler Cashiering, Ms. Miller has critical input in ensuring the accuracy and validity of the data entered into the City's MUNIS software system. She is also the Administrator for MT's Sharepoint site, which is an extensive resource used as the agency's intranet for staff communications.

A review of the classification specification for the Accounting Technician 2 describes the work as:

**... journey-level paraprofessional accounting work in the development and reconciliation of accounting records/reports, and/or the administration of accounting-related programs.** Under the general supervision of a professional Accountant, employees **exercise judgment and discretion** in the completion of assigned tasks. **Work is normally performed with a high degree of independence within established guidelines.** [emphasis added]

The duties of the current position requires a varied bookkeeping and/or accounting background with experience performing advanced accounting clerical work. Under the supervision of the Business Manager, this position still exercises discretion and independent judgement in performing the duties. Ms. Miller is adept at working independently, performing a variety of paraprofessional accounting functions as well as processing the payroll for Monona Terrace's staff. Additionally, she is an integral member of the team responsible for the in the implementation and updates to Monona Terrace's mission critical software systems. Given the complexity of the software systems and increased variety of billed services at Monona Terrace, Ms. Miller's responsibilities have evolved to a level more consistent with an Accounting Technician 2 than her current Administrative Clerk classification.

Based on the findings of this position study, I am recommending that position #3648 of Administrative Clerk 2 be recreated as an Accounting Technician 2 in CG20, Range 14 and the incumbent reallocated to the new position, in Monona Terrace's operating budget.

The necessary resolution to implement these recommendations has been drafted.

Editor's Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum (+12% longevity)
20/11	\$46,918	\$52,518	\$58,820
20/14	\$51,121	\$56,703	\$63,507

cc: Gregg McManners –Monona Terrace Director  
Jeff Boyd – Business Manager, Monona Terrace  
Andrea Miller – Incumbent  
Michael Lipski – Human Resources Services Manager, HR  
Greg Leifer – Employee and Labor Relations Manager, HR