



STAFF REPORT

DATE: August 16, 2022

REGULAR

AGENDA ITEM: Approve Job Description and Authorize Advertising for Administrative Services Director

SUBMITTED BY: Kristina Handt, City Administrator

BACKGROUND:

The Assistant City Administrator position has been vacant since May as we await the completion of the department audit and class and compensation study. The department audit was presented to the city council at their August 10th work session and included changing the Assistant Administrator position to an Administrative Services Director. We have enough preliminary information from the classification and compensation study in order to use the SAFE tool to determine an appropriate salary range.

ISSUE BEFORE COUNCIL:

Should the Council approve the new job description and authorize advertising for the Administrative Services Director position?

PROPOSAL DETAILS/ANALYSIS:

Included in your packet is a job description for the new Administrative Services Director. The position's main focus will be Human Resources and supervising the Clerk's Office. Working from the sample provided by Matrix, it has been updated to remove references to committees the city no longer has and additional language under General Government to make clear this position will have oversight of the clerk's office and communications even though those tasks will be performed by the clerk and deputy clerk. Also added is a supervisory section similar to other department heads. I have shared with Baker Tilly the need to update the clerk and deputy clerk's job descriptions to include communications as noted in the Matrix report. Those are anticipated to be completed in September.

We've heard anecdotally at the work session about the need to improve our HR functions. Some data to consider about how the HR function has grown over the last few years is:

- 1) Growth in FTEs (2015 v proposed 2023)
 - a. Admin/Communications: 5 v 4
 - b. Finance: 1.5 v 4
 - c. Community Development (Planning and Building): 5 v 9
 - d. Public Works: 7 v 11
 - e. Fire Dept (non POC, non PT): 1 v 8
 - f. Overall: 19.5 v 36
- 2) No Labor Unions in 2015. One today. Another anticipated in the next 12-18 months.
- 3) New State Laws
 - a. 2019 Wage Theft Law- requires written notification to employees every time their pay or benefits change. A form must be delivered, signed and returned. We can reduce some of this workload by moving all employees to a January 1 annual raise date but this is still an added requirement since pre 2019.

- b. Other updates that haven't been made to the personnel policy which hasn't been updated since 2018.

FISCAL IMPACT:

The proposal is to advertise the position at the new grade 12 (compared to a grade 8 at \$72,019-\$93,625 for the current duties and responsibilities of the assistant administrator) of the updated pay plan being prepared by Baker Tily, similar to other department heads such as the Finance Director. The new pay plan has a range of \$101,049-141,469 for grade 12. However, Baker Tilly has commented that even experienced folks need time to get acclimated with our organization and for that reason recommended not hiring anyone above the mid-point. That's the difference noted on the salary range and anticipated hiring range on the job posting. Adopting a policy like this will also help to maintain internal equity in the future.

The position had been budgeted at \$70,892 for the second half of 2022 so it will result in additional expenses to the 2023 budget for administration and communications. The exact amount will be known once an offer is accepted, but could range from \$7,424 to \$49,240 in salary costs if the restructured position is approved. The midpoint is used in 2023 budget preparations.

OPTIONS:

- 1) Approve the job description as presented and authorize issuing the posting for Administrative Services Director
- 2) Amend and then approve one or both the job description or posting for Administrative Services Director.
- 3) Do not update job description and or advertise for Administrative Services Director.

RECOMMENDATION:

“Motion to approve the Administrative Services Director job description and authorize advertising the position.”

ATTACHMENTS:

- Administrative Services Director Job Description
- Posting

City of Lake Elmo

Job Title: Administrative Services Director

Department: Administration

Status: Full-time regular position, Exempt

Benefits: Qualifies for full-time benefits

Reporting Relationship: Reports to City Administrator

Supervisory Duties: Supervises exempt and non-exempt staff

Position Details: This position performs a wide variety of administrative responsibilities and interacts routinely with the public and other agencies. This position assists primarily in the areas of Human Resources, Contractual IT operations, and General Administration. Supervises City Clerk and Communications functions. With the wide variety of work, this position works with all departments to carry out the work of the City and effectively serves as the department head of the Administration Department.

Human Resources:

- Manage recruitment process for all departments. Assemble employment application information, post and publish advertisements, assist in development of selection procedures, assist in evaluating qualifications of candidates, develop interview questions, and participate in interviews as requested.
- Evaluate and administer benefit programs, including health, dental, life, long-term disability, and supplemental insurance plans. Manage employee health coverage enrollment and termination.
- Serves as Administration department representative and manager for employee safety committee; coordinate employee safety training schedule with contracted consultants, as applicable; responsible for preparing and maintaining annual OSHA reports, Worker's Compensation insurance reports, and property and casualty insurance claims process with insurance vendors.
- Provide oversight and technical assistance for the preparation and processing of payroll and benefit forms. Maintain confidential employee personnel files. Research and respond to employee inquiries, employment verifications, and draft routine correspondence.
- Perform and coordinate employee orientation and training.
- Coordinate drug and medical testing.
- Comply with all federal and state reporting standards (Worker's Compensation, COBRA, HIPAA, etc.).
- Communicate policies and procedures as adopted by the City Council to employees in written and verbal format.
- Lead City representative in union negotiations
- Coordinate and research all personnel issues necessary to properly administer municipal employment.
- Assist with pay plan administration, pay equity, and job analysis.
- Participate in the development of operations policies, practices, procedures, and recommendations to the City Administrator and City Council.
- Assist in development and oversight of wellness programs.
- Assist with Data Practices policy development and implementation.

General Administration:

- Communicate and recommend measures to improve operations and employee

- performance both within the department and the organization as a whole.
- Ensure statutory duties of the clerk's office are performed timely
- Oversee implementation of communications efforts both internally and externally
- Coordinate contract management for the City on general contracts (including but not limited to prosecution contract, law enforcement contract, cellular antenna contracts, information technology contract, etc.)
- In conjunction with Finance Director, involved in oversight of the City's general liability and workers compensation insurance programs.
- Assist with the maintenance of the City's records management system.
- Serve as liaison with state, county, and local officials to exchange information and coordinate activities associated with this position.

Supervisory Responsibilities:

- Provides direction, supervision, and coordination of training for Clerks Office staff and cable casters.
- Establishes and maintains policies and procedures for the Department related to assigned areas of responsibilities.
- Carries out supervisory duties in accordance with the City's policies and applicable laws
- Responsible for training, planning, assigning and directing work
- Responsible for evaluating performance, rewarding employees, disciplining employees
- Responsible for responding to grievances, addressing complaints and addressing problems of employees

While these areas are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as a part of their role with the City. This position may be called upon to conduct special research and project oversight for a variety of administrative functions within the municipal organization.

Position Requirements

Knowledge, Skills and Abilities:

- Knowledge of federal and state statutes, city codes, and other requirements affecting municipal government operations.
- Thorough knowledge in the areas of public sector personnel/human resources administration, principles, practices, and techniques including legal requirements.
- General knowledge of City Clerk and Communication functions.
- Edit or write clear and interesting articles, stories, social media posts, and other education and promotional material.
- Considerable ability to interpret policy decisions and guidelines and to develop practical solutions and programs.
- Considerable ability to resolve conflicts and negotiate solutions.
- Considerable ability to maintain confidential or proprietary information within the bounds of the law.
- Skill in analyzing facts, organizational procedures, and operational considerations.
- Ability to work independently, determine priorities, work collaboratively, and make appropriate decisions.
- Demonstrates a working knowledge of records management and MN data practices
- Demonstrates a working knowledge of advanced office practices, procedures, equipment and Microsoft Office
- Commitment to exceptional customer service and positive attitude
- Demonstrates a team player approach and high level of professionalism in assisting staff
- Demonstrates initiative in process improvement opportunities
- Ability to perform successfully with minimal supervision

- Ability to maintain effective and positive working relationships with staff and the public

Education: Bachelor's Degree in public administration, business administration, human resources or related field.

Requirements: Minimum of five years' experience working in local government including prior experience as supervisor.

Specific requirements for this job include:

- Valid MN Driver's License
- Process basic computers skills, including a good knowledge of and experience using:
- E-mail and Microsoft Outlook
- Web Browsing
- Adobe PDF Viewer
- Microsoft Office Products

Desired Qualifications:

- Master's degree in public administration, business administration, human resources or related field.
- Five or more years practical experience in personnel administration, business administration or local government
- Knowledge of records management and MN data practices
- Experience in the fundamentals of human resources
- Initiative to look for continual improvement opportunities
- Ability to exercise independent judgement and discretion in decision-making
- Ability to effectively problem solve using analytical and strategic thinking

Physical and Mental Requirements: Positions in this job typically require sitting, feeling, manual dexterity, grasping, talking, hearing, typing, and seeing. This position encounters unexpected and prolonged workdays and stress and pressure from dealing with emotional issues and conflicts. There is also sustained exposure to computer keyboards and video screens. This position is generally light-duty and may require the exertion up to 20 pounds of force on occasion and the ability to lift, carry, push, pull and move objects. The individual may encounter unexpected and prolonged workdays and stress and pressure from dealing with emotional issues and conflicts.

***The physical demands described here are representative to those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.*

Working Conditions: Most work is performed in an office setting

***The work environment characteristics described here are representative to those an employee encounters while performing essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.*

Competencies Common to All City Positions:

- Develop, maintain a thorough working knowledge of, and comply with all departmental and applicable City policies and procedures
- Demonstration by personal example the spirit of service, excellence, and integrity expected from all staff.
- Develop respectful and cooperative working relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible.

- Confer regularly with and keep immediate supervisor informed of all important matters which pertain to the applicable job functions and responsibilities.
- Represent the City of Lake Elmo in a professional manner to the public, outside contacts and constituencies.

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The City of Lake Elmo offers competitive pay and benefits in addition to professional development opportunities to all employees. The city's number one value statement is to foster an environment based on trust and ethics. These philosophies and practices help the City in recruiting and retaining exceptional employees.

Accepting Applications for the Position of:

Administrative Services Director

BI-WEEKLY SALARY RANGE: \$3,886.50-\$5,441.11

ANTICIPATED HIRING RANGE: \$3,886.50-\$4,663.80

OPENING DATE: 8/17/22

CLOSING DATE: Open until filled – first round of reviews will start 9/16/22

POSITION TITLE: Administrative Services Director
DEPARTMENT: Administration
ACCOUNTABLE TO: City Administrator

Primary Objective of Position

This position performs a wide variety of administrative responsibilities and interacts routinely with the public and other agencies. This position assists primarily in the areas of Human Resources, Contractual IT operations, and General Administration. Supervises City Clerk and Communications functions. With the wide variety of work, this position works with all departments to carry out the work of the City and effectively serves as the department head of the Administration Department.

Essential Functions of the Position

Human Resources:

- Manage recruitment process for all departments. Assemble employment application information, post and publish advertisements, assist in development of selection procedures, assist in evaluating qualifications of candidates, develop interview questions, and participate in interviews as requested.
- Evaluate and administer benefit programs, including health, dental, life, long-term disability, and supplemental insurance plans. Manage employee health coverage enrollment and termination.
- Serves as Administration department representative and manager for employee safety committee; coordinate employee safety training schedule with contracted consultants, as applicable; responsible for preparing and maintaining annual OSHA reports, Worker's Compensation insurance reports, and property and casualty insurance claims process with

insurance vendors.

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THIS POSITION IS OPEN UNTIL FILLED, WITH THE FIRST ROUND OF REVIEWS TAKING PLACE 9/16/22

SEND COVER LETTER, RESUME, LAKE ELMO APPLICATION AND REFERENCES TO:

CITY OF LAKE ELMO

ATTN: Kristina Handt, CITY ADMINISTRATOR

3880 LAVERNE AVENUE NORTH, LAKE ELMO, MN 55042

PLEASE VISIT OUR WEBSITE AT WWW.LAKEELMO.ORG FOR ADDITIONAL INFORMATION/APPLICATION OR CONTACT US AT 651.747.3900

CITY OF LAKE ELMO IS AN EQUAL OPPORTUNITY EMPLOYER