



Item No. 22 Town of Atherton

CITY COUNCIL STAFF REPORT – REGULAR AGENDA

TO: HONORABLE MAYOR AND CITY COUNCIL

**FROM: GEORGE RODERICKS, CITY MANAGER
ANTHONY SUBER, DEPUTY CITY MANAGER / CITY CLERK**

DATE: JULY 20, 2022

**SUBJECT: APPROVE THE CREATION OF THE MANAGEMENT ANALYST
I/II AND RECEPTIONIST/CLERK POSITIONS AND ESTABLISH
SALARY RANGES FOR SAID POSITIONS**

RECOMMENDATION

It is recommended that the City Council adopt the attached resolution approving the new job classifications of Management Analyst I/II and Receptionist/Clerk and set the respective salary ranges for both positions.

BACKGROUND

The Town has a Job Classification Plan that consists of all Town job classifications with associated distinguishing characteristics, examples of duties, statements of required knowledge, skills and abilities, and minimum qualifications. Maintenance of this Plan is an essential human resource requirement. When a new classification is created or when a position's duties, functions, and/or responsibilities change significantly, a job analysis or classification re-evaluation is conducted. When completed, the Town updates and/or adds to this list of job classifications to address these organizational changes, changes in job requirements, and/or changes in required duties.

The City Manager is authorized to add or delete classifications, reclassify, and assign new classes to specific salary ranges in accordance with Policy provisions of the Town. CalPERS requires that any newly created positions be approved by the City Council along with an associated salary range for the specific position.

ANALYSIS

As the Town's service levels and demands shift, the City Manager makes adjustments to departmental responsibilities and positions to ensure the organization is able to focus on the City Council's goals, meet the needs of the community, and shift resources as operational priorities arise.

Receptionist/Clerk

After careful review, the City Manager is recommending two changes within the City Manager's Office. The first is the creation of a Receptionist/Clerk position. This position will serve as front desk reception and postal services clerk for the Town Center. After the move into the new facilities, the City Manager has had an opportunity to evaluate the service level needs for this area of service. The position serves as front reception not only for Administration but also for upstairs Community Development, Police Services, and the Library. Public entering the building encounter this position first and will often ask for assistance directly before moving to other areas of the campus. This position also serves as the postal clerk operating the Town's Postal Annex and provides the primary point of contact for residents on the phone as well as in person. It is critical for this position to be present during the Town's operating hours.

Currently, the services are provided via the position of Office Specialist. Once the position of Receptionist/Clerk is created, the occupied Office Specialist position will be reclassified downward. When completing a downward reclassification of an occupied position, the reclassification is done in a way that does not impact the current pay of the individual occupying the position. If the employee's pay rate exceeds the top pay range of the new classification, the employee's salary will remain unchanged and will be "frozen" until the new range equals or exceeds the employee's pay rate.

If the position were to be vacated, the new employee would be hired at the rate of pay of the newly created position. This position would continue to serve under the City Manager's Office.

Management Analyst I/II

Over the past few years, the level services provided by the Town, not only by all departments, but via the City Manager's Office has increased. Within the City Manager's Office, the Town has expanded its social media presence, enhanced its website and website engagement, added additional layers of community outreach, added responsibility for refuse franchise oversight, increased the number and frequency of community events, incorporated support for emergency preparedness activities and events, took responsibility for the Environmental Programs Committee, expanded the Town's sustainability programs, and added responsibility for the Town's Information Technology Systems. These tasks in addition to the existing roles for general Town administration, human resources, City Clerk, and Council management. The tasks and responsibilities have grown beyond the available staffing resources and are at a level of expertise that requires more administrative and management responsibility. It is expected that these roles and responsibilities will continue to expand.

To address these operational needs and priorities, the City Manager is recommending the creation of a Management Analyst I/II position within the City Manager's Office. This position will take on the daily administration of a number of tasks to allow the City

Clerk/Deputy City Manager to refocus on the role of City Clerk and Human Resources as their core competency. The role of City Clerk and Human Resources are two functions that require focused attention and are important to “get right”. The addition of the Management Analyst I/II will allow for divided responsibilities as well as expertise. The position will provide some much-needed depth within the City Manager’s Office and will allow all positions to better focus on priorities.

Salary Ranges

Staff conducted a review of comparable agencies salary schedules to establish the proposed salary ranges for the Management Analyst I/II and Receptionist/Clerk. These salary ranges will be incorporated into an amended salary schedule for FY 2022/2023. The Management Analyst I/II is the only new staff proposed. The individual will be placed at a title and range commensurate with their level of education and experience.

Table 1: Salary Schedule Additions					
<u>Title</u>	<u>Step</u>	<u>Hourly</u>	<u>Bi-Weekly</u>	<u>Monthly</u>	<u>Annually</u>
Management Analyst I	A	\$59.61	\$4,769.15	\$9,538.30	\$114,459.60
	B	\$62.75	\$5,020.16	\$10,040.32	\$120,483.80
	C	\$66.05	\$5,284.38	\$10,568.75	\$126,825.00
	D	\$69.53	\$5,562.50	\$11,125.00	\$133,500.00
Management Analyst II	A	\$65.57	\$5,245.73	\$10,491.46	\$125,897.50
	B	\$69.02	\$5,521.82	\$11,043.64	\$132,523.70
	C	\$72.66	\$5,812.58	\$11,625.15	\$139,501.80
	D	\$76.48	\$6,118.50	\$12,237.00	\$146,844.00
Receptionist/Clerk	A	\$31.26	\$2,500.68	\$5,001.35	\$60,016.25
	B	\$32.90	\$2,632.29	\$5,264.58	\$63,175.00
	C	\$34.64	\$2,770.83	\$5,541.67	\$66,500.00
	D	\$36.46	\$2,916.67	\$5,833.33	\$70,000.00

The current salary range for the Office Specialist position is \$71,857 to \$83,191 per year.

POLICY FOCUS

The recommendations in this report are consistent with Town policies and Council goals.

FISCAL IMPACT

The reclassification of the Office Specialist position will occur immediately after creation of the Receptionist/Clerk position. If the position were vacated, the Town would see an

immediate salary savings upon re-filling the position. However, until that occurs, as noted above the salary for any occupied position would be frozen.

Staff will conduct a recruitment for the Management Analyst I/II position. Once hired, staff will terminate the agreement with the Sustainability Coordinator currently budgeted at \$60,000 per year for approximately 1,000 hours per year.

At the Management Analyst I level, *additional* costs would range from \$54,460 to \$73,500 per year, plus benefits (~25%). At the Management Analyst II level, *additional* costs would range from \$65,898 to \$86,844 per year, plus benefits. Actual cost would depend on the qualifications of the candidate selected and where they were ultimately placed in the salary range. If the Town were to rehire a Receptionist/Clerk in the new range, the Town would realize an additional savings of \$23,175 per year.

Overall, after all changes, the net new costs will ultimately range from \$50,325 to \$63,669 per year, plus benefits.

GOAL ALIGNMENT

This Report and its contents are in alignment with the following Council Policy Goals:

- Goal A – Maintain Fiscal Responsibility
- Goal E – Strengthen Community Engagement and Transparency
- Goal F – Be Forward-Thinking, Well-Managed, and Well-Planned

PUBLIC NOTICE

Public notification was achieved by posting the agenda, with this agenda item being listed, at least 72 hours prior to the meeting in print and electronically. Information about the project is also disseminated via the Town's electronic News Flash and Atherton Online. There are approximately 1,200 subscribers to the Town's electronic News Flash publications. Subscribers include residents as well as stakeholders – to include, but be not limited to, media outlets, school districts, Menlo Park Fire District, service providers (water, power, and sewer), and regional elected officials.

COMMISSION/COMMITTEE FEEDBACK/REFERRAL

This item ___ has or X has not been before a Town Committee or Commission.

- ___ Audit/Finance Committee (meets every other month)
- ___ Bicycle/Pedestrian Committee (meets as needed)
- ___ PMC & Civic Center Advisory Committee (meets as needed)
- ___ Environmental Programs Committee (meets every other month)
- ___ Park and Recreation Committee (meets each month)
- ___ Planning Commission (meets each month)
- ___ Rail Committee (meets every other month)

____ Transportation Committee (meets every other month)

ATTACHMENTS

1. Town Resolution – Adding Management Analyst and Receptionist/Clerk
2. Management Analyst I/II Job Classification
3. Receptionist/Clerk Job Classification

RESOLUTION NO. 22-XX

A RESOLUTION OF THE CITY COUNCIL OF THE TOWN OF ATHERTON CREATING THE JOB CLASSIFICATIONS OF MANAGEMENT ANALYST I/II AND RECEPTIONIST/CLERK

TOWN OF ATHERTON

WHEREAS, the Town has adopted a classification plan of job class titles with associated distinguishing characteristics, examples of duties, statements of desired knowledge, skills and abilities and minimum qualifications for each class; and

WHEREAS, there is a need to periodically evaluate and revise the requirements of those classes; and

WHEREAS, the City Manager has determined a need for the job classifications of Management Analyst I/II and Receptionist/Clerk; and

WHEREAS, these job classifications require adoption by the City Council in order to create the positions and establish the associated salary ranges for each.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the Town of Atherton does hereby approve the addition of the Management Analyst I/II and Receptionist/Clerk job classifications attached as Exhibit A effective August 1, 2022 and sets forth the salary ranges as noted below.

Table 1: Salary Schedule Additions					
<u>Title</u>	<u>Step</u>	<u>Hourly</u>	<u>Bi-Weekly</u>	<u>Monthly</u>	<u>Annually</u>
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PASSED AND ADOPTED as a resolution of the City Council of the Town of Atherton at the regular meeting held on the 20th day of July 2022, by the following vote:

ATTACHMENT 1

AYES:

NOES:

ABSENT:

ABSTAIN:

Rick DeGolia, MAYOR

ATTEST:

Anthony Suber, CITY CLERK

MANAGEMENT ANALYST I/II

Definition

To provide responsible professional, administrative and technical assistance in the development, administration and implementation of City programs; to provide highly responsible analytical staff assistance including to conduct specific and comprehensive analyses of a wide range of municipal policies involving organization, procedures, finance, and services; to manage various projects; and to assist in office management functions.

Class Characteristics

Management Analyst I: This is the entry-level class in the professional Management Analyst series. This class is distinguished from the journey by the performance of the more routine tasks and duties as assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level.

Since this class is typically used as a training class, employees may have only limited or not directly related work experience. Employees work under immediate supervision while learning job tasks.

Management Analyst II: This is the journey level class within the professional Management Analyst series. This class is distinguished from the entry level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry.

Supervision Received and Exercised

Management Analyst I

Receives general supervision from an assigned supervisor.

Exercises technical and functional supervision over technical and administrative support personnel.

Management Analyst II

Receives general supervision from an assigned supervisor.

Exercises direct supervision over technical and administrative support personnel.

Examples of Duties (Illustrative Only)

- Provide responsible professional and technical assistance in the development, administration and implementation of Town programs; assist in formulating program policy, goals and procedures; collect and compile relevant data supporting recommendations.
- Assist in the development of new program elements and program modifications as necessary to meet goals and objectives; monitor and coordinate the daily operation of assigned program area; and perform analytical work and maintain appropriate records and statistics.
- Provide highly responsible analytical staff assistance including conducting specific and comprehensive analyses of a wide range of municipal policies involving organization, procedures, finance and services.
- Respond to complaints and requests for information from the public and City staff; research requested information and determine appropriate resolutions; and manage, direct and coordinate special projects and programs as assigned.
- Coordinates the Town's sustainability programs and projects.
- Provide support for community events and activities, to include management and oversight of such events and activities.
- Provide direct support and serve as the staff liaison to the Environmental Programs Committee.
- Provide general administrative and management support to the City Manager's Office.
- Provide general support and oversight of the Town's Emergency Management Programs, to include the provision of support for the Atherton Disaster Assistance and Preparedness Team.
- Assist in the development, coordination and monitoring of the department budget; prepare expenditure summary reports; and manage and analyze multiple Federal, State and local funding sources.
- Management of the Town's website and social media presence.
- Prepare grant proposals; monitor active grants to ensure that stipulations and regulations regarding the use of funds are met; and maintain appropriate records.
- Prepare and administer contracts and agreements; participate in and coordinate or facilitate departmental and/or Town-wide committees and projects.
- Assist with departmental human resources functions; conduct research surveys; analyze and provide workforce data.
- Provide management with support for functions related to State and Federal legislative advocacy, and county or region-wide issues including surveys, studies, coordination and related functions.
- Plan, coordinate and implement events; coordinate community and volunteer meetings, forums and related activities; staff various committees established by City Council and/or management.
- Build and maintain positive working relationships with co-workers, other City employees and the public, using principles of good customer service.

- Represent the Town in inter-departmental, community and professional meetings as required.
- Perform work with a record of regular attendance and punctuality.
- Perform other duties as assigned.

Minimum Qualifications

Management Analyst I

Knowledge of:

- Principles and practices of public administration.
- Methods and techniques of statistical and fiscal analysis and report writing.
- Basic knowledge of principles and practices of advanced business office management and administration.
- Equipment used in modern offices including computers and software. Principles and practices of good customer service.
- Methods and techniques of project management.
- Principles and practices of good team building and team leadership. Techniques and principles of effective interpersonal communication.
- Pertinent local, state and federal laws, City functions, policies, rules and regulations.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Applicable regulations, policies and statutes.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Record keeping and filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Technical understanding and troubleshooting of our systems/databases

Ability To:

- Organize, plan, schedule and implement operations; conduct analytical and administrative projects related to area of assignment.
- Communicate clearly and concisely, both orally and in writing.
- Understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Analyze work papers, reports and special projects; research, identify, remember and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

- Interpret and apply administrative and departmental policies, laws and rules; analyze situations accurately and develop effective courses of action.
- Effectively administer assigned programmatic responsibilities; prepare complex reports; prepare and administer a program budget; evaluate and develop procedures and policies.
- Exercise initiative and independent, astute judgment in sensitive situations; interview, investigate, problem-solve and negotiate.
- Manage various contracts; develop and track budgets; make public presentations; and, manage meetings effectively.
- Provide high quality, economical services to the Atherton community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect. Be an integral team player, with flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments.
- Operate a personal computer with proficiency and familiarity to effectively produce complex, professional reports, charts, spreadsheets and other documents.

Education and Experience:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two to three years of progressively responsible administrative experience.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public or business administration or a closely related field.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment; Sit at desk for long periods of time; intermittently bend and twist to reach office equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; lift or carry weight of 10 pounds or less.

Management Analyst II

In addition to the qualifications for the Management Analyst I:

Knowledge of:

- Principles and practices of organization and change.
- Principles of learning, work teams, and process improvements.
- Principles and practices of advanced business office management and administration.
- Techniques and practices of effective supervision. Methods and techniques of performance measurement.
- Effective report writing and research techniques for complex work.
- Principles and practices of advanced project management and workflow analysis.

Ability to:

- Perform a wide variety of complex analytical duties with little to no supervision.
- Manage more complex or sensitive projects. Manage work teams effectively.
- Diagnose problems of a more complex nature.

Education and Experience:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three to five years of professional level experience in public administration similar to the Management Analyst I.

Training:

Completion of a Bachelor's degree with major course work in public administration, business administration or a related field.

Receptionist/Clerk

Definition

To provide responsible professional, administrative support in Town-wide programs; to provide highly responsible customer service to guest and perform a variety of office management duties related to the Administrative/Town Center front counter and contract post-office and services; to manage various projects; and to assist in office management functions.

Class Characteristics

Receptionist/Clerk: The Receptionist will greet, assist, and provide direction and information to clients, visitors, and other guests of the organization. Provide assistance with the contract Post-Office, including managing supplies, customer transactions, and other services. Perform a range of other office management support activities including mailing, printing, record keeping, and other special projects.

Examples of Duties (Illustrative Only)

- Provide general administrative support to the City Manager's Office.
- Drafts and maintains complete and complex departmental records.
- Maintains files and filing systems in accordance with departmental policies and procedures.
- Identifies, reviews, and files various types of materials; conducts research related to materials as needed.
- Transfers information from reports, files, and other documents into prepared master code sheets, ledgers, journals, and other recordkeeping systems.
- May issue licenses, permits, certificates.
- Writes other legal or professional documents in accordance with organizational needs.
- Calculates, prepares, issues, and/or submits bills, invoices, and other payment records for billable documents or services.
- Performs other clerical tasks as needed, which may include management of mail, management of office supplies, operation of office equipment, and typing.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of:

- Excellent verbal communication skills.
- Excellent interpersonal and customer service skills.

- Basic understanding of administrative and clerical procedures and systems.
- Proficient with Microsoft Office Suite or related software.

Ability To:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Ability to create and maintain complex files and written documents.
- Thorough understanding of office practices and procedures; knowledge of or ability to quickly learn any applicable departmental or organizational rules and regulations.
- Ability to type at least 45 WPM.
- Ability to operate a calculator or ten-key by touch.
- Extremely proficient with Microsoft Office Suite or related software.

Education and Experience:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two to three years of progressively responsible administrative experience.

Training:

High school diploma or equivalent required; higher level degree preferred.
Three to five years of experience in a related field required.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment; Sit at desk for long periods of time; intermittently bend and twist to reach office equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; lift or carry weight of 10 pounds or less.