

CITY OF MARYSVILLE AGENDA BILL
EXECUTIVE SUMMARY FOR ACTION

CITY COUNCIL MEETING DATE: 4/10/17

AGENDA ITEM:	
New Business: Records Unit Lead Classification	
PREPARED BY:	DIRECTOR APPROVAL:
Gloria Hirashima, Chief Administrative Officer	
DEPARTMENT:	
Executive	
ATTACHMENTS:	
1. Records Unit Lead Classification Analysis	
BUDGET CODE:	AMOUNT:
N/A	N/A
SUMMARY:	
<p>The 2017-18 budget approved a new position entitled Records Unit Lead. The position was not yet been formally classified at the time of budget approval. Staff from Police and Human Resources completed the job description and an analysis was completed to determine appropriate pay levels. The recommended classification is Pay Code 20 of the Teamsters Pay Grid. The position job description and pay has been bargained with the Union and both side are in agreement over the recommended job description and pay code.</p>	

RECOMMENDED ACTION:
Staff recommends that Council approve the Records Unit Lead pay classification, establishing the position at Pay Code 20 of the Teamsters Pay Grid.

**CLASSIFICATION AND COMPENSATION ANALYSIS OF
RECORDS UNIT LEAD**

APRIL 2017

I. BACKGROUND

Human Resources was asked to conduct a classification and compensation analysis regarding a new Records Unit Lead position. The Administrative Services Division of the Marysville Police Department currently consists of 9 employees (7 full-time, 2 part-time) operating a 24/7 Records Unit and 1 additional full-time employee running the property/evidence room.

Oversight of the division and supervision of staff is currently managed by a Police Commander. As a result, less than 25% of staff operating hours have direct supervision, meaning over 67% of the time staff have no supervision. The current Commander also oversees jail operations and, subsequently, is responsible for managing personnel well beyond the typical span of control and frequency. Within the records unit there has been an 83% turnover in full-time records staff in the past two years, resulting in an even greater need for direct supervision.

This position will result in a significant increase in direct supervision which will enhance the effectiveness of managing personnel issues and, equally as important, will result in a significant increase in quality control of job tasks.

II. JOB CLASSIFICATION

RECORDS UNIT LEAD

This position provides complex, specialized administrative support and assists with coordinating the daily operations of the Police Records Division including overseeing records staff, prioritizing and assigning tasks and projects related to front counter work, requests from the public, processing of and management of records, and reporting functions. The Records Unit Lead is expected to perform appropriate portions of the work of subordinate staff.

Work is performed with considerable independence and requires the ability to work with minimal direction. This position interacts with other departments, staff, other agencies and the general public on a frequent basis and handles confidential and complex information of a sensitive nature requiring considerable discretion.

The proposed monthly salary range is \$4877 - \$6198.

[A proposed job description is included]

III. COMPENSATION ANALYSIS

The focus of the compensation analysis is to evaluate placement of this position within the City's classification and compensation grid. The goal is to assign a compensation level that accurately reflects the responsibilities and accountabilities of the position and the skills, knowledge, and abilities required to perform the job while preserving the internal equity of the City's classification and compensation system by compensating the position fairly relative to other City job classifications. It is also appropriate to look at external market comparables (since the City's compensation philosophy is generally a market-value approach) to ensure that qualified candidates will be attracted to the position.

RECORDS UNIT LEAD

External comparisons:

To measure external equity, we first looked at the cities of Bothell, Olympia, and Renton that have a comparable position within their records unit. These are first level supervisory positions that oversee all records staff and who perform appropriate portions of the work being supervised. Similar to Marysville's Records Unit Lead, these positions also perform the more complex and specialized tasks requiring advanced technical knowledge, skills and abilities. This includes overseeing work of records staff to ensure that work is done properly and follows City policies, and procedures, responds to records requests of a more complex nature, and implements changes to records management systems as directed by management.

The monthly salary range for Bothell's Police Records Supervisor is \$4873 - \$6196. This position is represented by the AFSCME union and requires a High School Diploma or GED and two years of Police Records experience. **The monthly salary range for Olympia's Lead Worker – Police is \$4936 - \$5997.** This position is represented by the Teamsters union and prefers a Bachelor's degree in Records and Information Management or a closely related field and demonstrated experience managing law enforcement records and their disclosure.

Renton's organizational structure, however, differs somewhat from Bothell, Olympia and Marysville. Renton has a Police Services Specialist Lead classification which serves as a liaison between the supervisor and night shift personnel. This position does not oversee all records staff. **The monthly salary, there is no range, for Renton's Police Service Specialist Lead is \$5507.** There is higher level classification at Renton that offers a better comparable to Marysville's Records Unit Lead. The Police Services Specialist Supervisor oversees all records staff but still performs bargaining unit work. This position requires three years as a police specialist or related office support experience in a law enforcement agency. Both Renton's Police Services Specialist Lead and Police Services Specialist Supervisor positions are represented by the Police Officer Guild – Non Commissioned. **The monthly salary, there is no range, for Renton's Police Services Specialist Supervisor is \$5891.**

Next we look at Auburn, Everett and Federal Way that are alike in organizational structure but differ from Marysville and the other cities listed above. These three cities have two levels of supervision within their records unit. This includes a shift lead and a second level supervisory position that oversees all records staff. Marysville's new Records Unit Lead position seems to fall between these two levels.

The cities of Auburn, Everett and Federal Way have lead classifications that oversee the work of records unit staff but only within an assigned shift. Auburn has two Police Records Supervisor positions that require two years of work experience in police records and are represented by IAM. **The monthly salary range for Auburn's Police Records Supervisor is \$4430 - \$5465.** Everett's Records Unit Shift Supervisor classification also performs the work of subordinate staff in addition to acting in a shift lead capacity. This classification requires two years at Everett Records Unit and is represented by the AFSCME union. **The monthly salary range (2016 rates) for Everett's Records Unit Shift Supervisor is \$5299 - \$5528.** Federal Way has a Records Supervisor classification directs the work of an assigned shift. However, this is a non-represented position. This position requires an AA or Bachelor's degree and three years of experience in records/office management. **The monthly salary range for Federal Way's Records Supervisor is \$4395 - \$5567.**

Marysville's new Records Unit Lead position will oversee the work of all records staff and has a greater level of responsibility than these shift lead positions. Marysville's position, however, does not perform duties that compare to the second level supervisory positions at Auburn, Everett and Federal Way. Each of the three cities have a records manager position that supervises the lower level shift leads. These managers do not perform bargaining unit work of police specialists. Instead, these records managers perform duties with a higher level of responsibility than Marysville's Records Unit Lead. This includes developing and implementing policies as well as budgeting responsibilities. Everett's Records Unit Manager and Federal Way's Records/System Administrator both require a high degree of proficiency in computers and software applications that support the records function. Both positions serve as system administrators for software applications such as JIS and other law enforcement databases related to records. **The monthly salary range for Everett's Records Unit Manager is \$5299 - \$6888. The monthly salary range for Federal Way's Records/System Administrator is \$5352 - \$6799.** Auburn's position is part of the department's strategic management team that develops and implements short and long term goals and objectives. This position reports directly to the Assistant Police Chief and also oversees all activities and staff in the Evidence Facility. **The monthly salary range for Auburn's Police Records Manager is \$6534 - \$8031.**

Internal comparisons:

To gauge internal equity, we looked at experience as well as the knowledge, skills, and abilities requirements of other positions within the City of Marysville. Specifically, we looked at other represented positions that acted as a first level supervisor and which required advanced technical skills in their field of specialty.

Marysville's Lead Worker I and Lead Worker II classifications are represented by the Teamsters Union. The Lead Worker II differs from the Lead Worker I class in that it requires a higher level of technical skills, has lead responsibilities for a greater number of employees, and performs a wider variety of responsibilities. This is a second level supervisory position that reports to a Manager who typically oversees multiple divisions. The Lead Worker II rarely performs field work and only to provide back-up or support as needed. **The monthly salary for the Lead Worker II is \$5278 - \$6705.**

The closest comparable position at the City of Marysville is the Lead Worker I classification. This classification is found in various divisions within the Public Works Department. Similar to the new Records Unit Lead, the Lead Worker I classification is expected to perform appropriate portions of the work of subordinate staff. These positions assist in preparing work schedules and assigning tasks to ensure completion of projects/tasks efficiently and on time. The Lead Worker I reviews work product to ensure that work is done properly and provides directions, instruction, and training. The Lead Worker I is responsible for effective preparation and maintenance of records. **The monthly salary range for the Lead Worker I is \$4877 - \$6198.**

IV. RECOMMENDATIONS

1. Adopt the proposed job description for Records Unit Lead, below, which captures the responsibilities, knowledge, skills, and abilities required to perform the duties of this position.

2. Place the Records Unit Lead position at pay code 20 on the Teamsters salary grid with a monthly salary range of \$4877 - \$6198. This placement reflects the external market value and preserves internal equity among the City's positions.

**City of Marysville
Job Description**

Job Title:	Records Unit Lead
Department/Division:	Police
Reports To:	Department director and/or manager
FLSA Status	non-exempt
Union Status:	Teamsters
Approval/Revision Date:	March 2017

SUMMARY

This position provides complex, specialized administrative support and assists with coordinating the daily operations of the Police Records Division including overseeing records staff, prioritizing and assigning tasks and projects related to front counter work, requests from the public, processing of and management of records, and reporting functions. The Records Unit Lead is expected to perform appropriate portions of the work of subordinate staff.

Work is performed with considerable independence and requires the ability to work with minimal direction. This position interacts with other departments, staff, other agencies and the general public on a frequent basis and handles confidential and complex information of a sensitive nature requiring considerable discretion.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Other duties may be assigned as needed.

1. Assists Division Supervisor in preparing work schedules and assigning tasks to ensure completion of projects/tasks efficiently and on time.
2. Performs tasks assigned to staff in the Police Records Division and acts as records division lead.
3. Oversees work of records staff to ensure that work is done properly and follows City policies and procedures; provides directions, instructions, and training to records staff, and reviews their work.
4. Oversees the divisions' records management system including the transfer, removal and destruction of records according to Washington State retention requirements and City policies and procedures.
5. Coordinates information requests from the public and other agencies; responds to or provides direction for requests of a more complex nature especially those requiring an in-depth knowledge of state and federal regulations, and independent judgment about whether information may be released.
6. Oversees accounts receivable and cash handling at the front desk.
7. Effectively prepares, maintains, and updates records, reports and other documents; coordinates the preparation and submission of monthly UCR reports to Olympia.

8. Operates all software applications used by the division/department including databases and New World; as directed by management implements changes to records management systems; updates other staff and coordinates staff training.
9. May be assigned to other divisions within the police department during times of peak work loads, worker shortage, police emergency, or other times when critical work needs to be completed.
10. May assist supervisor in preparing annual budget related to assigned duties and records staff.
11. Oversees processing of division timesheets for approval; oversees maintenance of vacation, sick leave, and comp time records for monthly payroll.

KNOWLEDGE, SKILLS AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Operations, functions, procedures and policies of the Police Department.
- Principles and practices of law enforcement record keeping, case files and records management.
- Applicable City, State and Federal laws, codes and regulations governing the release and retention of law enforcement information and records.
- Basic principles and practices of effective supervision, including providing directions, instructions, and training to crew members, and reviewing their work.
- Windows based computers.

Ability to:

- Operate windows based computer and software applications assigned in the performance of essential duties.
- Effectively update and maintain records related to assigned department/division using related recordkeeping systems.
- Work in compliance with departmental policies and procedures and state laws governing law enforcement information and records maintenance, dissemination, and retention.
- Direct the work of records staff including giving instructions, coordinating job-specific training as needed, reviewing work-in-progress and as completed, and ensuring compliance with state requirements and departmental procedures.
- Identify, estimate, calculate, and project time and personnel needed for assigned tasks/projects.
- Establish and maintain effective working relationships with subordinates, other city officials, and the general public.
- Type 40 wpm.
- Communicate effectively, orally and in writing.
- Maintain confidentiality of business records and other information.
- Provide excellent customer service, in sometimes stressful situations, to internal and external customers.

QUALIFICATIONS

A combination of the experience, education, and training listed below which provides an equivalent background to perform the work of this position.

Experience:

- 2 years of progressively responsible experience in a police records, court, or legal office setting.
- Supervisory or lead experience is preferred.

Education and Training:

- High School Diploma or GED.
- Coursework or training in business office administration, records management systems or a related field.

Licenses or Certificates:

- Possession of, or the ability to possess within six months of hire date, a Washington State Driver's License.
- Possession of, or the ability to possess within six months of hire date, Washington State Access certification.

Other:

- Must be able to successfully pass an extensive background check including a polygraph exam.
- Must not have been convicted of a felony offense.

PHYSICAL DEMANDS / WORKING CONDITIONS:

The physical demands and characteristics of the work environment described here are representative of those occurring in the performance of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must frequently lift up to 10 pounds; and occasionally lift and/or move 10 to 20 pounds. Specific vision abilities required by this job include color vision, close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

This position works in an office, and the noise level in the work environment is usually low to moderate. While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals, i.e. copier toner.

Work is performed mainly during City office hours but will require work outside of normal business hours to perform supervisory duties such as overseeing the work process or training of records staff or to attend meetings. Regular and reliable attendance is an essential function of this position.

This position description generally describes the principle functions of the position and the level of knowledge and skills typically required. It does not constitute an employment agreement between the employer and employee, and it is subject to change as the needs of the employer and the requirements of the job change.

**City of Marysville
Job Description**

Job Title:	Records Unit Lead
Department/Division:	Police
Reports To:	Department director and/or manager
FLSA Status	non-exempt
Union Status:	Teamsters
Approval/Revision Date:	April 2017

SUMMARY

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