

MEMORANDUM

State of Alaska
Department of Administration
Division of Personnel

To: Dianne Corso
Director, Division of Personnel
Department of Administration

Date: May 14, 2004

Thru: Lee Powelson
Classification Manager
Department of Administration

From: Diane Larocque
Human Resource Specialist

Phone: 465-3837

Fax: 465-2576

Email: Diane_Larocque@admin.state.ak.us

Subject: Records and Licensing Supervisor Study

Introduction

The Division of Personnel initiated a classification study of the Records and Licensing Supervisor (P1905 SR 16) following the conclusion of the Occupational Licensing Examiner Study in May 2003. During the Occupational Licensing Examiner Study, supervisory positions (Records and Licensing Supervisors) were reviewed and it was determined that the class specifications for the Records and Licensing Supervisor job class were obsolete and a complete revision of the class specifications and internal alignment was needed.

History

The Records and Licensing Supervisor job class was created in April 1969. No revisions to the class specifications were made until February 1976 when the minimum qualifications were modified, reducing the number of years of required experience. In February 1978 the distinguishing characteristics were also modified to include a statement on supervisory responsibilities. In March 2003 the Department of Community and Economic Development (DCED) submitted a maintenance request to broaden the minimum qualifications to include an option to substitute programmatic experience for the required supervisory experience. This change provided a career ladder for the Occupational Licensing Examiners. As a result the Division of Motor Vehicles requested to include the Motor Vehicle Customer Service Representative II in the examples of qualifying job classes to also provide a career ladder for the Motor Vehicle Customer Service Representatives. The Division of Personnel approved both maintenance requests.

Scope

Eight Records and Licensing Supervisor positions were included in this study. Five positions are located within DCED, two positions in the Division of Occupational Licensing, one position in the Division of Insurance, one position in the Division of Banking, Securities, and Corporations, and one position located in the office of the Regulatory Commission of Alaska. In addition, one position is located in the Alcohol Beverage Control Board within the Department of Public Safety (DPS), and two positions are in the Department of Administration, Division of Motor Vehicles (DMV).

Contacts

Information regarding the work of the Records and Licensing Supervisors was provided by:

Department	Division	Name/Title
Community & Economic Develop	Banking, Securities, and Corporations	Alice Houston/Records and Licensing Supervisor
	Insurance	Linda Brunette/Program Coordinator Cathy Isadore/Records and Licensing Supervisor
	Occupational Licensing	Carol Whelan/Records and Licensing Supervisor Judy Weske/Records and Licensing Supervisor
	Regulatory Commission of AK	Joyce McGowan/Records and Licensing Supervisor Dawn Bishop-Kleweno/Special Assistant
Public Safety	Alcohol Beverage Control Board	Dawn Holland Williams/Records and Licensing Supervisor
Administration	Motor Vehicles	Susan Miller/Records and Licensing Supervisor Christopher Berg/Records and Licensing Supervisor Kerry Hennings/Driver Licensing Manager

Method

The Records and Licensing Supervisors were initially interviewed during the Business Registration Examiner study. Since the Records and Licensing Supervisors directly supervise Business Registration Examiners, it was determined that performing position audits concurrently was the most consistent and efficient method to gather information about the direct relationship between the job classes. Position descriptions were received for all positions included in the study. Each department identified Occupational Consultants from the divisions to give presentations to classifiers on the work performed in their sections.

After position audits were performed, draft class specifications were written and provided to all Division of Personnel classifiers for review and comment. The draft specifications were revised and sent to the supervisors of the subject positions for additional review and comment. Class specifications were further revised and finalized, and positions were then allocated to the appropriate job class using the new job specifications. The job classes were analyzed for internal alignment and appropriate range assignment, and the study was finalized.

Class Concepts**Records and Licensing Supervisors**

Under general direction, Records and Licensing Supervisors are responsible for the overall supervision, administration, and operation of a statewide records, licensing, or filing function.

Records and Licensing Supervisor is an administrative job class in which incumbents supervise, coordinate, and administer the records and/or licensing function of a regulatory or filing agency. Records and Licensing Supervisors coordinate and facilitate the timely and accurate flow of information and oversee a licensing, filing, or registration process to ensure that services provided by the program are successfully and effectively performed.

Incumbents apply advanced knowledge of program requirements and analytical, evaluative, and interpretative skills to ensure services and programmatic functions comply with state statutes and regulations, federal rules and regulations, and divisional policies and procedures. Incumbents exercise substantial responsibility and authority for the records and/or licensing function to establish and implement policies and procedures for organizational operations and guidelines. Records and Licensing Supervisors apply programmatic knowledge to perform research, identify problems, and make recommendations and decisions for action or change which may affect the delivery of program services. This requires sound knowledge of the laws and rules governing the program and the ability to analyze and accurately apply them to difficult and complex situations. Incumbents respond to non-routine and complex inquiries and requests from the public, other agencies, board members, and the legislature on issues relating to the program functions and services.

Analysis

Records and Licensing Supervisors are responsible for the overall supervision, administration, and operation of an agency's statewide record and/or licensing unit and perform advanced work related to the unit's function. This is a job class in which the definition and distinguishing characteristics are broad in scope. Whereas there are eight positions in this job class allocated across several departments and divisions, the job class varies in the way duties and functions are combined and in the agency's organizational structure. In order to allocate positions appropriately, careful evaluation and analysis of both the similarities and differences of each position was required. During the process of examining and comparing the work performed by the Records and Licensing Supervisors from each division, classification factors used by classifiers served as guidelines to provide the basis for analyzing positions.

Using the eight factors as the foundation for making comparisons, it was clear that the Records and Licensing Supervisors for DCED and DPS perform similar work. The primary nature of the work is to provide supervision, direction, and planning for the overall operations of the unit. These positions ensure that programs are successfully administered and run efficiently. While the actual programs between departments and divisions may differ, the nature, variety, and complexity of the work performed by each supervisor is comparable. All incumbents supervise and administer a statewide record and/or licensing function. All are responsible for identifying issues for their program and establishing and implementing organizational policies and procedures. Incumbents respond to non-routine, complex inquiries and handle sensitive matters or projects requiring detailed research, analysis, knowledge and the ability to apply statutes, rules and regulations, and policies and procedures. Similarly, all incumbents work independently, with

limited supervision. The nature of available guidelines are similar in that all services and functions are governed by statutes and regulations, and the supervisors are responsible for ensuring their programs are in compliance with state laws. The purpose and nature of the person-to-person work relationships and contacts is also comparable for each position since all supervisors interact with the public, state agencies, state attorneys, private sector attorneys, and either directors, commissioners, or board members. Consequence of error, decisions made, finality of decisions, and recommendations in relation to the functions of the agency are equally comparable. Qualifications that include knowledge, skills, and abilities are also very similar between these positions.

The work performed by the Records and Licensing Supervisors in DMV varies somewhat in both nature and variety from the work performed by the Records and Licensing Supervisors in the DCED and DPS. These are mixed positions that supervise statewide records and licensing units, and oversee and administer multiple driver services programs or functions. When classifying mixed positions the preponderant duties and responsibilities of the position provide the basis for classification. Whereas both positions have mixed responsibilities, it was appropriate to perform separate individual assessments for each PCN.

PCN 125407 supervises the Anchorage Driver Licensing Unit and manages the CDL Third Party Testing Program, Commercial Driving Schools, and Defensive Driving Courses. The incumbent coordinates the operations of these statewide licensing services and supervises the performance of non-government agencies and employees who are responsible for delivering these services. PCN 125407 enforces the rules and regulations of the Motor Vehicle Laws of Alaska while providing oversight for the statewide licensing functions. The incumbent has the authority to recommend approval of third party testers and approve driver improvement courses and commercial driving schools. Because these functions are statewide, and the end result is the issuance or denial of driver licenses, these duties are consistent with the definition and distinguishing characteristics of the Records and Licensing Supervisor job class. Equally important, the supervision exercised and received, authority for making commitments, recommendations, and decisions, available guidelines, purpose and nature of person to person work relationships and qualifications required compare favorably to the other Records and Licensing Supervisors in DCED and DPS.

PCN 125220 supervises the Juneau Driver Licensing section and administers and provides oversight to the Financial Responsibility and Mandatory Insurance, Valid without Photo, Cancellation, School Bus and Court Judgement program services and functions. These are statewide licensing programs or functions of the Juneau Driver Licensing section that provide statewide licensing services. The incumbent also manages the daily operations of the Juneau Field Office. The class controlling work is the supervision of a licensing unit responsible for statewide services or functions, and the duties associated with monitoring and administering multiple statewide DMV programs. The incumbent supervises a licensing unit, and administers a variety of driver licensing programs that exist for the purpose of issuing or denying driver licenses. The supervision, decision making authority, available guidelines, purpose and nature of person to person work relationships and qualifications required remains comparable to the Records and Licensing Supervisors in other divisions.

Having established that the duties of all positions are sufficiently similar, it was necessary to determine if the criteria for grouping positions as set forth by the Division of Personnel's classification plan was met. For the purpose of grouping positions into job classes, the Division of Personnel established the following criteria to determine if the positions are sufficiently similar with respect to duties and responsibilities, degree of supervision exercised and received, and entrance requirements so that:

1. The same title can be used to clearly identify each position.
2. The same minimum qualifications for initial appointment can be established for all positions.
3. The same basic rate of pay can be fairly applied to all positions.
4. Employees in a particular class are considered an appropriate group for purposes of layoff and recall.

Although comparisons of the work for all positions indicated some differences with regard to nature and variety of work, those differences were not sufficient to fail the grouping criteria or warrant creating a new class. All positions included in this study meet the definition and distinguishing characteristics of the Records and Licensing Supervisor job class and the other criteria for inclusion in a single job class.

Internal Alignment

The state's pay plan, as mandated by the state constitution and statutes, is governed by the merit principle and includes "integrated salary programs based on the nature of the work performed." The pay plan is based upon the state's classification plan, provides for fair and reasonable compensation for services rendered, and reflects the principle of "like pay for like work." In achieving this principle, internal consistency is the primary consideration when setting the salary range of a job class. This internal consistency reflects the difficulty, responsibility, knowledge, skills and other characteristics of a job. Job classes in the same family and group are typically used during classification and internal alignment studies.

The work of Records and Licensing Supervisors is administrative and supervisory. The job classes included in this study are placed within the Clerical, Fiscal, and Administrative Group (P1XXX). After reviewing the definitions of occupational groups and families for appropriate placement, it was determined that the Administrative Group (P1XXX) most accurately defines the nature of the work performed by the Records and Licensing Supervisors. The Records and Licensing Supervisor job class remains most appropriately placed within the Administrative Group (P1XXX). All job families within this group were reviewed for comparison for the purpose of internal alignment. Another factor considered during this process was that many of the subordinate positions are located in the Business, Regulation, and Compliance (P23XX) and Document Examination (P75XX) families. It was determined that reviewing job classes within these job families for comparison was also appropriate in order to ensure full compensatory consideration.

The following job classes were reviewed for comparability and similarity:

Job classes at salary range 14: Driver Services Supervisor (P7555), Motor Vehicle Customer Services Representative III (P7543) and Word Processing Unit Supervisor (P1180).

These job classes are technical rather than administrative and perform either limited (lead) supervision or supervise a small unit rather than entire function. Scope of recommendations, decisions, and commitments is limited to the daily supervision of the unit.

Job classes at salary range 15: Duplication Supervisor (P1117), Mail Services Manager (P1915), Administrative Manager I (P1907), and Law Office Manager I (P7505). These job classes perform full supervisory responsibilities. Incumbents manage operations in their office and are directly involved with the day to day operations of the unit. Incumbents may have responsibilities that have an impact that reaches beyond the immediate office. However, these job classes are focused on process oriented assignments rather than performing the more complex aspects of work that is analytical and evaluative nature.

Job classes at salary range 16: Accounting Supervisor (P1234), Human Resource Technical Services Supervisor I (P1432), and Law Office Manager II (P7506). The nature of the work is journey professional, more varied and complex where incumbents exercise a greater scope of supervisory authority, and the work requires greater independence of action, initiative and originality in problem solving. Work requires research, analysis and the use of independent judgment and discretion to interpret and apply statutes, regulations, policies and procedures to non-routine, more complex circumstances. These job classes compare favorably to the Records and Licensing Supervisor.

Job classes at salary range 17: Administrative Manager II (P1908) and Recorder Manager (P7524). Positions in these job classes have full administrative and supervisory responsibility over multiple offices in a region or division. The scope of supervisory responsibility exceeds that of the Records and Licensing Supervisor. The scope of the programs may be narrower in that it may not be statewide.

Job classes at salary range 18: Accounting Supervisor II (P1235), Human Resource Technical Services Supervisor II (P1433), and Retirement and Benefits Specialist II (P1449). These classes are advanced professional in an administrative specialty area requiring extensive, comprehensive knowledge of policies, procedures, rules and regulations to perform the more complex work. The knowledge and skills and minimum qualifications required exceed those of the Records and Licensing Supervisors.

Records and Licensing Supervisors supervise and administer the operations of a statewide record and/or licensing function. Incumbents in these positions have substantial responsibility for their programs including the authority to effectively recommend and implement statewide technical processes and procedures. Incumbents analyze and perform in-depth research to identify and resolve issues and deal with non-routine, complex situations, inquiries, and requests. The scope of the work, level of authority and independence in performing duties, and the knowledge, judgment and discretion required to perform the work is most consistent with similar job classes assigned to salary range 16.

Conclusion

All Records and Licensing positions submitted for inclusion in this study remain appropriately allocated to the Records and Licensing job class. Based on the duties and responsibilities this

class remains assigned to salary range 16. Subject positions will be processed as updates. The new class specifications are effective May 16, 2004.