

## **POSSIBLE MOTIONS**

**I MOVE TO** approve a request to reauthorize the Controller position in the Finance Department.

**I MOVE TO** approve a request to reinstate a part-time Assistant Clerk.

**I MOVE TO** approve a request for a part-time Human Resource Clerk.

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## ADMINISTRATION

# Memo

**To:** Mayor and Assembly

**From:** Jim Dinley, Municipal Administrator 

**Date:** October 7, 2010

**Re:** Approve reauthorizing a Controller position, reinstating a .5 PT Assistant Clerk and authorizing a .5 PT Human Resource Clerk

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### Request

Request the approval to hire a Controller – Finance; .5 P/T Assistant Clerk and a .5 P/T Human Resources Clerk.

### **Controller Position**

When I submitted the FY09 and FY10 budget, I recommended the Assembly authorize a Controller as the number two Accountant in the Finance Department. We were not successful in recruiting a fully qualified individual in either budget year. This position was not included in the FY11 budget as the Finance Director and I were being conservative in developing a balanced budget. Now that the FY10 close-out is being finalized and the Union agreements were "reasonable" there is money to fund this position as well as the other two additional positions.

Good management practices strongly emphasize that a line of succession be groomed to replace key personnel. The current Finance staff does not possess the experience nor the education to become the Finance Director should David Wolff elect to retire, relocate or cut back on the 15-20 plus overtime hours he now works weekly.

### **P/T Assistant Clerk**

Colleen has written justification for a part-time Assistant Clerk. Please see her attached memo.

### **P/T Human Resources Clerk**

I am also requesting a part-time Human Resources Clerk. The attached list includes what the HR Department is required to do plus the routine day-to-day requirements. When Mark is sick, on vacation, at lunch or attending meetings the HR Office is closed. In addition, the current Personnel Policy Handbook needs to be updated to include changes driven by the three Union agreements. It is my professional opinion one person cannot do this job at a first-rate level.

# INTERNAL CORRESPONDENCE

September 30, 2010

TO: Mayor and Assembly

FR: Colleen Ingman, Municipal Clerk – thru Jim Dinley, Municipal Administrator

RE: **Staffing Needs – PT**

## BACKGROUND

The Clerk/Administration offices transferred a full-time position to the Electric Department in the last budget cycle. It was an attempt by the Administrator to fulfill what he saw as a greater need, without adding additional head count. We were overly optimistic that we could handle all of the Clerk/Administration offices responsibilities and staff support needs without the additional staff. After 3 months it has become abundantly clear we cannot. We are asking that you reinstate, at minimum, a part-time position to help support these offices. By no means are these offices overstaffed.

For a close comparison, I reviewed Kodiak Island Borough's Clerk Department where they employ 3 full-time employees consisting of: a Borough Clerk, Deputy Clerk/Records Manager and Assistant Clerk. It is worth noting that their Manager also has a full-time Executive Assistant, where ours does not. Total comparative support staff equals four, which is double Sitka's current staffing level of two.

## NEED

Currently we are operating on a triage basis, addressing the most critical needs. Unfortunately, many areas of importance are not getting addressed, balls are getting dropped, and we have experienced some near hits. Over the past few years, these offices (Clerk/Admin) have gone from 4-3-2 support staff for the Administrator/Assembly and it is taking its toll. We are falling farther behind on routine tasks. We are especially concerned that we will lose all the progress that has been made over the last several years in the area of Records Management.

## RECOMMENDATION

We need a solution and contend that for the short-term, there is a definite need to reinstate, at minimum, half-time personnel, with the flexibility to periodically work full-time to cover for training, vacations, illnesses etc.; when either the Deputy or Municipal Clerks are out of the office. The position has to be fully capable of filling in for both the Deputy Clerk and/or Municipal Clerk in their absences.

I foresee this position's working hours to be: either from 10 am – 2 pm or 12 pm – 4 pm daily, thus allowing for coverage during lunch hours. Additionally, the position would be expected to

work 8 am – 5 pm, plus periodic evening hours in either, or on occasion of both the Deputy and Municipal Clerks absences. We have struggled with a shared arrangement, unsuccessfully, many times over the last decade. One reason that sharing an employee with Human Resources has not worked is because of our periodic need for full time coverage.

We believe our request for the reinstatement of half-time support staff is a modest one and urge your support.

**FISCAL NOTE**

Reinstating this position on a half-time basis will cost an estimated \$30,000+ the cost of benefits; the funds are to be derived from the FY2010 revenue over expenditures. The plan is to include the position into future budgets by making necessary cuts elsewhere.

**MOTION**

I move to authorize reinstating a half-time position to help compensate for the loss of the full-time Administrative Coordinator position.

# City and Borough Sitka, Alaska

## Class Specification

<b>Class Title</b>	<b>Assistant Clerk</b>
<b>Class Code Number</b>	
<b>FLSA Designation</b>	<b>Confidential</b>
<b>Pay Grade and Range</b>	28
<b>Effective Date</b>	00/00/10

### General Statement of Duties

Provides a high level of administrative and support duties for the Municipal Clerk and Governing Body. Assists in the overall planning, administrating and operating of a variety of functions prescribed by the City Charter, Sitka General Code, and state laws. Assumes full duties of the Deputy Clerk/ Municipal Clerk in either or both of their absence.

### Distinguishing Features of the Class

The principal function of an employee in this class is to aid the Municipal Clerk in a full range of administrative functions. The work is performed under the supervision of the Municipal Clerk and/or Municipal Administrator, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other department and city employees, state and federal officials and the public. The employee should be resourceful, have a willingness to accept diverse work assignments, and have the ability to coordinate numerous small and large projects. This position will serve as the Deputy Clerk and/or Municipal Clerk in the absence of those individuals.

### Examples of Essential Work (Illustrative Only)

- Provides a variety of complex administrative support to the Municipal Clerk and Governing Body in a multi-task, deadline driven environment;
- Provides general information about the department to municipal staff and the public, in person and over the phone;
- Maintains calendars and arranges and publicizes meetings for other public officials when requested;
- Arranges travel, per diem and conference registrations for all appropriate personnel including the Municipal Assembly; tracks travel per diem for the Municipal Assembly;
- Arranges for meals for any special meetings or work sessions of the Municipal Assembly;
- Copies and assists in the distribution of Assembly meeting packets. Assists in preparation of ordinances, resolutions and meeting minutes;
- Serves as the Deputy Clerk and/or Municipal Clerk in either's absence; attends evening meetings as required;

- Assists in the preparation of the Municipal Assembly's budgets;
- Composes, edits, types and proofs various documents;
- Assists with preparation for monthly government-to-government meetings;
- Supply procurement;
- Assists in the ongoing development and maintenance of information and sensitive records management systems; researches and disseminates documents to appropriate City and Municipal personnel and the public as necessary;
- Assists with the maintenance of the Municipal Clerk's webpage;
- Assists in the preparation and conduct of municipal and state elections;
- Facilitates in ceremonial presentations;
- Provides notary public services;
- Performs other related duties as assigned.

### **Required Knowledge, Skills and Abilities**

- Computer literate with proficiency in standard and customized software;
- Proven ability to maintain confidentiality;
- General knowledge of complex analytical studies and interpreting laws and ordinances;
- Ability to attend evening meetings, if necessary;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to deal effectively with a wide range of persons, including sensitive situations in which individuals may be highly upset over some issue involving Municipal activities or policies;
- Ability to establish and maintain effective working relationships with staff, public and officials in a tactful, pleasant, courteous, and diplomatic manner;
- Ability to build and maintain spreadsheets by developing formulas to add, subtract, multiply, divide and derive percentages;
- Ability in writing to prepare correspondence and spreadsheets at an executive management level;
- Ability to accurately type and word process materials at a high rate of speed;
- Ability to learn and articulate Municipal policies and Departmental rules, procedures, practices, laws, and objectives;
- Ability to understand and follow oral and/or written policies, procedures, and instructions; and to interpret legislative law;
- Ability to prepare and present accurate and reliable reports, often containing complex findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Minimum Associates Degree or equivalent with a minimum of five years complex administrative experience.

Comprehensive experience with software programs.

Any equivalent combination of experience, education and training which provides the knowledge, skills

and abilities necessary to independently perform work in the Municipal Clerk's Office.

**Required Special Qualifications**

- Notary Public
- Driver's License
- Ability to work towards certification in the field or closely related field

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review documents in electronic and hard copy form;
- Employee may sit to perform work, however, there may be some walking, standing, bending, lifting (up to 50 pounds), and carrying and lifting of items such as filing boxes and files; climbing a small ladder, driving an automobile and other types of physical activity.
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general office environment and visit various departments throughout the City and Borough of Sitka.

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## **Human Resources Department**

### **I. Legal Compliance**

- Wage and Hour Law Compliance (FLSA)
- Health and Safety Compliance (OSHA)
- EEO Compliance
- DOL/Workers' Compensation Compliance
- ADA Compliance
- HR Records Compliance
- COBRA/HIPAA/ERISA Reporting/Notification/Privacy Compliance
- FMLA/AFLA Compliance
- Immigration Requirements Compliance
- Local Ordinances, State and other laws Compliance

### **II. Obtaining Human Resources**

- Current Job Descriptions and Classification
- Recruiting and Selection Process and Procedures
- Physical Exam/Drug Testing Procedures
- Website as information and recruitment tool

### **III. Maintaining Human Resources**

- Employee Handbook/Policy Manual
- Formal Wage/Salary System
- Benefit Programs/Options/Administration
- Employee Recognition Programs
- Safety/Risk Management
- Turnover/Absenteeism
- Conflict Resolution
- HR Record Keeping
- HRIS
- Employee Relations
- Collective Bargaining

### **IV. Developing Human Resources**

- New Employee Orientation
- Job Skills Training Program
- Job Related Performance Appraisal System
- Diversity Initiative
- Issues prioritization

In short, Human Resources provides the services and programs for the City and Borough of Sitka to attract, develop, and maintain a diverse work force committed to quality public service. Services and programs that maintain legal compliance with budget management and planning for the future of our community.

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# City and Borough Sitka, Alaska

## Class Specification

<b>Class Title</b>	<b>Human Resources Assistant</b>
<b>Class Code Number</b>	<b>1045</b>
<b>FLSA Designation</b>	<b>Non-Exempt - Confidential</b>
<b>Pay Grade and Range</b>	<b>25</b>
<b>Effective Date</b>	

### General Statement of Duties

Provides complex administrative services and technical assistance to the Human Resources Director. Maintains confidentiality.

### Distinguishing Features of the Class

The principal function of an employee in this class is to perform technical and complex administrative tasks in support of Human Resources Director. The work is performed under the direct supervision of the Human Resources Director, but considerable leeway is granted for the exercise of independent judgment and initiative. An employee in this class is able to assist other employees involved in administrative functions or related departments as assigned by the Human Resources Director. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with the Human Resources Director and other departments and City employees, State and Federal Officials and the public. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (Illustrative Only)

- First point of contact for the Human Resources Department. Responds to citizens and employees in a courteous and timely manner;
- Maintenance and data entry for the Human Resources Information system (HRIS - Currently PeopleTrak)
- Health Insurance enrollments / Health Insurance Monthly Billing report reconciliation.
- COBRA procedures and notifications
- State of Alaska Supplemental Benefits System enrollments/updates/changes.
- Life Insurance enrollments/updates/changes.
- Great West Deferred Compensation enrollment/updates/changes.
- ICMA Deferred Compensation enrollment/updates/changes.
- AFLAC supplemental insurance enrollment/updates/changes.
- Random Drug testing process/notifications/documentation.
- State of Alaska Workers' Compensation/DOL Report of Occupational injury forms processing and record keeping.
- Hiring process packets/advertising/tracking/copying/documentation/records retention.

- Update of Human Resources information on the website (with IS Dept.) including address list and emails.
- I-9/EEO filing/record keeping.
- Anniversaries notifications/tracking.
- Evaluation notifications/tracking.
- Harassment and Discrimination prevention training tracking.
- Packet presentation and brief orientation for new Temporary Employees.
- Staffing Table daily update.
- Personnel Changes report daily update.
- Employee documentation – daily records filing and record retention schedule
- Provides technical assistance, coordination and support to the Human Resources Director.
- Responds to employees' requests for information or clarification.
- Maintain compliance with applicable federal and state laws, and maintain municipal benefits and workers' compensation information data in HRIS system;
- Assists in maintaining confidential records for all compliance related issues and maintaining personnel files, HRIS system, and website content.
- Processes HR Billing;
- Communicates and coordinates issues with appropriate others to maximize the effectiveness and efficiency of operations and activities of the Human Resources office.
- Prepares and/or assists in the preparation of letters, memos, reports, forms, and other related documents as requested.
- All of these duties require a high degree of confidentiality and discretion.
- Performs other related duties as assigned.

### **Required Knowledge, Skills and Abilities**

- Ability to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with the general public and co-workers including management.
- Ability to utilize and analyze and provide reports from the information in an HRIS system. Thorough knowledge of electronic filing systems, software programs, computers, office procedures and equipment required;
- Knowledge of the current practices and procedures involved in Human Resources and City and Borough operations;
- Ability to deal with a wide range of issues and persons, including situations in which individuals may be upset over some issue involving City and Borough activities or policies;
- Ability in math to add, subtract, multiply, divide and derive percentages;
- Ability in writing to prepare correspondences according to standard business practices;
- Ability to accurately type materials at a reasonable rate of speed, 50 wpm preferred;
- Ability to learn City and Borough policies and Departmental rules, procedures, objectives and human resource practices including hiring and termination of employees and objectives;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare accurate and reliable reports containing findings and recommendations;

### **Acceptable Experience and Training**

- Minimum Associates Degree or equivalent, and four years of increasingly responsible and complex administrative experience; Bachelor's Degree preferred.
- PHR certification preferred.
- Considerable (3 years) Human Resources experience.
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Excellent verbal and written communication skills, including the ability to make public presentations, prepare correspondence, and organize special events such as holiday parties, meetings, presentations, and applicant interviews.
- Ability to maintain confidentiality.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review documents in electronic and hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general office environment and visit various work sites throughout the City and Borough.

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