Preliminary Results of the Administrative Clerk Study

A concise view of the changes:

- The name of the Administrative Clerk job class series is prospectively being changed to the Office Assistant job class series.

- The Administrative Clerk series has been expanded from three job classes to five job classes:
    1. Office Assistant I (similar to Administrative Clerk I)
    2. Office Assistant II (similar to Administrative Clerk II)
    3. Office Assistant III (similar to option 3 of the Administrative Clerk III and Human Resource Assistant)
    4. Office Assistant IV (similar to options 1 and 2 of the Administrative Clerk III)
        Option 1: Office Facilitator
        Option 2: Lead
    5. Office Assistant V (similar to Administrative Supervisor)

- The Administrative Clerk I and II job classes have been updated but remain fundamentally unchanged.

- The Administrative Clerk III job class no longer has three options. Only 1 option similar to option 3 of the Administrative Clerk III job class remains.

- A separate job class for positions that function as office facilitators or lead a defined clerical unit (similar to options 1 and 2 of the Administrative Clerk III job class) has been created.

- The Administrative Supervisor job class is now part of the Office Assistant job class series.

- The Human Resource Assistant job class will be absorbed into the Office Assistant job class series. Once the positions are reallocated to the appropriate job class, the Human Resource Assistant job class will be abolished.

Significant changes or additions:

With modifications, the Office Assistant job class series generally parallels the current Administrative Clerk job class series. Four major changes have been made:

1. The Office Assistant III job class has no options. The interviews and Position Descriptions showed that most positions allocated to the Administrative Clerk III job class were allocated under option 3, the "complex, specialized clerical function" option. While the Office Assistant III job class does not utilize the "complex, specialized" language used in the Administrative Clerk III job class, the kind and level of work performed by the Office Assistant III are equal to the kind and level of work currently performed by Administrative Clerks III, under option 3.

2. The Office Assistant IV has been created to identify positions that function as office facilitators or lead a defined clerical unit. Under Option 1, Office Facilitator, incumbents perform work in multiple administrative areas and care for the administrative needs of a programmatic line unit. Under Option 2, Lead, incumbents train, assign, and check the work of subordinates in a defined clerical unit that is composed of at least three positions (including lead), of which one subordinate performs work of the Office Assistant II level, and where the incumbent is responsible for the performance of the unit. Under the Office Assistant IV, Option 2, the incumbent does not perform supervisory duties.

3. While the work of the Human Resource Assistant is unique to the Department of Administration, the type of work being performed is clearly clerical and will be absorbed into the Office Assistant III job class. Once the positions are reallocated, the Human Resource Assistant job class will be abolished.

4. The Office Assistant V re-integrates the Administrative Supervisor, currently a stand-alone job class, into the clerical-level series.

A chart illustrating the differences between the old and new job classes:

Current	**A/C I**	**A/C II**	**A/C III / HRA**		**Administrative Supervisor**
Provides basic clerical support		Performs journey-level clerical work	(A/C III) Performs advanced-level clerical work/ (HRA) Performs advanced clerical tasks requiring a working knowledge of human resource functions, policies, procedures, and forms		Supervises a defined clerical unit
New	**Office Ass't I**	**Office Ass't II**	**Office Ass't III**	**Office Ass't IV**	**Office Ass't V**
Provides basic clerical support		Performs work that requires general knowledge of the program/operations.	Requires judgment and initiative in determining office needs, prioritizing and organizing work, and in determining the appropriate action to be taken	Option 1: Office Facilitator Option 2: Lead over a defined clerical unit	Supervises a defined clerical unit

Methodology:
In October 2008, the Administrative Clerk Study Team contacted each department and requested a list of positions to be interviewed. Several departments responded by providing a list of Position Control Numbers for positions to be interviewed. In November and December 2008, and January 2009, the study team interviewed incumbents of Administrative Clerk, Administrative Supervisor, and Human Resource Assistant positions in each department throughout the State.

During this process, some departments advised the study team specialized clerical work existed; however, the interviews and the review of Position Descriptions did not support this determination. While the study team found work that was unique to each department, the identified work was clerical in nature and not specialized. That is, while some positions perform work that is unique to the respective agencies, the type, level, and characteristics of the work being performed—as well as the required Knowledge, Skills, and Abilities needed to perform the work—were clerical in nature and are defined in the Office Assistant job class series.

Data compiled from the interviews was reviewed in comparison with current job class specifications of the State of Alaska and external agencies, including the federal government and other states, for development of job class concepts and specifications.

Class specifications were drafted. The study team performed a validation review on 155 positions to gauge the efficacy of the newly proposed class specifications. Internal test allocations occurred to ensure the validity of the proposed class specifications.