



STAFF REPORT

DATE: June 20, 2017

REGULAR

ITEM #: 21

AGENDA ITEM: Administration Department Staffing

TO: Mayor and City Council

SUBMITTED BY: Kristina Handt, City Administrator

BACKGROUND:

In 2015, the city had 20 regular employees, excluding library staff and paid on call firefighters. Today there are 22 positions filled or in the process of recruitment. The increase has been in the building department (+2) and public works department (+2) with a reduction in administration department (-2).

At the May work session, staff shared with Council some of the challenges with the reduction of administration staffing such as some activities that are no longer being done. For example, there is less communication from the city to the public with the elimination of the taxpayer relations position. The Source Quarterly newsletter has not been issued since 2015. Also, with the four positions (clerk, deputy clerk, taxpayer relations, and admin assist) being essentially combined into two positions (clerk and admin assist) other functions are suffering such as human resources and record keeping. With the unionization of public works and the growth in staffing in other areas, human resources is becoming a bigger need in the city. With the growth in the city, there are more documents to track and manage according to the retention schedule and data practice provisions.

The Council was asked to have a discussion on adding one additional staff position to the Administration Department, Assistant Administrator. The primary objective of the position would be to perform a variety of administrative responsibilities and interact routinely with the public and other agencies. This position would assist primarily in the areas of Human Resources, Communications and General Administration. The position would report to the City Administrator and supervise the cable casting staff.

The Human Resources Committee reviewed the job description and discussed the need for additional staffing in the Administration Department at their recent meeting. They are recommending Council approve the job description and advertise for the position.

ISSUE BEFORE COUNCIL:

Should the Council approve the job description for an Assistant Administrator and authorize staff to advertise the position?

PROPOSAL DETAILS/ANALYSIS:

A copy of the proposed job description for an Assistant Administrator is included in your packet. I used the job description from Waconia (one of the comparable cities used in the recent job classification and compensation study) as the starting point and modified it to best meet the needs in Lake Elmo.

I have also included proposed job descriptions for the Clerk and Deputy Clerk so you can see how the duties are divided. Human Resource functions were moved from the Clerk to the Assist Admin. The Clerk and the Deputy Clerk would provide back up in the areas of communication such as website maintenance and newsletters.

Using the Job Evaluation Tool (JET) recently created in the study completed by David Drown Associates, this position is proposed to be a level 11, with a hiring pay range of \$55,000 to \$60,550. This is an exempt position due to its handling of confidential data and supervisory duties.

FISCAL IMPACT:

Estimated annual cost of the position (salary, taxes and benefits) is estimated at \$85,000. Impact to the 2017 budget would be about \$35,500 if the position were filled in August.

OPTIONS:

- 1) Approve the Assistant Administrator job description and advertising for the position
- 2) Amend and then approve the Assistant Administrator job description and advertising for the position
- 3) Approve the addition of a different position for the Administration Department
- 4) Approve no additional staff for the Administration Department

RECOMMENDATION:

Motion to approve the Assistant Administrator, Clerk and Deputy Clerk job descriptions and authorize advertising for an Assistant Administrator.

ATTACHMENTS:

- Assistant Administrator Job Description
- Clerk Job Description
- Deputy Clerk Job Description

City of Lake Elmo

Job Title: Assistant City Administrator

Department: Administration

Status: Full-time regular position

Benefits: Qualifies for full-time benefits

Reporting Relationship: Reports to City Administrator

Supervisory Duties: Cable Casting 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, Communications, and General Administration. With the wide variety of work, this position works with all departments to carry out the work of the City.

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.
- Prepare and process routine 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.
- Participates 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.
- Facilitate the city's Human Resources Committee including but not limited to agenda preparation, research, committee minutes, etc.

Communications:

- Assist and serve as an online editor of the City's social media profiles and website.

- Write, edit, proofread, and approve content to be posted on www.lakeelmo.org.
- Review, propose, manage, and coordinate with the City Administrator new and improved website enhancements.
- Monitor communication efforts and user trends in the organization.
- Assist all departments in public involvement and education by identifying target areas and means of communication.
- Assist with the City's public information programs, using all of the City's tools.
- Write, edit, proofread, and coordinate publication of the City's newsletters both electronically and in print
- Assist with internal communication initiatives.
- Work with other agencies from time to time on communication programs.
- Manage and schedule cable casting staff
- Responds to data request inquiries
- Establish and maintain effective relationships with other organizations, associations, businesses, and departments.

General Administration:

- Communicate and recommend measures to improve operations and employee performance both within the department and the organization as a whole.
- Coordinate contract management for the City on general contracts (including but not limited to: prosecution contract, law enforcement contract, cellular antenna contracts, etc.)
- Oversee the City's general liability and workers compensation insurance programs.
- Facilitate the city's Environmental Committee including but not limited to agenda preparation, research, committee minutes, etc.
- 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.

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.

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.
- 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 three years' experience working in local government. 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
- Basic Computer Mapping (Google Maps, Bing)
- Adobe PDF Viewer
- Microsoft Office Products
- Desktop Publishing

Desired Qualifications:

- Master's degree in public administration, business administration, human resources or related field.
- Five 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 general public, outside contacts and constituencies.

City of Lake Elmo

Job Title: City Clerk

Department: Administration

Status: Full-time regular position

Benefits: Qualifies for full-time benefits

Reporting Relationship: Reports to City Administrator

Supervisory Duties: This position supervises Deputy Clerk, administrative assistants, and interns

Position Details: The City Clerk performs moderate to complex technical duties and responsibilities of the City Clerk under the direction of the City Administrator. This position is responsible for all statutory functions and legal requirements of the Office of City Clerk; serves as Clerk to the City Council; responsible for state and local elections, municipal licensing, records management, public notices, and serves as the City's Data Practices Responsible Authority. This position serves as Deputy Treasurer for the City and provides administration support to the City Administrator. A primary function of this position is to develop and maintain positive relationships with staff, council, citizens, and other groups and agencies.

Clerk Duties:

- Responsible for processing accounts payable
- Responsible for Department filing and reporting
- Coordinate with Departments to ensure vouchers are properly coded and approved for payment
- Serves as Clerk to City Council: coordinates the recording of all meetings and official proceedings; supervises the preparation of minutes and other important documents of the City Council. Signs deeds, agreements and other official documents on behalf of the City

Election:

- Accept affidavits of filing of city council candidates
- Obtain judges and supervise polls, preparation/posting/printing of notices/balleets/results.
- Preparation of canvassing of board report of election results
- Responsible for reporting results to County
- Coordinate and supervise any special joint election between the school district and City
- Stay abreast of any state election law change
- Organizes and administers absentee voting

Record Keeping:

- Oversees the preparation and distribution of City Council packets and agendas
- Attends all City Council meetings
- Directs and manages official recordkeeping and notification requirements for the City, ensuring that all notices, ordinances, resolutions and other documents are posted, recorded, and published in accordance to law
- Develops and administers a comprehensive records management system

- Coordinate with American Legal for updating and maintaining the City's online City Code

Communications:

- Back up for updates to the City's website, Facebook and weekly email newsletter
- Back up for front desk coverage
- Back up for phones when busy to assist callers with setting up building inspections and other building department inquiries
- Coordinate with vendors for the repair and replacement of current equipment (computers, laptops, tablets, desk phones, cell phones and copiers)
- Responds to data request inquiries

Finance:

- Responsible for City licensing of liquor, animals, massage therapy, waste haulers, etc.

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.

Position Requirements

Knowledge, Skills and Abilities:

- Demonstrates a working knowledge in public elections
- Demonstrates a working knowledge of records management and MN data practices
- Demonstrates a working knowledge of management of the City's legal documents
- Demonstrates a working knowledge of finance and budgeting methods, reporting and 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: two-year degree or associates degree in business, accounting, public administration, urban and regional studies or related field

Requirements: Minimum of five years' experience working in local government or an equivalent of work experience and education. Specific requirements for this job include:

- Minnesota Municipal Clerks Certification or the ability to acquire it within three years of employment
- Valid MN Driver's License

Process basic computers skills, including a good knowledge of and experience using:

- E-mail and Microsoft Outlook
- Web Browsing
- Basic Computer Mapping (Google Maps, Bing)
- Adobe PDF Viewer
- Microsoft Office Products

Desired Qualifications:

- Previous experience as a Municipal Clerk
- Knowledge of principles and practices of local government
- Knowledge of records management and MN data practices
- Knowledge and experience in the public elections process
- Experience in the fundamentals of finance and budgeting
- 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
- Four-year degree in business, public administration, management or accounting

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.

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Working Conditions: Most work is performed in an office setting

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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 general public, outside contacts and constituencies.

City of Lake Elmo

Job Title: Deputy Clerk

Department: Administration

Status: Full-time regular position

Benefits: Qualifies for full-time benefits

Reporting Relationship: Reports to City Clerk

Supervisory Duties: This position has no supervision responsibilities

Position Details: The Deputy Clerk performs various types of skills including front office customer service, support the Administration Department, support City Clerk and other duties as assigned. Performs statutory clerk duties in the absence of the City Clerk.

Customer Service:

- Fields all incoming phone calls
- Greets and assists visitors at front counter
- Provides general assistance to the public
- Receives, distributes and handles incoming and outgoing mail
- Schedules park reservations, conference rooms and council chambers
- Issues and tracks licensing programs

Administrative Support:

- Responsible for opening and closing of City Hall
- Assists with administrative mailings, publications, management of social media and community communications
- Assists with records management and data practices requests
- Assists with elections and serves as an election judge
- Assists with the preparation and distribution of Council and Parks Commission packets
- Responsible for minute taking for the Parks Commission
- Assists with scheduling building inspections
- Assist with Right of Way permits
- Assist with alcohol, tobacco, dog and other city licenses

Financial Support:

- Responsible for ordering offices supplies and maintaining inventory
- Assists with utility billing inquiries and mailings
- Responsible for preparation of bank deposits
- Responsible for petty cash reconciliation

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.

Position Requirements

Knowledge, Skills and Abilities:

- Commitment to exceptional customer service and positive attitude

- Demonstrate poise, tact, and diplomacy with strong focus on delivering superior customer service to internal and external customers
- Demonstrate a working knowledge of Microsoft Office software and office equipment
- Demonstrate initiative in process improvement opportunities
- Strong attention to detail in reporting, accounting, and official city record keeping
- Ability to maintain effective and positive working relationships with associates and the public
- Possess excellent written and verbal communications skills
- Possess excellent phone etiquette, with the ability to relate effectively with diverse individuals
- Ability and willingness to work in a fast-paced environment

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.

Education: High School Diploma or GED

Requirements: Minimum of five years' experience working in local government or an equivalent of work experience and education.

Desired Qualifications:

- Knowledge of principles and practices of local government
- Knowledge or experience in permitting and licensing
- Advanced computer software knowledge
- Ability to exercise independent judgement and discretion in decision-making
- Ability to effectively problem solve using analytical and strategic thinking
- Knowledge of City and State regulations related to building, housing and zoning

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.

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