

TO: Personnel Board

FROM: Sarah Olson, Human Resources

DATE: April 15, 2018

SUBJECT: Administrative Clerk 2 – Finance Department

At the request of the Finance Director David Schmiedicke, a study was conducted of one 1.0 FTE Administrative Support Clerk 2 position (Compensation Group 20, Range 9), held by Mike Quieto (position #3682). This position provides responsible and varied administrative support work in various City agencies. After reviewing the duties and responsibilities associated with this position, as seen in the attached position description, and meetings with former interim supervisor Eric Veum, other agency Supervisors, including City Clerk Maribeth Witzel-Behl, and the incumbent, I conclude that the position should be recreated as a Program Assistant I position (Compensation Group 20, Range 11), and that the incumbent should be reallocated to the new position.

The class specification for a Program Assistant I identifies the work as:

...responsible programmatic support work in a City department, division or other independent program unit. Employees in this class support a particular program or programs by **performing or coordinating specialized program functions, interpreting and applying programmatic policies and procedures, and performing administrative tasks in support of the program.** The work requires exercising considerable judgment and discretion in the interpretation and application of policies. Employees in this class work under the general supervision of the department, division, or program head and may **provide direction to limited numbers of permanent and/or non-permanent staff.** Work is distinguished from an Administrative Clerk in that Administrative Clerks perform a wide range of administrative tasks whereas a **Program Assistant is responsible for coordinating program functions and related administrative tasks in support of a program and which require more in-depth knowledge of program operations in order to carry out such tasks. {Emphasis added}**

Distinguishing duties and responsibilities include

Perform specialized program activities such as managing grant or other types of application processes. Provide information and assistance to program participants. Coordinate complex commission, committee, and/or board activities. Perform technical review and evaluate program documents. Collect technical information on-site from participating agencies. Research information and perform other tasks in connection with special projects.

Provide assistance to professional/technical employees in areas requiring knowledge of departmental programs and operations and/or general administrative expertise. Gather, organize and report administrative data, operational information and/or statistical data. Assist professionals/paraprofessionals in the preparation of comprehensive reports and prepare routine reports independently.

Draft, review and proof letters for signature. Follow up on assignments made to other staff. Assist in handling confidential personnel and other matters. Perform other related secretarial tasks both for the supervisor and other professional staff as assigned.

Oversee, implement, and monitor office clerical and administrative operations, and procedures. Monitor activities and make modifications as needed. Train others in procedures. Oversee other permanent and non-permanent clerical staff as assigned.

Perform a variety of specialized program activities and coordinate the performance of others that are both ongoing and of a special project nature.

Perform related work as required.

The Finance Department houses a team of four administrative support clerks that work in various City agencies who are in need of assistance when they are short of administrative staff (such as to cover vacations). Every week can be different and the projects and support needs are diverse in nature. In 2010, a study was conducted by Ms. Sherry Severson that resulted in a reclassification of Mr. Quieto to an Administrative Support Clerk 2 from his previous position as a Clerk Typist 2 in CG 20, Range 6. The Administrative Support Clerk 2 placement is consistent with the level of an Administrative Clerk I in various agencies, as this is the level of position the Support Clerks fill in for frequently.

In the last few years, Mr. Quieto has held increasing programmatic authority within the City Clerk's Office providing election support. Programmatic responsibilities include but are not limited to the scheduling, training, communications and payroll for poll workers. In addition, Mr. Quieto is the creator of an election worker SharePoint database and continues to provide ongoing maintenance and updates to the database. He's also trained the City's Clerks Office staff on how to use the database. The Clerk's Office relies on the administrative support provided by Mr. Quieto on a frequent and regular basis. Even when he is not physically in the Clerk's Office, he can send notices and update the database from any City agency he's supporting.

This position has grown in its responsibility for the election program whereas in the past, this position was called upon to assist occasionally, now this work makes up over 50% of his current position description. His assistance has also grown in technical complexity, creating a database that accurately tracks poll workers hours, trainings and communications. He provides direction to the numerous City of Madison poll workers, providing guidance and training on election protocol and standards. He also creates communications that are then reviewed by Ms. Witzel-Behl and released that enhance the poll worker experience and provide clear and concise communication. When he's in the Clerk's Office, he regularly answers questions and relays information that requires in-depth knowledge of election program operations. All of these duties are consistent with the duties found in the classification of a Program Assistant I.

Based on the above, I recommend the Administrative Support Clerk 2 position, occupied by Mr. Quieto, be recreated as a Program Assistant I and the incumbent be reallocated to the new position.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum (+12% longevity)
20/09	\$44,225	\$49,725	\$55,692
20/11	\$46,918	\$52,518	\$58,820

cc: David Schmiedicke –Finance Director
Trevor Bynoe-Innovation Analyst (Supervisor of the unit)
Greg Leifer-Employee & Labor Relations Manager