



**Department of Employee Relations**

May 21, 2003

**John O. Norquist**  
Mayor

~~Jeffrey Hansen~~  
Director

**Florence Dukes**  
Deputy Director

**Frank Forbes**  
Labor Negotiator

**Michael Brady**  
Employee Benefits Manager

To the Honorable  
The Committee on Finance and Personnel  
Common Council  
City of Milwaukee

Dear Committee Members:                    Re: Common Council File Number 030151

The following classifications and pay levels were approved by the City Service Commission on May 20, 2003:

In the Health Department, Epidemiology Section, one new grant-funded position was classified as Laboratory Information Systems Technical Specialist, Pay Range 642.

In the Health Department, Home Environmental Health Division, four grant-funded positions of Public Health Aide, Pay Range 305, were reclassified to Health Services Assistant II, Pay Range 425 (with an underfill title of Health Services Assistant I, Pay Range 410).

In the Department of Employee Relations, one position of Office Assistant II, Pay Range 410, held by Vaughn Brooks, was reclassified to Program Assistant I, Pay Range 460.

The Job evaluation reports covering the above positions, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,

Florence H. Dukes  
Employee Relations Director

FHD:pb

Attachments:    3 Job Evaluation Reports  
                         Fiscal Note

c: Frank Forbes, Joseph Czarnetzki, Jennifer Gonda, Marianne Walsh, Dr. Seth Foldy, Bevan Baker, Maria Monteagudo, Dr. Stephen Gradus, Mark Zemke, Kristina White, Alva Goldberg, Delores Haslem, Naomi Jenkins, Louise Dumke, Vaughn Brooks, Richard Abelson, John English, John Garland and Robert Klaus

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: May 20, 2003

Incumbent: New Position Department: Health

Present	Request
Title: n/a	Title: LIS/QA (Laboratory Information Systems/Quality Assurance) Technical Specialist
Pay Range: n/a	Pay Range: 644 (\$44,862-\$54,513)
Step: n/a	Source: Department
<p><b>Recommendation:</b>            Title : Laboratory Information Systems Technical Specialist            Salary: 642 (\$38,858-\$47,120)  <i>New Rate: not applicable</i></p>	
<p><b>Rationale:</b>            The level of duties and qualifications of this position are more comparable to positions in Pay Range 642 such as Microbiologist II than the requested level of Pay Range 644.</p>	
<p><b>History of Position:</b>            This is a new position funded through the Bioterrorism Grant from the Centers for Disease Control through the State of Wisconsin.</p>	

**Action Required:**

In the Salary Ordinance, under Pay Range 642, add the title "Laboratory Information Systems Technical Specialist."

In the Positions Ordinance, under Health Department, Epidemiology Section, Bioterrorism Grant (Q), delete one position of LIS/QA Technical Specialist (Q) and add one position of Laboratory Information Systems Technical Specialist (Q).

**Background:**

The Department of Employee Relations received a request from the Health Department to study this new grant-funded position. Meetings with the department regarding this position resulted in a revised job description submitted on March 25, 2003. Discussions were held with Maria Monteagudo, Health Personnel Officer, Dr. Stephen Gradus, Public Health Laboratories Director and Mark Zemke, Laboratory Information Systems Coordinator.

**Duties, Responsibilities and Requirements:**

The basic function of this position is to assist the Lab Information Systems Coordinator in all functions related to the Laboratory Information System (LIS) and Information Technology (IT) related duties. Duties and responsibilities include:

- 45% - Maintenance of the Laboratory Information System
- 25% - Project Oversight
- 15% - Data Access
- 10% - Assist in Data Compliance, Standardization and Maintenance of LIS/IT issues as needed
- 5% - Assist in Laboratory Support Oversight

According to the job description submitted by the department, the position requires a Bachelor's degree in Microbiology, Environmental Microbiology or Medical Technology and eligibility for certification within one year of employment. It also requires familiarity with laboratory fundamentals, working knowledge of microbiological and chemistry procedures, understanding of basic computer concepts, working knowledge of PC applications, and willingness to learn the UNIX (AIX) operating system. Other basic skills such as independent judgment and problem solving skills, communication, teamwork and interpersonal skills, ability to work under pressure and handle multiple changing priorities are also important.

**Analysis:**

In December 1996 the Milwaukee Health Department Laboratory went live with an automated Laboratory Information System after an extensive planning process. Because of the high volume of specimens the laboratory processes annually (approximately 80,000), the Laboratory Information System (LIS) was needed to improve specimen analysis tracking, reporting and information availability; provide centralized demographics data entry; maintain an on-line storage of data for evaluating public health/epidemiologic significance of laboratory results; and produce a variety of automated reports for evaluation and planning purposes. The system also supports a comprehensive billing process for laboratory fees of approximately \$250,000 per year.

A position of Laboratory Information Systems (LIS) Coordinator was created in the 1996 budget for the purpose of coordinating the new system. This position was placed in Pay Range 644, the same level as the advanced level of Microbiologist III, Virologist III and Chemist III, based on the position's responsibility for the operation of this new system. The LIS Coordinator will supervise the new position reported on here and will continue to have responsibility for the LIS system and the IT functions within the Laboratory including security, data integrity, disaster recovery, troubleshooting, and recommending and coordinating purchases and installation of needed hardware and software upgrades.

The primary purpose of this new position is to assist the LIS Coordinator in all basic functions related to the LIS and IT-related duties. Approximately half of the position's time will be spent on routine maintenance of the LIS including daily and monthly database backups, software and operating system backups, system shutdowns and startups, cleaning tape drives, maintaining backup and maintenance logs, assisting the LIS Coordinator in analyzing, troubleshooting and solving system-related problems, generating the monthly billing file, and monitoring the quality assurance of data entry.

In addition, approximately 25 percent of the new position's duties will be special projects. Two of the most significant projects will be (a) to develop and maintain the \*e\* Lab Network to ensure rapid dissemination of public health advisories and information via the Internet and (b) to support the region-wide LabSurv network surveillance program to assure coordination and communication of electronic information related to disease outbreaks, threats, emergencies and bioterrorism events. These two projects would be under the direction of the Laboratory Director with supervisory assistance from the LIS Coordinator. The remaining duties involve assisting the LIS Coordinator in areas relating to data access, compliance, standardization and maintenance of the system.

The level of the LIS maintenance duties performed by this position as described above appears comparable to the level of duties performed by a Microcomputer Services Assistant. For example, the Microcomputer Services Assistant in DPW-Infrastructure Services is responsible for troubleshooting software, hardware and network problems, setting up and installing workstations and printers, assessing the utility of new software applications, maintaining documentation, producing reports, creating and administering vendor contracts for the acquisition of hardware and software, etc. This position is in pay range 460 (\$33,071-\$37,063) which is very similar to the level of Microbiologist I in pay range 640 (\$33,152-\$37,556). One key difference between these two positions, however, is that the new position requires a bachelor's degree in Microbiology or Medical Technology and will also be working with special projects in addition to the LIS related duties.

The department is requesting that the new position be placed in Pay Range 644, the same level as Microbiologist III, Chemist III and Virologist III. Positions at this level require a graduate degree (Masters or Ph.D.), perform the more difficult and higher level responsibilities of the particular technical area and, depending on the specific position, oversee professional staff. While the position under study will be performing important, responsible duties, the qualifications and level of duties to be performed by this position are not consistent with the positions in Pay Range 644. The qualifications themselves are more comparable to Microbiologist I than Microbiologist III and there is no oversight responsibility.

In addition, the more difficult and higher level duties associated with the LIS System are performed by the LIS Coordinator, which is also in Pay Range 644. As stated earlier, this new position will serve as an assistant to the Coordinator by performing tasks such as the day to day routine maintenance of the system, assisting the LIS Coordinator with data compliance, standardization and other issues and following through on data transfer and access responsibilities once the data transfer system and process have been set up by the LIS Coordinator and others.

### **Summary and Recommendation:**

While this position is not equivalent to those at the Microbiologist III level, it appears higher than the Microcomputer Services Assistant position described above that is comparable in pay to Microbiologist I. This position requires a scientific background (i.e., degree in Microbiology and knowledge of related procedures) as well as an understanding of basic computer concepts and working knowledge of various PC applications. In addition, the special projects described earlier are of high importance to the department and will require well-developed communication, interpersonal and problem solving skills. Microbiologist II in Pay Range 642 is considered the "journey level" of the Microbiologist series and given the

May 20, 2003

considerations discussed above, the position appears to fit well at this level. It is therefore recommended that this position be placed in Pay Range 642. It is also recommended that the position be titled "Laboratory Information Systems Technical Specialist" in lieu of the requested title of "LIS/QA Technical Specialist."

Prepared by: Timothy J. Keeley  
Timothy J. Keeley, Human Resources Representative

Reviewed by: Florence Dukes  
Florence Dukes, Employee Relations Director

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: May 20, 2003

Incumbent: A) Alva Goldberg, Delores Haslem  
 B) Naomi Jenkins  
 C) Vacant

Department: Health

Present	Request
Title: Public Health Aide	Title: Public Health Services Assistant II*
Salary: Pay Range 305 (\$25,202-\$29,316)	Salary: Pay Range 425 (\$28,348-\$31,360)
Step: A) step 7 \$29,316 B) step 6 \$28,414 C) one vacant position	Source: Department
<p><b>Recommendation:</b>                      Title: Health Services Assistant II and underfill title of Health Services Assistant I                      Salary: Pay Range 425 (\$28,348-\$31,360) and underfill Pay Range 410 (\$24,928-\$29,332)                      New Step: A) \$29,636                                B) \$29,024                                C) \$24,928</p>	
<p><b>Rationale:</b> This recommendation is based on the new duties and responsibilities that these positions have taken on such as administering the DENVER II Child Development Screening Test, more involved and detailed recordkeeping for research programs and entering data into the STELLAR (Systematic Tracking of Elevated Lead Levels and Remediation) data base.</p>	
<p><b>History of Position:</b> These grant funded positions were first created in 1975 as part of the Lead Poisoning Control Grant Project. Due to a lack of funding these positions were eliminated for a number of years but then were recreated in 1990 as part of a new grant. The number of positions has fluctuated over the years but there are currently four positions. No change in title or classification has occurred to these positions in the Lead Poisoning Prevention Program since they were created.</p>	

\* The Department also requests an underfill title of Public Health Services Assistant I in Pay Range 410.

**Action Required:**

In the Salary Ordinance, under Pay Range 410, add the title of "Health Services Assistant I" and under Pay Range 425, add the title of "Health Services Assistant II".

In the Positions Ordinance, under Health Department, Home Environmental Health Division, Childhood Lead Detection Program (Z), delete two positions of Public Health Aide (X) (Z) and add two positions of Health Services Assistant II (X) (Z), under the Lead Hazard reduction Grant (D), delete one position of Public Health Aide (0.5 FTE) (D) (X) and add one position of Health Services Assistant II (0.5 FTE) (D) (X), and under the Pilot Ordinance Evaluation Grant (H) delete one position of Public Health Aide (X) (H) and add one position of Health Services Assistant II (X) (H).

**Background:**

The Department of Employee Relations received a letter dated September 26, 2002 from Seth Foldy, Commissioner-Health, requesting a classification study of the Public Health Aide positions assigned to the Home Environmental Health Division. Dr. Foldy specifically requested that an underfill title also be created to establish a promotional program. Discussions about these positions were held with the positions' supervisor, Kristina White, Public Health Nurse Supervisor, and Maria Monteagudo, Health Personnel Officer.

**Duties and Responsibilities:**

The basic function of these positions is to assist Public Health Nurses in designated case management activities, participate in collection of data for research projects and conduct community education and outreach activities in connection with childhood lead poisoning prevention efforts. The duties and responsibilities are as follows:

30% Designated Case Management Activities

Assist Public Health Nurse Case Manager in meeting the Lead Program Nursing Service goals; locate clients by telephone, contacting the Department of Health and Human Services (DHHS), home visits, and initiating no contact letters; conduct home visits to interview clients and collect/gather data; provide client education regarding lead poisoning, nutrition, and the need for medical follow-up; perform visual environmental assessments, hepa vacuuming and temporary hazard control activities; administer the Denver Developmental Screening test; assess family needs and make referrals to Public Health Nurse Case Manager and community resources as appropriate; case conference and problem solve with Public Health Nurse Case Manager and/or Public Health Nurse Coordinator; and conduct prevention oriented home visits.

25% Research Protocol Activities

Participate in training activities associated with Division functions; problem solve with research coordinator to determine eligibility of participants; conduct in home interviews and education and gather data for research projects; obtain informed consent from clients; coordinate and conduct home visits, protocol activities and interventions with Lead Risk Assessors; perform hepa vacuuming and hazard control activities; conduct in home blood lead tests; obtain, document, and notify private medical providers of blood lead test results; quality control all home visit and related research data collected prior to submitting to research coordinator.

20% Community Education and Outreach

Participate in special projects consistent with the Lead Program Strategic Plan; conduct community needs assessment and canvassing as required by program priorities; participate in health fairs providing education, assessing blood lead test status, and conducting blood lead tests; provide observational experiences of family interventions and education to students, Family Practice Residents and new Health Department employees; and package supplies for community clinics collaborating with the Childhood Lead Poisoning Prevention Program.

20% Administrative Duties

Create/open client records and maintain appropriate documentation in client records; conduct data entry into the STELLAR (Systematic Tracking of Elevated Lead Levels and Remediation) data base of all activities with /for clients; maintain appropriate documentation on daily route slips and activity logs; assemble client folders and record packets and prepare client mailings; and attend team meetings and educational training sessions.

5% Perform other related duties as assigned.

These positions require one year of relevant experience providing client services in a health, human services, or community outreach setting. Relevant experience includes conducting client needs assessments, determining client eligibility for benefits or services, ensuring client access to services, monitoring and maintaining case records on clients and reporting progress accordingly, working with professional care providers to help clients master everyday living skills, providing emotional support and helping clients become involved in their own well-being, in community recreation programs and other activities. The position also requires effective written and verbal communication skills, a willingness to work under supervision as a member of the Case Management Team, an ability to maintain good working relationships with a multi-cultural, multi-disciplinary staff and the public, an ability to lift and carry up to 25 pounds on a regular basis and a valid State of Wisconsin's driver's license and properly insured personal vehicle for use on the job.

**Changes in the Position:**

These positions have changed over the past few years. For example, these positions now administer the DENVER II Child Development Screening Test which is a 45 minute test that consists of various tasks for a child to do to help determine the child's level of development. They also are more involved with various research programs that require additional administrative tasks and more detailed recordkeeping, and are now creating/opening client records and entering their own information into the STELLAR database as part of the case management process.

**Analysis:**

There are currently four positions of Public Health Aide in the Home Environmental Health Division. Three are filled and one is vacant. Their current title and pay range is similar to Office Assistant II. The requested pay range is the same as for Office Assistant III and Health Access Assistant II. The position specifications for the Office Assistant series and a summary of the duties, responsibilities and requirements of Health Access Assistant I and II are as follows:

Office Assistant I – Pay Range 400

Performs uncomplicated clerical duties such as compiling records, filing, preparing mailings, screening calls, providing information and answers to questions in person or over the telephone, photocopying, tabulating, posting information, sorting and distributing mail. May use computer for activities other than producing documents, such as typing labels and envelopes. May occasionally work with others on a team to complete special projects. May use keyboard to obtain information or enter data from automated databases.

Requirements: Must be City resident at time of application. Ability to type 45 words per minute.

Office Assistant II – Pay Range 410

Performs varied clerical duties in accordance with standard procedures. Applies knowledge of departmental policies and procedures, and uses a general understanding of other departments' functions. Screens telephone calls, answers questions and provides information. May work with others on a team to complete special projects. Accesses and inputs information via a mainframe application. Uses office equipment and microcomputer software to prepare standard and complex documents from various sources of written or dictated input.

Requirements: Two years of clerical experience with at least six months of experience as an Office Assistant I



Office Assistant III – Pay Range 425

Performs diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility. Screens telephone calls, answers questions, and provides information. Some telephone and in-person work may be difficult due to the nature of the questions or customers served. Uses advanced features of software packages on a regular basis to produce complex documents. May work with others on a team to complete special projects. May guide and check the work of other employees.

Requirements: Four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job-related coursework may be substituted for up to six months of experience requirement.

Health Access Assistant I (Pay Range 410) and II (Pay Range 425)

Assist in identification of eligible populations through home visits, telephone, clinic, community based organizations or other settings and engage "clients" in meaningful conversation with the goal of assuring medicaid coverage to those who are eligible. Inform clients of eligibility requirements and the application process for entitlement programs such as Healthy Start, Medical Assistance, BadgerCare, General Assistance Medical Program, Women, Infants, Children program (WIC), etc. Assist clients with the application process of benefit programs as needed. Attend community meetings as assigned. Perform Medicaid outreach and education activities to eligible populations. When appropriate, advocate on behalf of clients with local and state agencies. Keep aware of and refer clients appropriately to other community resources to meet their needs. Collaborate and partner with key community service providers and the medical community, including WIC linkage, to ensure ease of access to benefit programs.

Requirements: One year of experience in community outreach, counseling, human services, customer service or related work. Coursework in social work, sociology, psychology, counseling and guidance, nursing or other related human service field may substitute for up to six months of the experience requirement. Cultural sensitivity and ability to work with diverse populations and community groups. Valid Wisconsin driver's license at time of appointment and availability of a properly insured personal automobile for use on the job. The individual filling this position will be eligible for promotion for Health Access Assistant II upon attaining one year of experience performing the essential functions listed below either as a Health Access Assistant I or in a very similar position with another agency.

The changes in these positions under study have strengthened them so that they are more similar to the Health Access Assistant in Pay Range 425. Similar to the Health Access Assistant these positions also provide clients information about health issues, assess needs and make referrals to community agencies as appropriate. Both positions also have a high level of contact with the public and make home visits. The positions under study also participate in health fairs and conduct blood tests. Their administrative duties include creating and opening client records, data entry into the STELLAR database, preparing client mailings, and maintaining detailed notes about their activities. These positions have participated in research activities for many years but the amount and detail of work needed for the research has increased. These positions are also now expected to conduct the 45 minute DENVER II Child Development Screening Test on children which requires attention to detail and excellent communication skills with children and adults.

The current pay range for the positions under study is similar to the pay range for Office Assistant II positions which are more focused on administrative duties but may also screen telephone calls, answer questions and provide information. The positions under study are more similar to the Office Assistant III positions in that the Office Assistant III positions, in addition to the work performed by an Office Assistant II, select and interpret data, demonstrate a thorough knowledge of departmental and organizational policies and procedures in their assigned area of responsibility, and perform some telephone and in-person work that may be difficult due to the nature of the questions or customers served. Although the

May 15, 2003

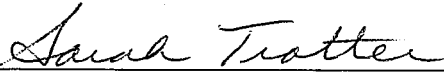
Office Assistant III positions are also more focused on administrative duties and use advanced features of software packages on a regular basis to produce complex documents, the positions under study have a much stronger emphasis on contact with the public and conduct home visits. On balance the positions under study more closely match the level of the Office Assistant III in Pay Range 425 than the level of Office Assistant II in Pay Range 410.


To make the title more parallel to the Health Access Assistant positions we recommend that the Public Health Aide positions be reclassified to the title of Health Services Assistant II in Pay Range 425. The Health Access Assistants focus on helping clients obtain access to various benefit programs while the positions under study focus on delivering public health services such as education, testing and referrals related to lead poisoning.

In recognition that some of the duties are best learned on the job we recommend that an underfill title of Health Services Assistant I be created in Pay Range 410. This will also parallel the underfill title of Health Access Assistant in Pay Range 410 and provide the beginning of a career ladder within the Division.

**Recommendation:**

Based on the above analysis, we recommend the four positions of Public Health Aide in the Home Environmental Health Division be reclassified to Health Services Assistant II in Pay Range 425. We further recommend that an underfill title of Health Services Assistant I be created in Pay Range 410.

Prepared by:   
Sarah Trotter, Human Resources Representative

Reviewed by:   
Florence Dukes, Employee Relations Director

**JOB EVALUATION REPORT**

City Service Commission Meeting: May 20, 2003

Incumbent: Vaughn Brooks Department: Employee Relations

<b>Present</b>	<b>Request</b>
<b>Title:</b> Office Assistant II	<b>Title:</b> Program Assistant I
<b>Pay Range:</b> 410 \$24,928-\$29,332 <b>Current Rate:</b> \$26,564	<b>Pay Range:</b> 460 \$33,071-\$37,063
<b>Recommendation:</b> <b>Title:</b> Program Assistant I <b>Pay Range:</b> 460 \$33,071-\$37,063 <b>New Rate:</b> \$33,071	
<b>Rationale:</b> This position has been studied due to the elimination of the Occupational Health Nurse position in the Health Department responsible for conducting pre-employment medical examinations and the subsequent shifting of that function to the Department of Employee Relations. This transfer of responsibility led to a reallocation of duties within the Certification section that has directly impacted the position under study. This position has been given responsibility for coordinating the pre-employment medical function as well as drug testing for new employees, and I-9 immigration documentation. In addition, the position's role in the day-to-day functioning of the Certification section has been significantly expanded from an office support role to now sharing responsibility with the Program Assistant II for filling vacancies. For these reasons we recommend reclassifying the position to a Program Assistant I in PR 460.	
<b>History of Position:</b> This position was last studied as a part of the 1996 City-wide office support study.	

**Action Required**

In the Positions Ordinance, under Department of Employee Relations, Administration Division, delete one position of Office Assistant II, and under Certification and Pay Services Section, add one position of Program Assistant I.

**Background:**

In reviewing this position, staff analyzed a new job description and held discussions with Employee Relations Director Florence Dukes and Certification & Salary Systems Administrator Louise Dumke.

**Duties and Responsibilities:**

The basic function of this position is to assist the Program Assistant II and the Certification and Salary Systems Administrator in the certification of eligibles to fill vacancies in City departments and Milwaukee Public Schools in a timely and efficient manner according to City Service Commission rules and procedures. Specific duties are listed below.

- 40% Assist departments in filling vacancies by surveying eligible lists, certifying eligible lists, transfer and reinstatement lists and/or disabled (DEPP) employees, advising departments of hiring and promotion policies to assure compliance with City Service Commission Rules and City policies and ordinances, and performing other related activities such as making referrals of candidates, creating and mailing interview notices, sending hiring packets to department heads and interviewers, answering inquiries from departments and updating eligible lists and the SIGMA database. Perform these duties under the guidance of and in the absence of the Program Assistant II.
- 15% Maintain confidential computer and physical files for tracking and recording of pre-placement drug screening and medical examination information and results and I-9 immigration information to ensure candidate eligibility for employment in the United States. Perform necessary verifications, follow-ups, communications and other tasks related to these functions.
- 10% Assist Certification and Salary System Administrator in all aspects of labor activity including surveying of current city laborers as to spring call-back preferences, generating and mailing layoff, transfer and callback notices, etc.
- 5% Reconcile invoices received for drug screens and medicals to ensure that the City is being appropriately billed.
- 5% Independently monitor Record Retention Schedules to responsibly and accurately provide for retention of Certification section materials.
- 5% Serve as backup to the Pay Services section in auditing HRMS transactions, pay rate and employee status changes and ordinal salary changes due to labor agreement and contract settlements. Assist this section in researching and responding to Employment Verification requests.
- 5% Serve as primary backup at public information counter.
- 5% Serve in rotation in taking employee ID pictures and processing identification cards.
- 5% Assist the Test Administration section in administering written and performance tests when requested.
- 5% Perform other clerical functions including sorting/distributing mail, preparing correspondence, assisting with Unemployment Claims verification, and completing special projects and assignments as necessary.

This Office Assistant II position functions in the Certification section within DER's Operations Division. The purpose of this section is to ensure that eligibles are certified to fill vacancies in a timely and efficient manner according to City Service Commission Rules, City policies, ordinances and state and federal laws. In the past, this position functioned in an office support role handling incoming mail and outgoing routine correspondence related to filling positions and surveying and notifying City Laborers regarding their current job status and seasonal job preferences. The position also used the staffing computer system to create and mail interview notices to candidates.

The request to study this position was initiated due to the elimination of the Occupational Health Nurse position in the Health Department responsible for conducting pre-employment medical examinations and the subsequent shifting of that function to the Department of Employee Relations. This transfer of responsibility led to a reallocation of duties within the Certification section that has directly impacted the position under study as discussed below.

May 20, 2003

This position was given responsibility for the pre-employment medical function as well as two other critical pre-employment requirements: drug testing for new employees and I-9 immigration documentation. These responsibilities involve coordination, tracking, problem solving and communication with the firms conducting the medical examinations and drug testing, City departments and with the prospective new employees as necessary. For example, follow-up with medical providers is required when results of the drug screen and/or medical examinations have not been received. Similarly, follow-up with the candidate and/or hiring manager is needed if I-9 documentation has not been provided. The incumbent notifies the hiring departments when candidates have successfully completed all pre-employment requirements and are cleared for hire.

The above responsibility requires judgment and sensitivity in working with confidential medical and drug testing information and communicating the results of the examinations and other pertinent information to departments such as work restrictions. The incumbent is responsible for maintaining the confidentiality and security of this information. The incumbent is also responsible for verifying that I-9 immigration documentation is complete and valid and tracking expiration dates on I-9 documents that must be kept current.

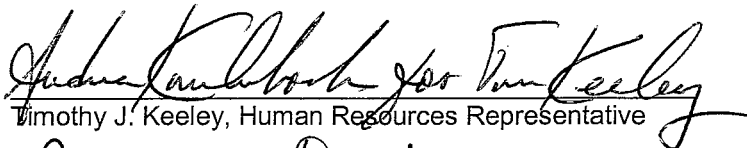
In addition to this new responsibility, the position's role in the day-to-day functioning of the Certification section has been significantly expanded. Instead of simply performing in an office support role as had been the case, the position now shares responsibility with the Program Assistant II for filling vacancies, maintaining and certifying eligible lists and advising departments on City Service Rules, policies and ordinances in making hiring and promotional decisions. This position performs the support functions associated with these duties but also assists and performs many of the same duties as the Program Assistant II and is expected to independently perform the basic functions of the section in the absence of the Program Assistant II.

It is clear that the responsibilities of this position are above that of an Office Assistant II that, according to the specifications, "performs varied clerical duties in accordance with standard procedures." Instead, due to the additional and expanded responsibilities, the position requires a greater depth of knowledge of the certification and hiring process and the various regulations governing it. It also requires analytical and judgment skills necessary to review information and data regarding individual cases and make appropriate decisions and/or provide appropriate advice to departments.


The department is requesting that this position be changed to a Program Assistant I. Positions assigned to the Program Assistant series perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. Positions at the Program Assistant I level require good working knowledge of policies and procedures associated with a particular program or area of operations and significant on the job experience in the area. They also carry out duties and responsibilities very independently, consulting with managers and professionals regarding the unusual situations requiring the interpretation of policies.

The position appears to meet the criteria for Program Assistant I based on the changes discussed above. The position works in a distinct area of operations and functions at a level requiring in-depth knowledge and the need to work independently. It is therefore recommended that this position of Office Assistant II be reclassified to Program Assistant I.

Prepared by:

  
Timothy J. Keeley, Human Resources Representative

Reviewed by:

  
Florence Dukes, Employee Relations Director