

TO: Personnel Board
FROM: Tameaka Bryant, Human Resources Analyst
DATE: May 10, 2021
SUBJECT: Program Assistant 2-Water Utility

Water Utility Interim General Manager Joe Grande has requested a study of the Program Assistant 1 position, #1783, in CG20, Range 11, which is currently filled by Autumn Bradley-O'Rell. The Water Utility has implemented a variety of new software systems, some of which have also changed the responsibilities associated with this position. After reviewing the position description submitted and conducting interviews with Dan Rodefeld, Water Utility Operations Manager, Kathy Schwenn, Water Utility Financial Manager and Bradley-O'Rell, I recommend that position #1783 be recreated as a Program Assistant 2 in CG20, Range 12, and that the incumbent is reallocated to the new position.

The Program Assistant 1 class specification (attached) identifies 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** [emphasis added]

The Program Assistant 2 class specification (attached) identifies as:

...highly responsible, advanced-level programmatic support work in a 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.

Specific duties at the Program Assistant 2 level include:

- Perform a variety of complex, specialized program activities and coordinate the performance of others that are both ongoing and of a special project nature.
- Lead and train permanent and non-permanent clerical staff. Assign, prioritize and control work flow. Participate in hiring, training, and performance evaluation processes. Coordinate clerical support activities and facilitate communication. Assist staff in dealing with difficult situations. Assist higher-level supervisors in assigning work and reviewing performance of non-clerical staff.
- Ensure that office systems are operating in an effective, efficient and correct manner. Identify and implement needed improvements. Prepare operating procedures manuals for training and for ongoing use by staff. Develop, implement and monitor office procedures and systems.

Bradley-O'Rell began working at the Water Utility as a scheduler in the meter section in 2007. Beginning in 2008 through a competitive process they promoted to the position in the Operations Building. When they first started their role was reconciling p-cards of all staff in the Operations Center, coordinating inventory, purchasing and working in Excel. However, with the implementation of CityWorks in 2019 this position became more complex and Bradley-O'Rell was charged with updating assets and purchases within this system. GIS support in CityWorks (City of Madison asset management system). Their increased responsibilities, and verifying payroll data to ensure the correct account strings. Administrative functions in CityWorks GIS include: adding new assets, adding new users and training them on the system, troubleshooting purchase issues within the CityWorks system, they also facilitate the purchase order processes from getting multiple quotes to the approvals in MUNIS. Bradley-O'Rell also works closely with the Water Utility Finance Department. They are the contact person when it comes to the inventory, and assets of the Operations section, ensures projects are entered correctly in MUNIS, verifies payroll is entered correctly, troubleshoots outstanding purchasing issues, attends all Water Utility Finance Meetings, and back up payroll person,.

Given Bradley-O'Rell's in-depth responsibility for, adding new assets, adding new users and training them on the system, troubleshooting purchase and payment issues within the CityWorks GIS and asset management system in the Water Utility. They are working closely with Pete Braselton to answer questions staff have on the system, and training maintenance staff and supervisors on how to use the CityWorks system and answers any questions. As well as their work with the Finance unit of the Water Utility on answering any CityWorks questions they may have to ensure proper payment of supplies and projects, it is my recommendation to place Bradley-O'Rell into the Program Assistant 2 classification. As part of their position they led and trained staff on CityWorks, ensured accuracy on what is entered on the system, and play an integral role on the workflow of what is entered into CityWorks and how it ends up being paid through MUNIS, this is all consistent with the role of a Program Assistant 2.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2021 Annual Minimum (Step 1)	2021 Annual Maximum (Step 5)	2021 Annual Maximum +12% longevity
20/11	\$ 50,018.02	\$ 55,987.62	\$ 62,706.02
20/12	\$ 51,250.16	\$ 57,473.52	\$ 64,370.28

cc: Joe Grande – Interim Water Utility General Manager
 Dan Rodefild—Water Utility Operations Manager
 Greg Leifer—Employee and Labor Relations Manager
 Emaan Abdel-Halim – Human Resources Services Manager