

# MEMORANDUM

**State of Alaska**  
**Department of Administration**  
**Division of Personnel**

**To:** Mila Cosgrove  
Director

**Date:** February 24, 2005

**From:** Lee Powelson  
Classification Manager

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**Subject:** AMHS Dispatch Supervisor

**History:**

The Alaska Marine Highway System (AMHS) requested the creation of a new job class to supervise and manage the dispatch of licensed and unlicensed crew to AMHS vessels. The request coincides with the relocation of AMHS headquarters from Juneau to Ketchikan and follows the consolidation of human resource functions within the Division of Personnel.

**Scope:**

This study involves a single position (PCN 253088) that is currently classified as a Human Resource Specialist I.

**Study Method:**

The Department of Transportation submitted a revised position description describing the changes in duties and responsibilities. The position is no longer responsible for payroll functions at AMHS. Those duties were transferred to the Technical Services Section of the Division of Personnel following HR integration. A draft class specification was developed and specifications submitted to the department for review and comment. AMHS managers and staff provided additional information about the work assignments and level of authority assigned. The comments and recommendations were received and the final draft specifications developed. The duties and responsibilities of the final class specification were analyzed for internal alignment, and the conclusions and decisions were documented.

**Class Concepts:**

A class title should be the best descriptive title for the work. It is intended to concisely and accurately convey the kind and level of work performed and should be brief, easily recognized, gender neutral, and understood by potential applicants. AMHS Dispatch Supervisor meets this criterion and appropriately reflects the difference between this class and the subordinate positions allocated to AMHS Dispatcher.

A class code is assigned a job class based on the placement of the class' within the classification plan. The duties and responsibilities of the positions indicate the class under review is properly

placed in the Personnel and Employee Relations family (14XX). Assignment to Class Code P1418 is appropriate.

Under general direction, the AMHS Dispatch Supervisor is a single position job class responsible for supervising the scheduling and dispatching of employees on AMHS vessels and coordinating the dispatching function with other marine highway management functions. This is a supervisory class with substantial responsibility for the exercise of independent judgment in employing, disciplining, or adjudicating grievances of subordinates.

The AMHS Dispatch Supervisor is responsible for supervision of technical staff, and performance of professional duties related to vessel employee hiring, scheduling, leave authorization, recruitment, discipline, classification, vessel staffing requirements, seniority entitlements, and other vessel employment issues. The AMHS Dispatch Supervisor effectively recommends changes in policies and procedures to meet the requirements of statutes, regulations, and collective bargaining agreements. Contacts are primarily with AMHS Dispatchers, managers, and vessel employees to coordinate functions, investigate and resolve problems, and explain policies and procedures.

**Class Analysis:**

During the study process, the work performed by the proposed AMHS Dispatch Supervisor was compared with the duties of comparable job classes. The classification factors used by classifiers served as guidelines to provide the basis for appropriate placement and allocation. The classification factors include:

- nature, variety, and complexity of the work
- nature of supervision received by the incumbent
- nature of the available guidelines for performance of work
- initiative and originality required
- purpose and nature of person to person work relationships
- nature and scope of recommendations, decisions, commitments and consequence of error
- nature and extent of supervision exercised over the work of other employees
- qualifications required

The AMHS Dispatch Supervisor is the manager and supervisor of the AMHS dispatch function for licensed and unlicensed crew serving passenger vessels in the AMHS fleet. The incumbent performs the full range of assignments independently with supervisory review and assistance available as needed. The work includes performing a variety of duties such as hiring and training staff, approving staff work, developing policy and procedure related to the dispatch function, researching complaints and grievances related to dispatch issues, and reviewing negotiation proposals (management or union proposals) related to crew dispatch. This is the supervisory level requiring both knowledge and experience in the related job area.

The incumbent of this job class is a working supervisor exercising independent judgment and authority to take action or effectively recommend action for making assignments, employing, and disciplining subordinates.

This is a single position job class in which the incumbent reports to the AMHS Operations Manager. Using the eight factors as the foundation for making comparisons, the unique characteristics of the work warranted creation of a separate job class. The classification factors distinguish the level of work between the Dispatch Supervisor and the subordinate Dispatchers. Similarly, the duties are distinguished from other job classes by the complexity in work, the purpose and nature of person to person relationships, and the nature and scope of recommendations, decisions, commitments, and consequence of error.

**Minimum Qualifications:**

The minimum qualifications established for a job class must relate to the knowledge, skills, and abilities needed to perform the work and must not create an artificial barrier to employment of individuals in protected classes. The department requested a broad range of qualifying criteria for this class. Whereas specific experience in the dispatch of AMHS personnel would be most beneficial, the applicant pool would be limited to only a few AMHS employees. Evaluation of the duties and responsibilities indicate that an applicant with experience or education in specific or general administrative fields could become proficient and perform successfully within the probationary period. Therefore, three qualifying options were established:

1. experience scheduling and dispatching workers, work crews, equipment, or service vehicles;
2. technical or professional administrative experience that includes substantial involvement in accounting, human resources, labor relations, payroll, procurement, or recruitment; or
3. a bachelor's degree from an accredited college in business, accounting, public administration, or a closely related field.

**Internal Alignment:**

The salary range of a job class is determined based on internal consistency within the state's pay plans, in accordance with merit principles, with the goal of providing fair and reasonable compensation for services rendered and maintaining the principle of "like pay for like work." In evaluating internal consistency the difficulty, responsibility, knowledge, skills, and other characteristics of a job are compared with job classes of a similar nature, kind, and level in the same job group and family or related job families. When analyzing internal alignment for the AMHS Dispatch Supervisor, comparisons were made with job classes performing work related to human resource management (P14XX) and general administrative functions (P19XX).

**AMHS Dispatcher - P1417 - SR15**

Positions in this class perform technical duties to schedule, coordinate, and dispatch licensed and unlicensed employees serving on ferries operated by the Alaska Marine Highway System. AMHS Dispatchers independently perform technical work as the department experts on the processes for scheduling and dispatching staff working on AMHS vessels. Incumbents schedule employees to work on specific vessels, notify employees of dispatch, and replace employees on short notice, ensuring the correct number of employees who meet licensing and technical requirements are scheduled or dispatched to allow vessels to sail. Vessel employee dispatches often require rapid decision making that takes into account a number of factors, such as licensing requirements, contractual provisions and cost. Incumbents also perform a range of duties related

to the dispatching function including determining travel entitlements and auditing expense claims, approving sick leave requests and auditing time sheets for entitlement to certain premium pays.

#### Administrative Manager I - P1907 - SR 15

Positions in this class are responsible for a number of functions requiring knowledge of a variety of administrative processes. Responsibilities normally involve areas such as budget development, preparation and implementation, financial management, contract and grant administration, property and space management, personnel/payroll, labor relations issues, procurement of goods and services, legislation development and analysis, information systems administration, safety and security activities. Positions have responsibility for a combination of administrative functional areas but not necessarily all those listed above. Some positions may be required to dedicate a majority of the time to a particular area but no one area is the singular concern of the position. Levels within the series are distinguished by a variety of characteristics such as budget complexity and authority, the impact of recommendations or decisions on the organizational unit policies and programs, degree of political/public sensitivity and scrutiny, involvement in and impact on line (programmatic) functions, contacts, organizational structure and complexity, degree of line management's involvement in administrative services activities, etc. Most positions supervise subordinate staff; however, the complexity, sensitivity, variety, scope of the work, and decision-making authority distinguishes the level rather than the number of staff.

#### Human Resource Specialist I - P1410 - SR 16

Positions in this class perform journey level professional tasks that are analytical, evaluative and interpretative in nature in support of Alaska's executive branch human resource program. Positions perform a wide variety of human resource activities in the areas of classification and compensation, recruitment and selection, employee and labor-management relations, employment law compliance, training, worker safety and health, program and policy development, or other functions directly related to human resource management. Positions may work primarily in any one or a combination of these areas. Human Resource Specialist I is the journey professional level in the series. Methods of performing tasks are usually left to the judgment of the incumbent, with the supervisor available for assistance if needed. Work may be reviewed on completion. Assignments are primarily structured, standard and recurring, requiring research, analysis and the use of independent judgment and discretion to interpret and apply statutes, regulations, policies and procedures, collective bargaining agreements and human resource principles and practices (hereinafter "guides") to specific situations, rather than the mere application of detailed rules and procedures. Contacts are ordinarily with other human resource staff, agency employees and supervisors to obtain facts, explain rules and procedures, and complete routine personnel activities such as individual position allocation.

#### Human Resource Technical Services Supervisor I - P1432 - SR 17

Positions in this class supervise a payroll and recruitment service center and perform journey level professional tasks that are analytical, evaluative and interpretive in nature with respect to the payroll and recruitment functions. All positions are assigned substantial authority and independent judgment to employ and discipline subordinates. The Human Resource Technical Services Supervisor I is a mixed class in which incumbents both 1) supervise a technical payroll

and recruitment service center, and 2) perform journey level professional work related to the payroll and recruitment functions. The Human Resource Technical Services Supervisors I have substantial responsibility for the payroll and recruitment functions, including the authority to effectively recommend and implement statewide technical processes and procedures. Oversight of production payroll and the recruitment functions involves primarily standard and recurring assignments, requiring research, analysis and the use of independent judgment and discretion to interpret and apply statutes, regulations, policies and procedures, collective bargaining agreements and human resource principles and practices (hereinafter "guides") to specific situations, rather than the mere application of detailed rules and procedures. Contacts are ordinarily with other human resource staff in the Division of Personnel, the Division of Finance, and the Office of Labor Relations, as well as agency staff and supervisors to obtain facts, resolve problems and explain rules and procedures. Methods of performing tasks are left to the judgment of the incumbent.

Close review of each of these job classes indicates that the AMHS Dispatch Supervisor most closely aligns with Human Resource Specialist I. The position supervises AMHS Dispatchers at SR 15; therefore, assignment to that range is inappropriate. The position lacks the complexity and broad scope of responsibility required of the Human Resource Technical Services Supervisor I at SR 17. The position provides recommendations to managers within the narrow area of dispatch; broader disciplinary or contractual interpretation issues will be referred to the DOT Management Services Section of DOP. The AMHS Dispatch Supervisor is appropriately assigned to SR 16.

**Conclusions:**

The single position allocated to this job class is responsible for supervision and management of the dispatch functions of the Alaska Marine Highway System. The class is properly placed in the Personnel and Employee Relations job family and assigned class code P1418. Assignment to salary range 16 maintains the state's internal alignment standards and provides reasonable compensation for the services rendered.

AMHS Dispatch Supervisor (P1418) is established effective February 24, 2005.

**Position Analysis:**

PCN 253088 meets the definition and distinguishing characteristics of the AMHS Dispatch Supervisor by supervising three AMHS Dispatchers and providing consultation and recommendations to AMHS managers on matters related to the dispatch function. PCN 253088 is allocated to AMHS Dispatch Supervisor effective February 24, 2005. The position remains in the Confidential Bargaining Unit. The position meets the Executive criteria for exemption under the Fair Labor Standards Act and is not eligible for overtime.