

To: Shelley Caskey Human Resource Director

From: Ann Guevara, Human Resource Supervisor

Re: City Clerk's Office - Administrative Assistant (Kerry Graves)

Date: June 6, 2023

**Background:**

The City Clerk requested an audit for the Administrative Assistant position, currently held by Kerry Graves, as part of the 2023 budget process. The purpose of the audit is to evaluate the position's responsibilities, considering the increased scope of independent decision-making and expanded job duties. To conduct the job audit, the incumbent completed a Job Analysis Questionnaire (JAQ), and the City Clerk reviewed and updated the job description.

**Changes to Position:**

Traditionally, the incumbent filling the Administrative Assistant position in the City Clerk's Office had a limited range of responsibilities, primarily focusing on routine support functions within well-established guidelines. The job duties mainly involved tasks such as reception and customer service, mail distribution, filing, data entry, scheduling, payment processing, form and report preparation, as well as supply and material inventory. The minimum requirements for the Administrative Assistant position are a high school diploma or equivalent, along with one year of administrative support and/or customer service experience.

However, over time, the position has evolved to encompass more complex administrative work. These new responsibilities include overseeing the City's boards and commissions, interpreting bylaws, assisting with liquor and cannabis licensing processes, assisting with municipal elections, and responding to open records requests. The Administrative Assistant position now works independently to oversee the City's boards and commissions. Kerry coordinates advertising, assembles interview packets, and facilitates interviews with council and board chair members. Additionally, she manages the onboarding, offboarding, and appointment processes for members during city council meetings.

The expanded role of the Administrative Assistant also entails a deep understanding of 12 distinct sets of bylaws and board protocols. Kerry is responsible for interpreting these bylaws and providing guidance to staff liaisons, board chairs, and council members who seek clarification. The position collaborates with staff liaisons, board chairs, and the City Attorney to amend and update bylaws once they are approved by the city council.

Furthermore, in the absence of the Deputy City Clerks and the Records Manager, the Administrative Assistant is expected to step in and perform their duties pertaining to liquor and cannabis licensing, city council processes, and open records requests.

Based on the increased complexity of the role, it is recommended the position be reclassified to a higher level. It is recommended the minimum requirements be revised to a high school diploma or equivalent and three or years of administrative support and/or customer service experience. Additionally, the ability to interpret and apply pertinent ordinances, laws, codes, regulations, policies, and procedures should be included in the job requirements.

**Internal Alignment:**

Due to the absence of sufficient market data, internal alignment was reviewed. Currently, the Administrative Assistant role within the City Clerk's Office is set 10% below Senior Administrative Assistant; grade 63, \$19.57 - \$25.44.

**Recommendation:**

Based on my review of the Administrative Assistant position in the City Clerk's Office, I recommend the position be reclassified 15% below Deputy City Clerk; grade 77, \$23.29 - \$30.27. Kerry Graves is currently earning \$24.79, Step 9. It is recommended Kerry's pay be adjusted to \$26.21, Step 5, of the recommended pay range. This change would result in an 5.7% pay increase for the incumbent.

In anticipation of the job audit completion, a placeholder of \$3,076 was budgeted in the 2023 budget. The recommended change would result in a savings of \$2,156 to the general fund.

For clarity in career progression, it is recommended the position be renamed City Clerk Technician and incorporated within the City Clerk Job family in the compensation plan. This position gains specialized knowledge, training, and skills specific to the City Clerk's functions and would be well positioned to progress into the subsequent role of Deputy City Clerk.

## **CITY OF GRAND JUNCTION**

### **CITY CLERK SPECIALIST**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

#### **DEFINITION**

Perform a variety of routine to complex administrative and technical work related to the City Clerk's function; serve as the first point of contact for employees and the public; prepare city council and subcommittee agendas, packets, and minutes; manage boards and commissions, assist in the administration of municipal elections, and perform other duties of a similar nature.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the City Clerk.

**PRIMARY DUTIES**--*The following are examples of primary duties assigned to positions in this classification. Other related duties and responsibilities may be assigned.*

1. Manage daily office activities and serve as the main point of contact; respond to requests for information from the public, government agencies, and other organizations; update and maintain forms, policies, and procedures; prepare reports; update website; provide notary services; maintain and track office equipment supplies.
2. Manage boards and commissions; coordinate advertising, recruiting, onboarding, offboarding, and appointment of members; interprets bylaws and advises and answers questions from staff liaisons, board chairs and council members.
3. Process, file, and archive official records and documents in compliance with regulations and codes to include public record retention and disclosure requirements.
4. Process invoices, payments, and receipts and review expenditures.
5. Assist with liquor and cannabis licensing and open records requests.
6. Assists in preparation of city council and subcommittee agendas, packets, and minutes; update records, resolutions, and agreements in compliance with local, state, and federal laws and regulations; interpret and record bylaws.
7. Assist in the administration of municipal elections, including candidate filing, voter registration, and ballot processing.
8. Attend and participate in professional group meetings; stay abreast of best practices in records management and municipal administration to recommend process improvements and enhance efficiency delivery of services.
9. Perform other duties of a similar nature or level.

#### **QUALIFICATIONS**

##### **Knowledge of:**

Operations, services, and activities of City Clerk's Office.  
Methods and techniques of public meeting agenda preparation.  
Principles and practices of recording and transcribing public meeting minutes.  
Rules and guidelines governing the notification of public meetings and related activities.  
English usage, spelling, grammar, and punctuation.  
Customer service procedures and principles.  
Principles and practices of record keeping.

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Automated records management systems.  
Business letter writing and basic report preparation and procedures.  
Municipal election laws, procedures, and regulations.  
Modern office technology and equipment, including computers and related software applications.  
Applicable Federal, State, and local codes, laws, and regulations.

**Ability to:**

Perform administrative support duties in support of the City Clerk's Office.  
Apply principles and practices of automated and manual records management.  
Respond to requests and inquiries from the public and City employees.  
Establish and maintain accurate records, logs, and files.  
Provide information and organize material in compliance with laws, regulations, and policies.  
Interpret and apply pertinent ordinances, laws, codes, regulations, policies, and procedures.  
Operate and use modern office equipment including computer and various software applications.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

*Minimum Requirements:*

**Experience:**

Three (3) years of increasingly responsible administrative support, clerical, and customer service experience.

**Training:**

High school diploma or G.E.D.

Other combinations of experience and education that meet the minimum requirements may be substituted.

**License or Certificate**

Possession of, or ability to obtain, a valid Colorado driver's license.

Possession of, or the ability to obtain a Notary Public Commission.

**WORKING CONDITIONS**

**Environmental Conditions:**

The job is performed in the following working environment:

Office environment.

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**Physical Conditions:**

The job is characterized by:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

The following physical activities are very or extremely important in accomplishing the job's purpose and are performed daily:

While performing the duties of this job, the employee is required to sit for prolonged periods. The employee is regularly required to see, hear, talk, stand, twist, and use repetitive motions in the conduct of work. The employee is also required to perform light lifting.

Kerry's position as an Administrative Assistant goes further than the base position. She is responsible for the Boards and Commissions for the City of Grand Junction. She coordinates the recruitment, onboarding, offboarding, advertising, interviews, and appointment of members at City Council meetings. This position requires knowledge of 12 different sets of bylaws and knowledge of board protocol. She interprets bylaws for Staff Liaisons, Board Chairs, and Council members and advise if they have questions or concerns regarding the bylaws. She works with Staff Liaisons, Board Chairs, and the City Attorney amending bylaws and adding the updated bylaws into Trim after they are approved by City Council.

She organizes and facilitates evening interviews with council members and board chair members. She has extensive public and council/board contact managing the Boards and Commissions. She works with the applicants on their questions and the documents needed for their interview. She organizes interview packets for the interview team and schedule the interview time. She has developed and implemented procedures for Board and Commission recruitment and onboarding. After the appointments have been made by City Council, she sends letters and certificates to the appointed individuals and add all documentation to Trim, Civic Clerk, and update gjcity.org with the new members. She sends letters to unsuccessful candidates and adds their information to Trim. When appropriate she keep applications on file and reaches out to individuals for future openings. She works independently without supervision overseeing the Boards and Commissions.

In addition to this, she assists the Deputy City Clerks with Liquor Licensing, Cannabis Licensing and City Council processes. She performs these duties independently when they are not in the office and assists with Open Records Requests and perform Open Records Request while the Records Manager is out of the office.

She assists with the annual budget process for the Clerks Office. This year she worked with me and the records manager on the line-item review, annual budget requests and budget projections. She met with Linda Longenecker to prepare for the Budget Review meeting as well as attended the Budget Line-Item Review. I will be performing this duty in the future.

I have created procedure manuals for Boards and Commissions, Liquor and the Council desk.

She assisted in implementation of goals, objectives and procedures for Cannabis Applications intake and processing, and is currently working on an Elections manual.

She coordinates the daily office activities and manage all phone and administrative procedures for the office. She ensures that the office, technical processes, and procedures flow smoothly. Secures equipment, supplies, and contracts are available and in compliance for both the Cannabis Lottery and Election equipment.

She is the main contact by phone and the customer window for the office, working with community members and vendors daily, receiving calls for other departments and disseminating callers to the right department/entity for the requested information. She works with a variety of records, documents, and software and adheres to the Colorado Municipal Records Retention Schedule.

She is working toward her Certified Municipal Clerk's Certification.

She has over 20 years of administrative and customer service experience, and has her Notary Public Commission.