

To: Claudia Hazelhurst, HR Director

From: Laura Conant, HR Supervisor

Re: Finance Technician Reclassification

Date: August 29, 2012

Background:

The Fire Chief has requested an audit of the Finance Technician classification assigned to EMS billing. There are three positions that were assigned to this function when the department took over billing in 2010 which was after JAQs had been completed for the class and comp study. One incumbent had been performing administrative support functions as a Sr. Administrative Assistant prior to this change and has correctly made the point that her JAQ does not reflect the job she is currently doing. Based on a comparison of the job description of Finance Technician and the responsibilities of the new positions, the three incumbents were assigned to this classification. New JAQs were not completed. The Chief requests that we evaluate whether some of the specialized duties with contracts and interaction with medical facilities and required knowledge of Medicare/Medicaid laws and health insurance regulations make this position a higher level than others assigned to Finance Technician.

Market Data and Internal Alignment:

According to the Chief there are a few departments in our market that have EMS billing services in-house. I have messages out to those departments. ~~A quick look at Indeed.com showed two municipalities in Texas recruiting for EMS billing positions which paid \$13.81 and \$12.60 per hour. The entry rate as a Finance Technician is currently \$17.55 per hour.~~

Internally, our Payroll Technician was determined to be different from other Finance Technicians primarily in the complexity of the tasks performed, the impact of errors and the knowledge of tax and employment law required. This position is currently 5% above Finance Technician, and based on market data, will have an internal alignment 10% above the Finance Technician once we are able to implement market.

Recommendations:

I am recommending that we have the incumbents complete new JAQs since we have not completed this step with the new positions. This process will also allow us to determine if the position is similar enough in level of work performed to remain classified as a Finance Technician or if a new classification is warranted. This step will also show if significant differences exist between the three incumbents.

If the positions were to be reclassified, I would not anticipate an internal alignment above Payroll Technician. Therefore, based on the current pay of the Payroll Technician, the tentative costs for a placeholder for the 2013 budget would be \$4240, general fund.

POSITION AUDIT REQUEST

DEPARTMENT

Fire

DIVISION

Administration

Submitted By: Ken Watkins

Date: August 17, 2012

Dept. Head Approval: Ken Watkins

Date: August 17, 2012

Incumbent Name Becky Ottman, Danni Ferguson, Ch:

Current Position ance Tech

- 1) Is request for change in **status** only? (example: 1/2 time to 3/4 time) Yes _____ No X
If yes, change status from _____ to _____
- 2) Has this position been **audited prior** to this request? Yes _____ No X
If yes, date position was last reviewed _____
- 3) Prepare and attach written justification for the position audit. Include the following:
 - A. Description of what has changed, or will change, in the duties and responsibilities of the position.
 - B. Description of the business or operational reasons for the change.
 - C. Indicate the classification you feel better fits this position and why (if applicable).
- 4) Have incumbent complete the **Job Analysis Questionnaire** (JAQ). If position is vacant or proposed, the supervisor should complete the JAQ.
- 5) Review the JAQ; add supervisor comments and signature where indicated.
- 6) Submit Position Audit Request Form and justification to department head for approval.
- 7) Human Resources will conduct interviews as needed, prepare recommendation report and budget impacts.
- 8) Results of reclassification requests will be submitted to the department head for review and approval prior to being added to the budget.

This Section for Human Resources Use

Reclassification recommended?

Yes _____

No _____

If yes, new class

Effective date

Budget Impact

W&B:

Notes

Offsets:

Total Labor:

Fire Department Position Audit Request – Finance Technician

- A. Description of what has changed, or will change, in the duties and responsibilities of the position.

The Department established the ambulance billing operation in September 2010 and Finance Technician was selected as the classification for ambulance billing employees. At the time, Danni Ferguson was moved into billing and re-classified from Accounting Clerk to Finance Technician. Chasity Gray moved from TRCC to Finance Technician in Fire shortly thereafter. Becky Ottman remained a Senior Administrative Assistant until 2012 when she was re-classified as Finance Technician.

Current duties will not change.

- B. Description of the business or operational reasons for the change.

The Department perspective is that these positions are much more specialized than other accounts payable/receivable positions due to requirements, laws and regulations of the medical and ambulance industry. Employees have to be knowledgeable of Medicare/Medicaid laws and health insurance regulations and at least annually, keep up with changes that occur. Responsibility and accountability for these areas are critical in order to avoid an audit. In 2012, effort was made to create a Lead Finance Technician position to address these concerns but because of workload, the Department moved away from that idea in favor of another data entry level position.

City auditing requirements also creates a separation of duties between employees that perform data entry vs. employees that generate invoices or receive funds. This creates a different level of responsibility and accountability for certain employees. Does this translate to two different positions or can there be a rotation between these duties and still meet audit requirements?

In addition to billing, this office also creates and maintains contracts with medical facilities, provides training to these facilities, and works with organizations to schedule dedicated EMS standbys and other EMS related duties.

- C. Indicate the classification that better fits this position and why.

Positions that perform data entry fit with the Finance Technician classification. Positions that have more responsibility with regulations may fit better with Financial Analyst.

Department preference would be an audit of other medical billing positions, both private and public sector, including private and fire based ambulance systems.

Shelley Caskey - Fwd: Re: Classification Changes for 2013

From: Claudia Hazelhurst
To: Laura Conant; Shelley Caskey
Date: 8/17/2012 3:56 PM
Subject: Fwd: Re: Classification Changes for 2013
Attachments: Fire Department Position Audit Request.docx; Copy of Audit Request Form.XLS

>>> Ken Watkins 8/17/2012 2:38 PM >>>
Claudia,

In the continuing discussion on our billing operation and whether employees are positioned correctly I have attached an audit request for Finance Technician. I spoke to Shelley about this and while I realize she did some research into this when the billing office was created, I still would like a look at some of the higher responsibilities that are required of this office different than just accounts payable/receivable. Becky and Danni mostly perform these duties which are different from Amy and Chasity. I say that with some trepidation because I would not want to pidgin hole them into a position that won't allow them to expand their skills and responsibilities.

As I missed the DH meeting that you are referring to, I believe we have captured associated costs for our "preliminary nod" positions - Finance Technician and Technical Services Coordinator. We already have a computer for the Finance Tech and I think we can absorb any training in our budget. The Tech Services Coordinator will need a computer and vehicle (accounted for) and again I think we can absorb initial training.

Please take a look and let me know what else you need.

Ken

>>> Claudia Hazelhurst 8/9/2012 5:27 PM >>>
Hi All,

On Wednesday when we were discussing new positions for 2013, some of you mentioned reclassifications that you were wanting to have considered as part of your staffing changes. Since you were not originally asked to submit requests for reclassifications, please do so now by completing the attached form up through item #3. If additional information is required we'll request it at a later date,

I would also ask that you let us know of any to offsets (e.g. reductions in part-time or overtime) or of any additional costs (other than those you already included) associated with the positions that were given the preliminary nod at Wednesday's meeting.

Please submit the above information to me by no later than next Friday.

Thanks,
Claudia