

MEMORANDUM

State of Alaska
Department of Administration
Division of Personnel & Labor Relations

To: Nicki Neal
Director

Date: June 30, 2009

Thru: Cindy Gouveia *CG*
Class Studies Supervisor

Phone: 465-4075

From: Chuck Boland *CB*
Human Resource Specialist

Phone: 465-4075

Pat Morrissey *PM*
Human Resource Specialist

Phone: 465-4086

Subject: Administrative Clerk Study

Preamble:

A classification study of the Administrative Clerk job classes was initiated at the request of the Alaska State Employees Association (ASEA) in accordance with Article 17.2 B of the GGU Collective Bargaining Agreement. The scope of the study was expanded to include the Administrative Supervisor and Human Resource Assistant job classes due to the similarity of work performed by these and the Administrative Clerk job classes.

Study Scope:

This study included the review of all permanent full time Administrative Clerk I-III, Administrative Supervisor, and Human Resource Assistant positions, which included 1052 permanent positions from all departments in the Executive Branch. Updated position descriptions for these positions were requested from all agencies. This memo addresses the analysis and revision of the Administrative Clerk job class series and the Administrative Supervisor and Human Resource Assistant job classes.

Study Contacts:

Due to the large scope of this study, agencies designated either a single study contact or their Administrative Services Director to coordinate agency activities during the study process.

Study Method:

Updated position descriptions (PDs) for these positions were requested from all agencies in October 2008. The deadline for submission was set for November 15, 2008. Agencies were notified that positions for which no updated PDs were received by the deadline would be allocated based on the most recent PD of record.

Members of the Administrative Clerk Study Team made additional contacts with all agencies to request designation of benchmark positions for interview. Several departments responded by providing a list of Position Control Numbers for positions to be interviewed; other departments elected not to provide a list of positions to be interviewed.

In November and December 2008 and January 2009, the study team interviewed the incumbents of a total of 113 Administrative Clerk, Administrative Supervisor, and Human Resource Assistant positions representing fifteen agencies and fourteen different communities throughout the State. The interviews represented approximately 11% of permanent positions. For development of job class concepts and specifications, data compiled from the interviews and from Position Descriptions were reviewed and compared with current State of Alaska job class specifications as well as those of external agencies, including the federal government and other states. Class specifications were drafted, provided to State agencies for review, and used in a test allocation session with classification analysts. The specifications were refined based on the agencies' and analysts' comments and initial allocations determined. Following review of position allocations and resolution of controversial positions, the salary ranges of the job classes were analyzed and salary ranges recommended.

History of Job Class:

The Administrative Clerk I (P1133/SR07), Administrative Clerk II (P1134/SR08), and Administrative Clerk III (P1135/SR10) job classes were established September 1, 1994, as a result of the Clerical Study concluded the same year. The 1994 study consolidated and replaced the Clerk I-V, Clerk Typist II-III, Document Processor I-IV, Field Office Assistant, Administrative Support Technician I-IV, and Data Processing Clerk I-III job classes. These classes had been in existence since 1961 (Clerk and Clerk Typist), 1972 (Document Processor), 1979 (Administrative Support Technician), and 1983 (Data Processing Clerk), with the last substantive changes occurring to the Clerk and Clerk Typist series in 1971. Other than a broadening of minimum qualifications on August 15, 2003, there have been no other substantial changes to the Administrative Clerk I-III classes since their establishment.

The Administrative Supervisor (P1136/12) job class was originally established on September 1, 1994, as Administrative Clerk IV during the same Clerical Study that established the Administrative Clerk I-III job classes. The class title was changed from Administrative Clerk IV to Administrative Supervisor on March 15, 1996, and the Distinguishing Characteristics were broadened to reflect the title change and supervisory emphasis. Other than a broadening of minimum qualifications on August 15, 2003, there have been no substantial changes to this class since 1996.

The Human Resource Assistant (P1405/10) job class was established September 16, 2002, as a result of the Human Resource Classification Study conducted per Letter of Agreement 01-KK-048 with the Confidential Employees Association. There have been no substantive changes to this job class since its establishment.

Class Analysis:

The goals of the Administrative Clerk Study were to assess the duties and responsibilities of the study positions, develop job classes and a class series that reflected the various changes in

technology, work environment, and business practices that have occurred since the 1994 clerical study, and review and properly align the salary ranges of the job classes.

The Administrative Clerk Study updated and modified the existing Administrative Clerk job class series. The scope of the study was also expanded to include the Administrative Supervisor and Human Resource Assistant job classes due to the similarity of work performed by these and the Administrative Clerk job classes. An exhaustive and detailed analysis of the clerical work being performed by the Executive Branch of the State of Alaska supports the study team's determination that while there have been changes in the work performed by clerical staff since the 1994 Administrative Clerk Study, these changes have been modest and may be most appropriately accommodated through a combination of job class clarifications, recognition of the facilitator/lead work, and inclusion of the supervisory work within the job class series. To resolve problems of interpretation and application of the class specifications, the definition and distinguishing characteristics for each level have been rewritten to highlight the most characteristic factors. Changes have also been made to the examples of duties, minimum qualifications, and knowledge, skills, and abilities sections of the class specifications to make them current.

The positions in this study perform a variety of clerical duties in support of administrative and programmatic operations. The principal duties are varied and include drafting and editing correspondence, entering data, and providing general reception; retrieving and/or disseminating information on programs and services; performing examinations of documents, histories, and other articles, using databases, software applications, and spreadsheets; preparing and maintaining case files and file documents; receiving and processing applications and issuing permits, licenses, vital documents, and/or benefits of limited scope; preparing, tracking, and processing staff travel arrangements; reviewing office invoices for payment on purchases; determining appropriate collocation codes, ledgers, programs, and account codes appropriate to the intended purpose of the product or service; and verifying that coding is correct and requisite documents are complete. Some of the positions have formal supervisory duties such as employing and disciplining subordinates; other positions have lead responsibilities such as training other clerical staff and organizing work, while still other positions act as office facilitators for a programmatic or first responder line unit, performing clerical work in multiple administrative functional areas as the sole support of an organization's operations.

Review of the position descriptions and information collected from interviewing incumbents showed the clerical work performed by the study positions has not changed significantly from the characteristics defined in the existing class specifications; the study positions continue to provide clerical services in administrative, informative, and/or programmatic areas following established procedures, precedents, and policies. However, while the clerical work performed by the study positions has not changed significantly, the study team determined that certain positions warranted a separate job class based on their class-controlling office facilitator or lead-level duties.

Some of the feedback received from the agencies suggested that due to automation advances since the 1994 Clerical study, the work performed by State clerical positions has become more complex and difficult. However, when ranges do change because of automation, they are just as likely to decrease as to increase. Sometimes automation simplifies the work and therefore lowers

the ranges of positions. On the other hand, automation could cause some positions to expand and perform more complex duties that may result in higher ranges.

While the widespread use of computers has increased the productivity of clerical positions, the basic work processes performed by these employees remain substantially unchanged. Nor has automation changed the primary subject-matter knowledge, skills, and abilities required of positions. The study determined that while computers are an integral part of the modern work place, the kinds of automation involved with clerical work and the skills required to use them have generally replaced or supplemented work methods and techniques previously performed through manual or machine-enhanced processes or in centralized data processing centers. Most commonly, neither the purpose of the work nor the products expected of the employee have changed due to the availability of a computer at the desk. The study positions continue to perform, at their workstations, a variety of data processing operations involving a range of problem-solving, record-keeping, correspondence, and work-tracking operations.

The State's classification plan provides for grouping positions into job classes when they 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 rate of basic pay can be fairly applied to all positions; and 4) employees in a particular class are considered an appropriate group for purposes of layoff and recall. Job classes are constructed as broadly as is feasible as long as the tests of similarity are met.

Clerical activities are found in all departments and agencies. Previously, there were five job classes within the scope of this study in three different job class series. Examination and analyses of positions and their current duties found an underused job class (Administrative Clerk I) as well as one level of work for which a job class did not exist. To address the needed structure, we have established a new framework that includes four job classes:

- Office Assistant I (the journey level of the series)
- Office Assistant II (the advanced level of the series)
- Office Assistant III (the Office Facilitator or Lead level of the series)
- Office Assistant IV (the supervisory level of the series).

At the journey clerical level, incumbents perform the full spectrum of clerical tasks and follow specific procedures, apply established policies, and retrieve records and related information. At the advanced level, incumbents perform clerical services that require determining administrative and/or programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations. At the office facilitator or lead level, incumbents function either as an office facilitator in an office with no other clerical support or lead a defined clerical support unit. At the supervisory level, incumbents supervise a defined clerical support unit.

At the beginning of the Administrative Clerk Study, some departments advised the study team that 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 requisite Knowledge, Skills, and Abilities needed to perform the work—were clerical in nature and are defined in the new job class series. This also describes the work performed by Human Resource Assistants. While Human Resource Assistants perform work that is unique to the Department of Administration, the work is not specialized and does not warrant a separate job class. Based on the similarities in duties and responsibilities, the tests for grouping positions into job classes, and the goal of having job classes that are as broad as feasible, the duties of the Human Resource Assistant have been written into the Office Assistant II job class. Consequently, once the Human Resource Assistant job class positions are reallocated, the Human Resource Assistant job class will be abolished.

Additionally, during the examination phase of the study, the decision was made to re-integrate the Administrative Supervisor job class into the clerical series based on historical precedent, career progression considerations, and the similarity of non-supervisory duties most Administrative Supervisor positions are assigned.

As a result of the Administrative Clerk Study, the Administrative Clerk I and II job classes have been merged and are now the Office Assistant I job class; the Human Resource Assistant job class has been abolished and positions integrated into the Office Assistant II job class; the Office Assistant III job class has been created to recognize the class-controlling additional duties performed by office facilitators and lead positions; and the Administrative Supervisor job class has been reintegrated into the clerical series as the Office Assistant IV job class.

Class Title:

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.

The Administrative Clerk job class series title was created during the 1994 clerical study. However, this title is somewhat of a misnomer as not all positions in the class series perform an administrative function. During the study, suggestions were made for retitling the series from Administrative Clerk to Office Assistant in order to clarify that 1) some positions serve an informative or programmatic function rather than an administrative one and 2) the focus of the positions are to assist others in an office-type environment. As there are four levels in the series, an appropriate job title for each class is Office Assistant I, Office Assistant II, Office Assistant III, and Office Assistant IV, respectively.

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. Required training should be limited to the basic formal training that customarily prepares individuals for work in the field. Experience requirements are intended to ensure new employees can successfully perform the work after a period of orientation or familiarization. Required experience should be directly related to the actual duties of positions in the class and should not be equivalent to the work to be performed.

The customary entry into the clerical field is a high school diploma (or equivalent); the customary minimum qualifications for a journey-level clerical position are a high school diploma (or equivalent) plus six months of work experience. As the study team has eliminated the entry-level job class due to its being underutilized and no longer desired by the agencies—and based on overwhelming feedback from the agencies—the minimum qualifications for the journey level (Office Assistant I) has been slightly increased to a high school diploma (or equivalent) plus six months of work experience that includes the performance of clerical tasks.

As part of the Governor's Career Readiness Initiative, we are examining the use of WorkKeys® skill testing and the resulting National Career Readiness Certificate as an additional method of qualifying for Office Assistant jobs. Following completion of this study, the Department of Labor & Workforce Development will conduct WorkKeys® job profiling of one or more of the study classes. The skill tests measure an applicant's ability to perform in specific job-related areas and the established skill levels for qualification to a particular job class will be determined after the study team has received the Department of Labor & Workforce Development's final job analysis.

The Office Assistant II and Office Assistant III have the same minimum requirements, a high school diploma (or equivalent) plus one year of work experience that includes the performance of clerical tasks. Generally, higher levels in a series indicate the presence of more complex work. However, for the Office Assistant job class series, this is not true. The Office Assistant II is not only the advanced level of the series, the job class also defines the apex of clerical responsibilities of the series. In other words, positions allocated to the Office Assistant III job class perform the same level of clerical work as do positions allocated to the Office Assistant II job class. The difference between the job classes is not based on the level of clerical duties performed by the incumbents; rather, the difference between the two job classes is the additional, non-clerical, responsibilities as Office Facilitator or Lead assigned to positions allocated to the Office Assistant III job class. Since the level of clerical work assigned to both job classes is the same, the minimum qualifications are also the same. And since the required experience for a job class should not be equivalent to the work to be performed, adding an additional minimum requirement for experience as a lead or office facilitator is not appropriate.

The Office Assistant IV requires a high school diploma (or equivalent) plus one year of experience providing a broad range of clerical support. Similar to the Office Assistant III job class, incumbents at this level perform clerical duties at the Office Assistant II level; the supervisory responsibilities assigned to incumbents are the class-controlling duties that differentiate this job class from the others in the series.

Note: Other job class series in the State classification system refer to the Administrative Clerk III as an example of advanced clerical work. For the purpose of meeting a Minimum Qualification requirement in other job class series that require advanced-level clerical experience, the Office Assistant II job class supercedes the Administrative Clerk III job class.

Class Code:

A Class Code is assigned based on the placement of the job class in the classification schematic of Occupational Groups and Job Families. Occupational Groups are made up of related Job Families and encompass relatively broad occupations, professions, or activities. Job Families are

groups of job classes and class series that are related as to the nature of the work performed and typically have similar initial preparation for employment and career progression.

The Office Assistant I-II (formerly Administrative Clerk I-III) and Office Assistant IV (formerly Administrative Supervisor) are currently assigned to the General Administration job family PB01. This job family includes classes of positions that perform administrative, technical, and clerical work of a general nature that enables agencies to perform their line functions. Initial preparation for employment is typically through general education or office experience with subsequent career progression based on progressively responsible experience.

While not every Office Assistant performs administrative-type duties, the focus and assistive nature of the work, the types of decisions made and implemented, and the typical training and experience required for entry and advancement in the series support keeping the revised classes in the General Administrative job family. Accordingly, the Office Assistant job classes are assigned the following class codes:

Office Assistant I remains assigned PB0102
Office Assistant II remains assigned PB0103
Office Assistant III is assigned PB0104
Office Assistant IV remains assigned PB0105

AKPAY Code:

AKPAY Codes are assigned to job classes for use in legacy computer systems that cannot use the six-digit Class Codes in the current Classification Outline. The job classes revised in this study will retain their previously assigned AKPAY Codes.

Office Assistant I remains assigned P1134
Office Assistant II remains assigned P1135
Office Assistant III is assigned K0077
Office Assistant IV remains assigned P1136

Fair Labor Standards Act

The positions in this study are covered by the minimum wage and maximum hour provisions of the Fair Labor Standards Act of 1938, as Amended (FLSA). While exemption from the provisions of the Act are determined based on the specific circumstances of an individual employee on a work-week basis, there are general aspects of the classes and their influence on the exemptions for employees in bona fide executive, professional, or administrative positions that can be addressed in general.

The Office Assistant I, II, and III job classes do not meet the criteria for exemption under the Fair Labor Standards Act.

To meet the criteria for exemption as administrative employees, the primary duty must be the performance of office or non-manual work directly related to the management or general business operations of the employer or the employer's customers and must include the exercise of discretion and independent judgment with respect to matters of significance. Although the primary duty of employees in the Office Assistant IV job class are directly related to the

management or general business operations of the employer, positions in this job class do not exercise discretion and independent judgment with respect to matters of significance. This precludes employees in this job class from being exempted from overtime as administrative employees.

To meet the criteria for exemption as professional employees, the primary duty must be the performance of work that requires knowledge of an advanced type in a field of science or learning that is customarily acquired by a prolonged course of specialized intellectual instruction, or that requires invention, imagination, originality or talent in a recognized field of artistic or creative endeavor. The primary duty of employees in the Office Assistant IV job class is not in a field of science or learning whose customary preparation is a college degree in the field. Nor is the work in a recognized artistic or creative area. This precludes employees in this job class from being exempted from overtime as professional employees.

To meet the criteria for exemption as executive employees, the primary duty must be the management of a customarily recognized subdivision of the enterprise in which the employee is employed, must include the customary and regular direction of the work of two or more other employees, and must include the authority to hire or fire other employees or make suggestions and recommendations that are given particular weight in the hiring, firing, advancement, promotion or any other change of status of other employees. The primary duty of employees in the Office Assistant IV job class is to supervise a defined clerical support unit that is composed of a minimum of two subordinates. These employees are responsible for the full range of supervisory responsibilities, including filling positions and planning, assigning, organizing, and reviewing subordinates' work. Consequently, when an employee allocated to the Office Assistant IV job class has two or more full-time subordinates or the equivalent and is compensated on a salary basis at a rate that meets or exceeds \$455 per week, the employee meets the criteria for exemption from overtime as an executive employee.

Salary Analysis:

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 goals 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 occupational group and job family or related job families.

The Classification Outline is the hierarchy by which various job classes and class series are sorted into occupational groups and job families. Occupational groups consist of job families that encompass relatively broad occupations, professions, or activities. Job families consist of job classes that are related as to the nature of the work performed. The Office Assistant job classes are assigned to the Administrative and Office Support Occupational Group (PB). This group consists of families of classes that advise on, administer, supervise, or perform work involved in administration, management, accounting and related financial management, research and statistics, supply, personnel management, information technology, and clerical and secretarial work.

Within the PB Occupational Group, Office Assistant job classes are assigned to the General Administration (PB01) family. The PB01 family consists of job classes and job class series that perform administrative, technical, and clerical work of a general nature that enables agencies to perform their line functions. Initial preparation for employment is typically through general education or office experience with subsequent career advancement based on progressively responsible experience.

Office Assistant job classes are further assigned to Category A within the PB01 family. Category A job classes perform work involving either processing data that is normally initiated elsewhere and is subject to verification, revision, correction, and forwarding for action or substantial elements of the work of a professional, scientific, or administrative field in a supportive role. The work typically requires contact with the general public, the ability to follow specific procedures, explain, interpret, and apply established policies and procedures, and retrieve records and related information.

Internal consistency is the primary consideration when setting the salary range of a job class. Long-standing classification practice applies as follows:

- Use the journey level of the work (also known as the benchmark level) for comparisons of like work.
- Set compensation one range above the level of work being led and performed (this derives from the federal classification system) for job classes with lead responsibilities.
- Set compensation two ranges above the highest-level work supervised for job classes with full supervisory responsibilities.

Office Assistant I is the benchmark or journey level of the series and, accordingly, serves as the basis for setting the pay ranges for the Office Assistant Series. Due to the limited number of appropriate job classes within the PB01 family with which to compare the journey-level (and benchmark) Office Assistant I job class, the study team was unable to compare work at the same level for the Office Assistant I; instead, the study group found it necessary to compare the benchmark Office Assistant I job class—a journey-level clerical class—with advanced-level clerical classes as well as entry and journey-level paraprofessional job classes.

Because the PB01 family consists of a limited number of job classes available for comparison, the Office Assistant I was compared to other Category A job classes in the broader but related PB Occupational Group. Additionally, in order to ensure salary ranges are consistent with the merit principles and goals of the pay plan, we also compared the duties, responsibilities, and required knowledge and skills of the following job classes with the advanced level of the Office Assistant job class series (Office Assistant II).

Category A job classes used for comparison in the Administrative and Office Support Group		
Job Class	Range	Level
Administrative Assistant I	12	Entry Paraprofessional
Administrative Assistant II	14	Full-Proficiency Paraprofessional
Accounting Clerk	10	Advanced Clerical
Accounting Technician I	12	Entry Paraprofessional
Accounting Technician II	14	Full-Proficiency Paraprofessional
Human Resource Technician I	12	Entry Paraprofessional

Human Resource Technician II	14	Full-Proficiency Paraprofessional
Retirement & Benefits Technician I	10	Trainee Paraprofessional
Retirement & Benefits Technician II	12	Full-Proficiency Paraprofessional
Retirement & Benefits Technician III	14	Advanced Paraprofessional
Data Processing Technician I	13	Entry/Trainee Paraprofessional
Data Processing Technician II	15	Full Performance Paraprofessional
Microcomputer/Network Technician I	14	Trainee/Developmental Paraprofessional
Statistical Clerk	10	Advanced Clerical
Statistical Technician I	12	Routine Paraprofessional
Statistical Technician II	14	Complex Paraprofessional
Supply Technician I	10	1st level Paraprofessional (routine)
Supply Technician II	12	2nd level Paraprofessional (non-routine)

The study team's alignment focused on comparing the class-controlling characteristics with the class-defining characteristics of other job classes. The analysis focused on the following classification factors:

- the scope, level, and variety of regular, recurring duties;
- the nature, scope, and level of knowledge required;
- the nature and scope of direct and indirect supervision received;
- the scope and level of authority for decision making;
- the nature of guidelines used in decision making; and
- the consequences of errors by a prudent employee.

Office Assistant I is the journey clerical level in which incumbents apply established policies and procedures to perform the full spectrum of clerical services, including drafting and editing correspondence, performing data entry, and providing general reception.

Comparing the characteristics of the benchmark and journey-level Office Assistant I job class with job classes in the Administrative and Office Support Group revealed that there were few similarities with the classification factors for any of the job classes, as the compared job classes exceeded the scope, level, and variety of regular, recurring duties; the nature, scope, and level of knowledge required; the nature and scope of direct and indirect supervision received; the scope and level of authority for decision making; the nature of guidelines used in decision making; and the consequences of errors by a prudent employee allocated to the Office Assistant I job class.

By way of example, Office Assistants I perform a variety of duties under the guidance of a higher-level staff where assignments require the incumbent follow general instructions or established office procedures to perform work that requires general knowledge of the program/operations. Administrative Assistants I (SR12), in contrast, perform technical work in multiple administrative functional areas, evaluate and use information to make recommendations, and evaluate and recommend alternative administrative processes. Accounting Clerks (SR10) and the Statistical Clerks (SR10) perform work requiring specific knowledge and specific experience, respectively. The Retirement & Benefits Technician I (SR12) job class is a paraprofessional training class and, as such, is not similar to the Office Assistant I job class. And the Supply Technician I (SR10) duties require judgment and discretion as well as knowledge beyond the scope of what is expected of employees in the Office Assistant I job class. Although both the Human Resource Technician I (SR12) and Office Assistant I perform routine and

recurring duties, the Human Resource Technician I performs routine and recurring duties at the technical, rather than clerical, level and does not compare favorably to the Office Assistant I. While the nature and scope of supervision received are similar for the Accounting Clerk, Statistical Clerk, and the Office Assistant I, this similarity by itself is not enough to support aligning the Office Assistant I with these range-10 job classes. Therefore, the comparisons with the Administrative and Office Support Group do not support aligning the Office Assistant I at ranges 10 or 12.

Office Assistant II is the advanced clerical level. Incumbents perform clerical services that require determining administrative and/or programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations. Work at this level typically consists of a variety of duties that differ in nature and sequence because of the particular characteristics of each transaction or assignment within guidelines and precedents that are less detailed and explicit than at the lower level.

The Office Assistant II compares favorably with the Accounting Clerk (SR10), the Statistical Clerk (SR10), and the Supply Technician I (SR10) in the scope, complexity, decision-making authority, and level of knowledge required, supporting alignment of Office Assistant II at range 10. At the same time, the lack of technical-level duties in the Office Assistant II job class does not support alignment with the Administrative Assistant I (SR12), the Accounting Technician I (SR12), the Data Processing Technician I (SR13), and the Statistical Technician I (SR12), as employees in these job classes perform technical-level work. Accordingly, the comparisons support alignment of the Office Assistant II at range 10 rather than at ranges 12 or 13.

Office Assistant III performs work at the Office Assistant II level in either multiple administrative functional areas as the sole support of an organization's operations for a programmatic or first responder line unit where no higher-level Office Assistant IV, Administrative Assistant, and/or Administrative Officer is physically available; or while leading the work of lower level-clerical staff in either a defined clerical unit that is not supervised by an Office Assistant IV or is large enough to be subdivided by geographic location, distinct functional responsibility, and/or multiple shifts.

Office Assistant IV is the supervisory level where incumbents exercise substantial responsibility for employing, disciplining, or adjudicating the grievances of subordinates in a defined clerical support unit.

As the Office Assistant III and Office Assistant IV job classes are Lead and Supervisory job classes, respectively, long-standing classification practice places the Lead level class—the Office Assistant III—one range above the level of work being led and performed (in this case, Office Assistant II), and the Supervisory class—the Office Assistant IV—two ranges above the highest-level work supervised (also, in this case, the Office Assistant II).

The salary range for the benchmark and journey-level Office Assistant I (formerly Administrative Clerk II) job class has been set at salary range 08 since it was established in 1994. Since the work has not significantly changed, there is no indication that any change to the salary range is warranted.

Based on the analysis of the duties and responsibilities typical of the classes, the preponderance of comparisons with other job classes, the goals of the pay plan, and the need to provide sufficient range separation between classes to recognize and compensate differences in skill, difficulty, and responsibility, the study team recommends Office Assistant I are assigned to salary range 08, Office Assistant II are assigned to salary range 10, Office Assistant III, as a Lead level job class, is assigned to salary range 11, and Office Assistant IV, as a Supervisory level job class, is assigned to salary range 12.

Conclusions:

The goals of the Administrative Clerk Study were to assess the duties and responsibilities of the study positions, develop job classes and a class series that reflected the various changes in technology, work environment, and business practices that have occurred since the 1994 clerical study, and review and properly align the salary ranges of the job classes. All class specifications have been revised to more accurately reflect the work performed at each level, a lead-level/office facilitator job class has been created, the Administrative Clerk I and II job classes have been merged, clerical supervisors have been reintegrated into the series, and the minimum qualifications on all levels have been revised to aid recruitment.

The job analysis and review of internal alignment found insufficient justification to change the salary ranges assigned the classes. Internal alignment analysis indicated the Office Assistant I-IV job classes were appropriately assigned to salary ranges 08, 10, 11, and 12, respectively.

The position allocation analyses for study positions are being transmitted through the OPD system. The revised job classes are effective July 1, 2009.

Attachments:

Final class specifications

Position Allocation Spreadsheets

cc: All Administrative Services Directors

All Human Resource Managers

Jim Duncan
Business Manager
Alaska State Employees Association

Aaron Gelston
President
Confidential Employees Association

Bruce Ludwig
Business Manager
Alaska Public Employees Association