

| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: CONSENT AGENDA

Meeting Date: April 7, 2020

Item Details

Presenter(s): Mary Beth Manville, Human Resources Director

Department(s): Human Resources

Requested Motion

Motion to approve the Water Resources Program Support Specialist position (Grade 15) to a Senior Program Support Specialist position (Grade 17).

Approval Recommended?

Unanimous approval from the Personnel Committee.

Item Details

The Water Resources Program Support Specialist position was classified as a Senior Water Resources Support Specialist (Grade 17) in August 2017 due to the responsibilities of the position. The position was subsequently downgraded to a non-senior level position (Grade 15) in February 2019 when the incumbent was promoted to a coordinator position within the Water Resources Department with the plan that all of the senior level responsibilities would be taken to the new position. Since being in the Coordinator Role, the incumbent has transitioned several of the responsibilities back to the Program Support Specialist role including the following:

- Review and verify records and reports for correct information; process documents based on review and verification; file and retrieve materials based on limited information and perform periodic follow-up activities; create, maintain and update data bases requiring knowledge of and ability to interpret and apply ordinances, regulations, and procedures.
- Screen and route materials according to content of communications; write responses; research alternatives; draft recommendations; related materials from files.
- Support the department or division head in overall departmental projects; organize the administrative work flow; identify and develop database and other records management systems.
- Take information for work orders and assign to staff; track progress and inform citizens of timeframes.
- Use specialized programmatic software to track and assign work orders; produces reports.
- Work closely with department head in budgeting, purchasing, and procurement of equipment, supplies, and materials for the department; handle contract files for a variety of projects; prepare invoices; track payments and past dues.
- Handle public requests for services or information with limited review and based on program and policy knowledge; often resolve problems or complaints without management's assistance.



- Maintain personnel files; track training, handle confidential or sensitive information in an appropriate manner.
- Maintain staff calendars as requested; schedule meetings.
- May plan and assign work of office staff; keep staff and management informed on issues.
- Compose drafts or final letters, memoranda, reports and other materials; review work for both form and content; proofreads final proof of materials.
- Maintain inventory or activity records and files; initiate appropriate follow-up or further action based on the status of program activity.
- Plan, coordinate and purchase items for special events.
- Ensure that assigned web pages are up to date; add new content and makes revisions.

As the current duties of the position are more in line with the Senior Program Support Specialist the request is being made to reclassify the position from the Program Support Specialist (Grade 15) to the Senior Program Support Specialist (Grade 17).

Attachments

- None

