

OFFICE OF STATE EMPLOYMENT RELATIONS

- DIVISION OF MERIT RECRUITMENT AND SELECTION BULLETIN -

Date: July 26, 2005

Locator No: OSER-0071-MRS/SC

Subject: Miscellaneous Classification Plan Changes
Resulting from the Implementation of the
Administrative Support Personnel
Management Survey

Pursuant to s. 230.09, Wis. Stats., the Director of the Office of State Employment Relations (OSER) has approved the classification plan changes identified on this bulletin. Regardless of the actual notification date, the **effective date is July 24, 2005** unless otherwise stated. Details on the pay processing instructions to accompany implementation of the Administrative Support Personnel Management Survey are contained in Bulletin OSER-0069-CLR/LR/PP.

The Administrative Support Personnel Management Survey was initiated September 1, 2000, in Bulletin CLR/SC-117, *Survey of Select Classifications in the Administrative Support Unit-Phase One*. This survey was initiated upon the request of state agencies and the Wisconsin State Employees Union based upon their experienced difficulties with classification and compensation issues within this group of classifications, such as difficulty distinguishing between levels within a series or difficulty recruiting and retaining employees. The goals of the survey sought to address classification, compensation, recruitment, and retention difficulties agencies experienced in regard to these Administrative Support and other related classifications.

Agencies and the WSEU were asked to identify problems within the specifically identified Administrative Support classifications. Entry pay and parking costs are a problem for the Madison area. There appears to be a lack of qualified applicants, presumably because of the salary, and most of the numerous applicants certified for vacancies indicate they are not interested when contacted about specific vacancies. The classification specifications from 1979 do not adequately address the complexity associated with technological advancements and working extensively in an electronic work environment. The scope of the program knowledge required of some positions does not appear to be considered in the 1979 specifications. Opportunities for reclassification are minimal for positions in very small agencies and there are spotty areas of retention problems.

Phase One and limited portions of Phases Two and Three of this survey were implemented effective May 18, 2003, (Bulletin MRS-SC-154). The classifications of Clerical Assistant 2; Technical Typist Entry, Objective, and Senior; Typesetting System Input Operator 1 and 2; Typist and Typist-Lead; and Word Processing Operator 1, 2, and 3 were abolished and the new classifications of Clerical Assistant; Document Production Assistant and Lead; Technical Typist and Senior; and Typesetting Input Operator were created as part of Phase One. As part of Phase Two, the Dean Assistant; Medical Program Assistant, Associate and Senior; and Medical Staff Assistant were created.

Administrative Support Survey - Phase Two and Three -- Combined

The following classifications were included in the Phases Two and Three of the survey.

CLASSIFICATION	PR
Program Assistant 1	02-08
Program Assistant 2	02-09
Program Assistant 3	02-10
Program Assistant 4	02-11
Secretary 1	02-09
Secretary 2	02-10

A survey questionnaire was developed and sent to all employees occupying positions classified as Program Assistant 1 and 2. Employees were asked to indicate the types of work they do and the approximate percentage of time each work type required. This questionnaire allowed the employer to identify different types of work that were being performed by most employees and to distinguish unique work assigned to some positions. The work assigned to most positions is now described by the general office support classifications of Office Associate, Office Operations Associate and Operations Program Associate. The unique pockets of work were grouped into specific classifications such as Visitor Services Associate at the state parks and the Disability Associate that supports the work done by the Disability Determination staff.

Phases Two and Three of the ASU Survey were combined to facilitate completion of the survey and because it was difficult to differentiate between work assigned to various levels in some of the Program Assistant positions. More than 15 percent of the positions were audited by human resources staff. As a result of these audits and review of position descriptions, the work was divided into general routine or complex office support and more advanced paraprofessional administrative or program support categories. New classifications were created to address these different areas. The following table reflects the new classifications and their designation as either general office or paraprofessional assistance.

General Office Support	Paraprofessional Support
Disability Associate	Academic Department Associate
Investigative Associate	Academic Department Specialist
Office Associate (Routine)	Consumer Complaint Program Associate
Office Operations Associate (Complex)	Disability Program Associate
Police Services Associate	Environmental Program Associate
Purchasing Associate	License/Permit Program Associate
Visitor Services Associate	Operations Program Associate
University Services Associate 1 and 2	Real Estate Program Associate, Advanced
	Vocational Rehabilitation Program Assoc
	University Services Program Associate

Modification of a classification

During the review we discovered that the duties assigned to many of the Clerical Assistant positions were also described in the Office Associate classification specification. Therefore, the Clerical Assistant specification is being modified at this time to reflect only the repetitive duties expected at this level and to remove the duties identified in the Office Associate specification.

Abolishment of an old and creation of a new classification

Positions performing institution registrar work were discovered as classified in the Program Assistant series. This resulted in abolishment of the more specific Offender Registrar classification which is being replaced by the new Institution Registrar classification to include those positions that do registrar work within institutions other than those managed by the Department of Corrections.

- 1) **Abolish** the **Program Assistant 1, 2, 3, and 4; Secretary 1, 2; and Offender Registrar** classifications, **effective July 24, 2005**, as a result of implementation of the WSEU Administrative Support Survey. Positions affected by these actions will be reallocated according to item #2 below. Questions may be directed to Pat Waterman at (608) 266-8149.
- 2) **Create** the **Academic Department Associate (A/B); Academic Department Specialist (A/B); Consumer Complaint Program Associate(A/B); Disability Associate(A/B); Disability Program Associate (A/B); Environmental Program Associate; Institution Registrar; Investigative Associate(A/B); License/Permit Program Associate(A/B); Office Associate; Office Operations Associate; Operations Program Associate(A/B); Police Services Associate; Purchasing Associate; Real Estate Program Associate(A/B and Advanced); University Services Associate 1 and 2;**

University Services Program Associate (A/B); Visitor Services Associate; and Vocational Rehabilitation Program Associate(A/B) classifications, **effective July 24, 2005**, as a result of implementation of the WSEU Administrative Support Survey. The Department of Administration Central Payroll and the University of Wisconsin Employee Compensation and Benefits Services will process the reallocations of these classification actions and the automated notices will be included with the employees pay checks dated August 18, 2005. Agencies should develop a mechanism with which to record the date employees receive reallocation notices on any date other than August 18, 2005, for these actions. Questions may be directed to Pat Waterman at (608) 266-8149.

- 3) **Modify the Clerical Assistant** classification specification, **effective July 24, 2005**, to remove those duties described in the Office Associate specification. The Department of Administration Central Payroll and the University of Wisconsin Employee Compensation and Benefits Services will process the reallocations of these classification actions. Questions may be directed to Pat Waterman at (608) 267-8149.
- 4) **Reassign the pay range of the Tourist Information Assistant 1 and 2** classifications, **effective July 24, 2005**, as a result of the 2003-2005 collective bargaining agreement between the State of Wisconsin and the WSEU Administrative Support Unit. Refer to Bulletin OSER-0069-CLR/LR/PP for detailed pay processing instructions related to these pay range reassignments. The Department of Administration Central Payroll and the University of Wisconsin will process the reallocations resulting from these pay range reassignments. Questions may be directed to Leean White at (608) 267-0344.

Internet Availability:

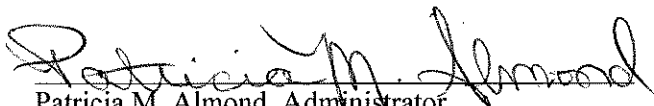
The target date for the availability of classification specifications from this bulletin on the OSER Web Page is August 18, 2005. This is the only notification DMRS will be providing, so please share this information with appropriate agency staff. Any questions should be directed to Debra Bower at (608) 267-5162.

Alphabetical Listing of Classifications:

The Alphabetical Listing of Classifications (Alpha List) is also available on the OSER Web Page at <http://oser.state.wi.us/docview.asp?docid=1425>. The Alpha List is updated monthly after classification plan changes are implemented. The date of the last update is listed at the top of the document. Please contact Debra Bower at (608) 267-5162 if you have any questions about information contained in the Alpha List.

Contact Points:

Questions may also be directed to the appropriate analyst at the OSER Fax number (608) 267-1000 or by e-mail at (using the analyst's name) firstname.lastname@oser.state.wi.us.


Patricia M. Almond, Administrator
Division of Merit Recruitment and Selection

Classification	Class Code	Pay Range	Unit Code	EEO Cat.	FLSA	FLSA LTE Code	Job Group	CIC Code
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ABOLISH

1) Program Assistant 1	16131	02-08	02	6	N	N	200	313
Program Assistant 2	16132	02-09	02	6	N	N	200	313
Program Assistant 3	16133	02-10	02	5	N	N	187	313
Program Assistant 4	16134	02-11	02	5	N	N	187	313
Secretary 1	18001	02-09	02	6	N	N	200	315
Secretary 2	18002	02-10	02	6	N	N	200	315
Offender Registrar	18960	02-13	02	6	N	N	187	336

Classification	Class Code	Pay Range	Unit Code	EEO Cat.	FLSA	FLSA LTE Code	Job Group	CIC Code
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CREATE

2) Academic Department Associate (A)	23060	02-10	02	6	N	N	187	313
Academic Department Associate (B)	23070	02-11	02	6	N	N	187	313
Academic Department Specialist (A)	23100	02-11	02	6	N	N	187	313
Academic Department Specialist (B)	23170	02-12	02	6	N	N	187	313
Consumer Complaint Program Associate (A)	23200	02-10	02	6	N	N	187	376
Consumer Complaint Program Associate (B)	23260	02-11	02	6	N	N	187	376
Disability Associate (A)	23400	02-09	02	6	N	N	200	377
Disability Associate (B)	23460	02-10	02	6	N	N	200	377
Disability Program Associate (A)	23300	02-10	02	6	N	N	187	377
Disability Program Associate (B)	23360	02-11	02	6	N	N	187	377
Environmental Program Associate	23270	02-12	02	6	N	N	187	389

Institution Registrar								
16700	02-13	02	6	N	N	187	336	
Investigative Associate (A)								
23370	02-09	02	6	N	N	200	376	
Investigative Associate (B)								
23470	02-10	02	6	N	N	200	376	
License/Permit Program Associate (A)								
23660	02-10	02	6	N	N	187	376	
License/Permit Program Associate (B)								
23670	02-11	02	6	N	N	187	376	
Office Associate								
16000	02-09	02	6	N	N	200	379	
Office Operations Associate								
16160	02-10	02	6	N	N	200	379	
Operations Program Associate (A)								
16400	02-10	02	6	N	N	187	389	
Operations Program Associate (B)								
16460	02-11	02	6	N	N	187	389	
Police Service Associate								
23900	02-10	02	6	N	N	187	379	
Purchasing Associate								
16500	02-10	02	6	N	N	202	343	
Real Estate Program Associate (A)								
23500	02-10	02	6	N	N	187	379	
Real Estate Program Associate (B)								
23560	02-11	02	6	N	N	187	379	
Real Estate Program Associate- Advanced								
23570	02-12	02	6	N	N	159	254	
University Services Associate 1								
16600	02-09	02	6	N	N	200	379	
University Services Associate 2								
16660	02-10	02	6	N	N	200	379	
University Services Program Associate (A)								
23760	02-10	02	6	N	N	187	389	
University Services Program Associate (B)								
23770	02-11	02	6	N	N	187	389	
Visitor Services Associate								
23080	02-10	02	6	N	N	200	323	
Vocational Rehabilitation Program Associate (A)								
23860	02-10	02	6	N	N	187	377	
Vocational Rehabilitation Program Associate (B)								
23870	02-11	02	6	N	N	187	377	

Classification	Class	Pay	Unit	EEO	FLSA	FLSA	Job	CIC
	Code	Range	Code	Cat.		LTE Code	Group	Code

MODIFY

3)	Clerical Assistant	16100	02-07	02	6	N	N	200	379
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Classification	Class	Pay	Unit	EEO	FLSA	FLSA	Job	CIC
	Code	Range	Code	Cat.		LTE Code	Group	Code

REASSIGN THE PAY RANGE

4)	Tourist Information Assistant 1								
	OLD	19911	02-08	02	6	N	N	187	323
	NEW	19911	02-09	02	6	N	N	187	323
	Tourist Information Assistant 2								
	OLD	19912	02-09	02	6	N	N	187	323
	NEW	19912	02-10	02	6	N	N	187	323

Note: Agencies are reminded to record relevant changes in the Job Group Listings distributed by the Division of Affirmative Action.

Effective Date Items 1-4: July 24, 2005