



Regular Meeting Notice/Agenda

The Civil Service Commission

9:30 AM – June 17, 2025

NOTICE IS HEREBY GIVEN by the City of Spokane Civil Service Commission, that a regularly scheduled meeting of the Civil Service Commission will be held on June 17, 2025, commencing at 9:30 A.M. in the City Council Chambers – Lower Level of City Hall (808 W. Spokane Falls Blvd., Spokane WA, 99201). The purpose of the meeting is to conduct the monthly commission meeting and to discuss other matters as reflected on the attached agenda.

The meeting will be conducted in-person and open to the public with commission members, staff and presenters attending in-person. All meetings will be streamed live on Channel 5.

Oral public comment will be accepted at the meeting for agenda items to be decided by the Commission, excluding hearing items. Individuals who want to provide oral comment at this time but are unable to physically attend the meeting shall contact the Commission at civilservice@spokanecity.org to request by 5:00 P.M. the day before the meeting, (Monday, June 16, 2025) so the Commission can make arrangements for you to participate telephonically at the meeting.

DATED THIS 3rd DAY OF JUNE 2025.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION: The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Spokane City Council Chamber in the lower level of Spokane City Hall, 808 W. Spokane Falls Blvd., is wheelchair accessible and is equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of picture I.D.) at the City Cable 5 Production Booth located on the First Floor of the Municipal Building, directly above the Chase Gallery or through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write, or email Risk Management at 509.625.6221, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or riskmanagement@spokanecity.org. Persons who are deaf or hard of hearing may contact Risk Management through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.



Agenda

Regular Meeting of the Civil Service Commission

9:30 AM – June 17, 2025

City Hall – City Council Chambers – Lower Level
808. W Spokane Falls Blvd., Spokane, WA 99201

1. **CALL TO ORDER/ROLL CALL**
2. **APPROVAL OF MINUTES**
 - a. May 20, 2025, Minutes (pg. 3)
3. **CHIEF EXAMINER UPDATE**
4. **NEW BUSINESS**
 - a. Continuation of Administrative Complaint: Kelly Long Survey Determination (pg. 4)
5. **OTHER BUSINESS**
6. **ADJOURN**

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



Minutes

Regular Meeting of the Civil Service Commission

May 20, 2025

1. CALL TO ORDER/ROLL CALL

Meeting called to order at 9:30am. All commissioners were present except Commissioners Lindsey and Hult who had excused absences.

2. APPROVAL OF MINUTES

- a. April 15, 2025, Minutes

MOTION: Move to approve.

Palmerton/Stratton: Motion passed unanimously.

3. CHIEF EXAMINER UPDATE

Chief Examiner Pearson gave updates on Civil Service.

- a. New Fire recruitment website is up and running. There is now a dedicated recruitment space for both Police and Fire.
- b. First round of the Civil Service Merit Tour was a success.
- c. Free PST test for 2025 happened this weekend and will have the number of candidates that attended shortly. We are recruiting for two possible academies.
- d. Civil Service staff are off-site for Police Lieutenant promotional testing.

4. NEW BUSINESS

- a. Introduction of HR Director, Allison Adam

- b. Performance Evaluation Process for Chief Examiner

- i. MOTION: Move that we move to executive session in order to discuss a performance evaluation for a public employee.

Stephens/Palmerton: Motion passed unanimously.

- 1. The Commission adjourned into executive session at 9:36am and resumed open session at 9:55am.

- ii. MOTION: That we table further discussions on the evaluation that we were just discussing until our July meeting.

Stephens/Palmerton: Motion passed unanimously.

5. OTHER BUSINESS

6. ADJOURN

MOTION: Move to adjourn.

Palmerton/Stratton: Motion passed unanimously.

Meeting adjourned at 9:56am.

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



Item 4A – Administrative Complaint: Kelly Long Job Survey Determination

Background

The Chief Examiner will continue the presentation of an administrative complaint filed by Ms. Kelly Long. A job survey was conducted of the incumbent's current classification of Executive Assistant (SPN 025). Based on Ms. Long's completed position description questionnaire and a meeting with her to discuss her work, Civil Service determined that Ms. Long was not properly classified and based on the preponderance of work, would be most properly classified as an Administrative Manager (SPN 051). This determination was discussed with department and division management. Management believes the management level work rests with the Department director, Mr. Jeff Teal. With the management duties removed, the most proper classification for the preponderance of work Ms. Long is performing would be Office Clerk Specialist (SPN 003).

Ms. Long does not agree with the determination of the job survey. Rule III, Section 4b states:

"An appointing officer or incumbent employee who disagrees with an assigned classification may file an administrative complaint in accordance with Rule XII: Investigations and Hearings. The complaining party has the burden of showing that the Civil Service determination is incorrect."

Commission action is required.

Attachments:

Rule III: Classification (pg. 5)

Timeline of the job survey process and results of Internal Review by Chief Examiner (pg.7)

Initial survey letter (pg. 10)

Position description questionnaire – completed by K. Long (pg. 11)

Job survey comparison sheet (pg. 26)

Merit System Analyst survey determination- Lisa Olson (pg. 28)

Email- Lisa Olson regarding determination and work levels (pg. 31)

Determination letter to K. Long (pg. 32)

003 Office Clerk Specialist Class Spec (pg. 33)

025 Executive Assistant Class Spec (pg. 35)

051 Administrative Manager Class Spec (pg. 38)

Documents submitted by K. Long at the April 2025 Commission Meeting Documents (pg. 41)
submitted by K. Long for the June 2025 Commission Meeting (pg. 121)

Rule III: Classification

Section 4. RECLASSIFICATION:

(a) When the duties and responsibilities of an existing position change permanently and substantially so that the preponderance of duties is no longer representative of the current classification, the department head must submit a reclassification request to the Chief Examiner. Civil Service staff must investigate the proposed reclassification and advise as to the correct classification, following the process in Section 3 (a) to develop a new classification if necessary. In all cases, the appointing officer has the option of changing, refining, or limiting the duties performed by the position in question to coincide with those of the current classification.

(b) An appointing officer or incumbent employee who disagrees with an assigned classification may file an administrative complaint in accordance with Rule XII: Investigations and Hearings. The complaining party has the burden of showing that the Civil Service determination is incorrect.

(c) When a reclassification results in an upgrade of the position, an incumbent who meets the new minimum requirements will be allowed to take the current examination for the new classification prior to certification or appointment. If the incumbent passes the exam, the incumbent may be placed into the reclassified position subject to the following conditions:

(1) If the incumbent has been doing the work of the higher classification for at least one year, and it can be shown to the satisfaction of the Commission that the higher-level work was not intentionally assigned to the incumbent, the incumbent's name must be certified for the position. Out-of-grade assignments or other additional compensation to the incumbent will be taken as evidence that the work was intentionally assigned.

(2) If the incumbent has not been doing the work of the higher classification for at least one year, or if the higher-level work was assigned to the incumbent, the incumbent must compete for the position on the same basis as other applicants.

(d) When a reclassification results in a downgrade of the position, the affected employee will be notified of the reclassification action. The employee may accept a transfer to the reclassified position or have thirty (30) days to request a transfer in their present classification. Upon requesting transfer in their present class, the affected employee must accept transfer to the first offered position, at which time the reclassification of their former position will be implemented. In the event of failure to request transfer, failure to accept transfer to the first offered position, or no position becoming available within one (1) year of notification, the reclassification will be implemented, and the incumbent must be transferred to the downgraded position. Transfers to a different classification as specified in this subsection will entitle the employee to be placed on the laid-off list for the formerly held classification.

Section 5. JOB SURVEYS:

When the proper classification of a specific position is unclear or in dispute, a department head, employee, or authorized employee representative may request that a job survey be conducted, or the Commission on its own may direct that a survey be conducted. Prior to initiation of the survey, the Commission must notify the appointing officer, department head, Human Resources Director, incumbent employee, and the appropriate bargaining unit. If the survey shows that the duties or responsibilities of a position have substantially changed to the extent that the preponderance of the work is no longer representative of the assigned classification, the position will be reclassified by order of the Commission in accordance with Section 4, subject to budget approval by the City Council.

Administrative Complaint – Kelly Long

Timeline of Job Survey process

-July 2024

After a conversation regarding support staff positions within the Finance division, Mr. Matt Boston, Chief Financial Officer and Division Director to the Facilities Management Department, requested a job survey of Ms. Kelly Long, Executive Assistant in the Facilities Management Department.

-July 8, 2024

Survey letter and Position Description Questionnaire (PDQ) sent to Kelly. Also notified were:

Jeff Teal, Director of the Facilities Management Department

Jon Klapp, President of the Spokane Managerial & Professional Association (M&P)

Ted Kummet, Human Resources Analyst II

-September 3, 2024

Completed PDQ returned with signoff from Ms. Long and Mr. Teal.

-September 5, 2024

Survey process assigned to Lisa Olson, Merit System Analyst III. Ms. Olson interviewed Ms. Long on Sept. 17, 2024, as part of the process.

-October 17, 2024

Ms. Olson made an initial survey determination. Based on the preponderance of work, the initial finding was that Ms. Long was not properly classified, and that her proper classification was that of Administrative Manager.

-First week of November

Chief Examiner met with Mr. Boston to discuss the initial determination and level of work Ms. Long was found to be performing.

-December 19, 2024

I met with Mr. Teal and Mr. Boston regarding the level of work being performed by Ms. Long. Mr. Teal did not agree that Ms. Long was doing any management work. He stated that Ms. Long was very nervous about the job survey, and that he “knew how she wrote.” Mr. Teal also stated that no one from Civil Service contacted him, and I reminded him that he reviewed and signed off on the PDQ. He stated he didn’t understand what that was and thought it had something to do with reviewing the job specification. He also stated he was not notified that a job survey was initiated at all. I reminded him that he was emailed the job survey notification letter on July 8, 2024.

We then discussed the options available. Mr. Teal said the management-level work was his, and Mr. Boston agreed that the best thing moving forward was for Mr. Teal to do the management-level work. I then told them that whether the management work was removed from her duties or she had not been doing that level of work at all, she was still not properly classified as an Executive Assistant. The bulk of her remaining work is in support of the work of the department, (e.g. monitoring, tracking, and data entry), and that she would be then most properly classified as an Office Clerk Specialist.

From this discussion, management decided to remove the management-level work and downgrade the position to an Office Clerk Specialist. Mr. Teal requested to have a conversation with Ms. Long regarding the outcome of the survey and the plan management wanted to take after the Christmas holiday. He told me that he would let me know once he had that conversation with Ms. Long so that I could meet with Ms. Long to discuss her rights and options, and to explain the Merit System Rules applicable to this situation.

-February 10, 2025

I met with Ms. Long and Jon Klapp to discuss the determination and Ms. Long's rights under the Merit System. I shared the Civil Service determination that she was working at a higher level, and that Mr. Teal did not agree with this determination. I explained what was discussed at the Dec. 19, 2024, meeting with Mr. Teal and Mr. Boston. Ms. Long asked for an unspecified compromise, and I told her that Civil Service rules do not allow for this. I also informed her that management has the right to determine the scope of work being performed, and that while we found her to be working at a higher level, management did not want that.

-February 20, 2025

Ms. Long filed an administrative complaint.

Internal review of the survey process:

Based on Rule XII, Section 3, I initiated an internal review of the survey process. I met with Ms. Olson to review her process. She followed the Civil Service standard procedure for job surveys, which entailed reviewing Ms. Long's completed PDQ and meeting with the incumbent. Ms. Olson met with Ms. Long on Sept. 17, 2024, to go over her PDQ responses and to gain any clarification needed. She made the initial determination that Ms. Long was working at the Administrative Manager level.

-March 18, 2025

I met with Ms. Long and Mr. Klapp to discuss my internal review and address her questions or concerns. Ms. Long brought up the job specification revisions to Administrative Specialist and the title change to Executive Assistant. She said that she was "reclassified" out of Administrative Specialist. I explained that the revisions and retitle of Administrative Specialist to Executive Assistant were completed in January 2024 and had no bearing on her job survey or the outcome. When the class revision process started, all incumbent Administrative Specialists, including Ms. Long, were asked to assist by providing information regarding the work they do, the equipment they use, and other relevant information that would help Civil Service in the revisions. All of the revisions

were reviewed by Civil Service, the M&P bargaining unit, and members of management. The classification was revised and retitled to Executive Assistant. Civil Service gained concurrence from both labor and management in early March 2024, and the Civil Service Commission adopted these changes at the March 19, 2024, meeting. The survey for Ms. Long was not discussed or started until early July 2024.

-April 3, 2025

I had a final conversation with Ms. Long, M&P, and management about the direction management wanted to choose. Management was clear that they felt the best position for the department is an Office Clerk Specialist and that any managerial type of work would be best placed on Mr. Teal. We again discussed that Ms. Long would receive layoff rights to Executive Assistant and that her name would be sent to any future openings within the City for that classification.

I sent Ms. Long an email later that day to provide information regarding her administrative complaint, including the date and time of the Commission meeting, the hearing process, and requested that she provide any documents for Commission review by April 8, 2025.

Internal Review Findings:

I found the survey process to be thorough and complete. It followed the standard practices Civil Service uses in the job survey process. Ms. Long's body of work was compared to a variety of City job classifications including Executive Assistant, Office Clerk Specialist, Office Supervisor, Administrative Manager, and Program Professional.

Based on the responses from Ms. Long in her PDQ and interview, Ms. Olson determined that Ms. Long was working at a higher level than her current classification. Only about 10% of her work falls under the Executive Assistant classification. She was found to be running the entire office and was tasked with running the entire request for proposal (RFP) process, signing off on financial documents, and making independent decisions with no oversight. The core function of an Executive Assistant is to support, not to replace, a director. Administrative Managers and Office Clerk Specialists work down to support staff and the functions of a department. The job survey made clear that the preponderance of Ms. Long's non-managerial work was not in support of the director, but in support of the work of the department.

Management retains its right to determine the type of work they want employees to perform and made clear to Civil Service that they do not wish to upgrade the position to an Administrative Manager. They reiterated that the managerial duties are best placed on the Facilities Director and that what is best for the department is to reclassify the position to an Office Clerk Specialist. Civil Service supports this reclassification based on the job survey information and subsequent determination that the managerial work would be done by the department director.

I recommend re-surveying the position in one year to ensure that the higher-level work is still being performed by the director.



Civil Service Commission

July 8, 2024

Kelly Long
Executive Assistant
Facilities

Dear Kelly,

Civil Service is requesting a survey of your position be completed.

Accordingly, please complete pages 1 - 10 of the attached position description questionnaire. Once completed forward on to your supervisor.

The deadline to submit your completed questionnaire is **August 5, 2024**. Upon receipt of the requested information in our office, we will be able to move forward with the process.

Should you have any questions, please feel free to call 509-625-6160 or stop by Civil Service.

Thank you,

Kelsey Pearson
Chief Examiner

cc: Jeff Teal, Director
Ted Kummet, Human Resources
Jon Klapp, M&P President



Civil Service Commission

Civil Service Position Description Questionnaire

General Instructions for the PDQ

The purpose of this questionnaire is to collect information about your current assigned duties and tasks. Your information should describe the work that you do, and that someone else would be expected to perform should you promote, transfer, or accept another assignment with the City.

This PDQ is not a statement of your personal qualifications for the work or a measure of your individual competency. We are not concerned about the quantity or quality of your work, and we will not use this form to determine the number of positions needed.

Please be accurate and thorough when answering the questions.

The following suggestions may help you to complete this PDQ:

- If the document opens in View-only mode, select “View” and then “Edit Document” from the menu at the top of the page.
- Read all of the questions and instructions before starting your answers.
- If possible, allow more than one session to complete the PDQ. You may wish to respond to some questions first, then take some time to reflect on your work before finishing.
- Spell out all abbreviations (e.g. WTE = Waste to Energy).
- If you need more space to respond, submit a separate document. Make sure your name is on all documents, and that all questions are labeled.
- If a question does not apply to your job, please write “N/A” in the space provided.

When you have completed the questionnaire, please turn it in to your immediate supervisor.

Please have your completed questionnaire to your supervisor on or before 8/5/2024.

1. Background

Name: Kelly Long	Date: 07/30/2021
Class Title: Executive Assistant	Department: Facilities
Work Location: Intermodal	
Work Phone: 625-6551	Work E-mail: klong@spokanecity.org
Work Shift: Days	
Time in Current Position: 2 years	Time in Job Class: 2 years

Civil Service may interview you to gather additional information or to clarify the information you submit in this PDQ. Civil Service will interview you if you are completing this form as part of the individual job survey process, or if you are the only employee in your job class. Your participation is a necessary part of our process, and we will make every consideration to accommodate your availability and work schedule. Please select one of the following options:

- ☒ I am interested in participating in an individual interview.
☐ I do not request an interview. Please note that Civil Service may still elect to interview you as part of the data-gathering process.

2. Purpose of Your Position

Describe in one or two sentences the overall purpose of your position. Tell us why your position exists.

I support the Facilities Department in their core services with the City of Spokane. I focus on customer service, work order management, contract management, council process, policy development, and other tasks as assigned.

3. Supervision Received

Who do you report to? Name of Supervisor: Jeff Teal
 Title of Supervisor: Facilities Director

How are your work priorities set (by you, by your supervisor, by standard procedures, etc.)?

Priorities are set on a case-by-case scenario. I set my own priorities knowing the workflow of the office and have the flexibility to shift my priorities due to the nature of the situations as they arise.

My director will prioritize projects that have sensitive timelines attached or other factors that I may not be privileged to know.

Describe the work decisions that you make on your own:

What types of guidance are used to aid you in performing your duties? (Check all that apply.)

<input type="checkbox"/> Desk manuals	<input type="checkbox"/> Department procedures
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<input type="checkbox"/> Past practices	<input type="checkbox"/> Legal guidelines
<input checked="" type="checkbox"/> Prior training	<input checked="" type="checkbox"/> Advice from peers or colleagues
Other: This position was established two years ago. There was no past practice.	

4. Supervision Exercised

Does your position supervise other employees? (If no, skip to section 5.)

☐ Yes ☒ No

Which of the following types of supervisory actions can you take? Check **Approve** if you have full decision-making authority for at least one other employee for that action. Check **Recommend** if your suggestions carry significant weight with another supervisor, manager, or director.

Approve	Recommend	(Refers to full-time classified employees)
<input type="checkbox"/>	<input type="checkbox"/>	Plan work of others
<input type="checkbox"/>	<input type="checkbox"/>	Distribute work to others
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Check work of others
<input type="checkbox"/>	<input type="checkbox"/>	Approve work of others
<input type="checkbox"/>	<input type="checkbox"/>	Train employees
<input type="checkbox"/>	<input type="checkbox"/>	Evaluate performance
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Establish department policy/procedure
<input type="checkbox"/>	<input type="checkbox"/>	Hire new employees
<input type="checkbox"/>	<input type="checkbox"/>	Terminate employees
<input type="checkbox"/>	<input type="checkbox"/>	Discipline employees
<input type="checkbox"/>	<input type="checkbox"/>	Approve leave

List the names and titles of employees that you directly supervise.

Names of those Supervised	Titles of those Supervised

5. Equipment and Software

List any machines, equipment, or vehicles you regularly use on the job. (Examples include personal computer, photocopier, 10-key adding machine, stepladder, truck, forklift, grader, and so on.) Also list any specialized or complex computer software (apps) that you use to do your job.

Type of Machinery, Equipment, or Software	Why do you use it? (Purpose)
Computer	Outlook, forms, letters, worksheets, electronical filing, input invoices for staff for tracking, FMS, OnBase, ordering systems, Outlook calendar, L&I website,
Copier	Copying, scanning
Laminator	Laminate
Word	Forms, letters, memos
Excel	Worksheets for tracking various projects
Outlook Email	Emails for correspondence, bid release,
Telephone	Receive and make calls
Zoom	For scheduling and attending meetings and trainings
Shredder	Shredding materials
Ten-key	Calculating totals
M5	Recording commercial charges for daily tasks completed by staff
PowerPoint	Creating presentations
Teams	Quick correspondence with other city employees and meetings
GIS	Verifying land ownership for noxious weed control notices
SharePoint	Updating Facilities Department page and navigating other city department pages
Outlook Calendar	Setting meetings, tracking necessary life safety, contracts, events, work orders, and other facility needs on yearly/weekly basis

6. Contacts

Other than your supervisor and coworkers, list those you contact in order to complete your work. How often do you contact them (daily, weekly, monthly, or infrequently)?

Internal or External	Name & Department/Company	Purpose of Contact
Kim Bustos	Accounting	Work through payments for vendors – weekly. Budget questions. weekly
Heather Haws	Accounting	Work through payments with vendors - weekly

Internal or External	Name & Department/Company	Purpose of Contact
Laura Aga	Purchasing	Bi-weekly – Meetings to talk through contracts.
Thea Prince	Purchasing	Weekly – contract questions with the new MRSC process and other contract questions.
Tracie Oxford	Spokane County Weed Control Board	Facilitating the noxious weed letters to the correct department – weekly April through Sept/Oct
HelpDesk	IT	Various issues with computers/applications - weekly
Alli Thompson	RH Cooke & Associates Inc	Provide information on approved vendor for repairs at rental properties – Quarterly
Stuart Henry	Accounting/Accountant	Vendor payments - weekly
Michelle Loucks	Purchasing/Police Department	Contracts and payments for police department properties - Monthly
Kim Claar	Accounting	Payments for police department properties - monthly
Rico	Sprague Pest Control	Service for pest control at Intermodal - monthly
Matt Houston	Skunkworks	Marmot control services and billing – March-Sept - montly
Brandon Green	RoarWorks LLC	Landscaping/snow removal needs and correcting invoices if needed - Monthly
City Clerk's Office		Filing of contracts - monthly
Wendi Cox	ABM Custodial	Billing issues or questions - monthly
Legal Department	Shelly Koegler/Sheila Hansen	Drafting contracts - weekly
Brandon Paschal	Fleet	Fleet billing
Clayton McFarland/Marnie Taylor	Goodale & Barbieri Co	Intermodal services/tenant notification for Intermodal - monthly

7. Budget

What is the total dollar amount of budget under your control? \$5000.00

Describe your level of responsibility for the budget that is under your control. What can you do without additional permission, and what are the limitations on your budget authority?

I track our budgets based on the information provided to us from Jessica Stratton/Kim Bustos. I look at all aspects of the budget and consult with the Facilities Director on issues that I can see arising such as out of grade pay, differential pay, and bottom lines for contract budgets. I review and track each credit card receipt for all staff to validate it for the office and staff. I also review all invoices for accuracy for payment. I look at the Fleet billing, Avista bills, phone bills, etc for discrepancies or issues. Track contracts for the amounts spent and change orders. Ensure budget numbers are provided and used when required.

8. Duties and Tasks

Tasks are the activities an employee performs in order to carry out the functions of the job. A set of related tasks may be grouped together to form a **duty**.

In the table below, describe your work by its component tasks and/or duties. Focus on the most essential functions of your job. Consider that most class descriptions consist of no more than 10-15 task statements, or 3-5 major duties.

In the **TASK/DUTY** column, list the major tasks or duties of your position. Try to start your tasks with an action verb (e.g. write, locate, calculate, drive, repair, develop, etc.).

- Do not include a task or duty that requires less than 5% of your work time unless it is a critical or unique responsibility of your position.
- You may be able to group minor tasks into a larger duty for inclusion in the table.

In the **TIME** column, indicate what percentage of your work time you spend performing the task.

- If estimating the percentage is difficult for the task, you can use hours per day, week, month, or year.
- For a seasonal duty, you may use days or weeks per year.

In the **FREQ.** (FREQUENCY) column, indicate how often you perform the task using the following codes:

- SD = Several times Daily
- D = Daily
- W = Weekly
- M = Monthly
- I = Infrequently (several times a year or less) or Incidentally (only as needed)

In the **IMP.** (IMPORTANCE) column, indicate how important this task is to your overall job effectiveness:

- H = High. If this task were removed from my job, it would have a significant impact on the nature of my work.
- M = Medium. Removal of this task would impact my job, but it would not change the nature of my job significantly.
- L = Low. Removing this task from my job would have only a small impact on my work.

Task/Duty	Time	Freq.	Imp.
Review scope, prepare bid release documents, set up mandatory walk thru, prepare and maintain sign in sheet, issue addendum if required, log bid submissions, award the bid, update the information in the MRSC for responses to the bid, prepare the bid for contract, submit the contract through OnBase, follow for approvals to completion, file completed contract, complete amendments for change orders if necessary, track invoice and billing	5%	W	H
Review scope, send to Thea for release when over threshold, establish calendar for bid, mandatory walk through, prepare and maintain sign in sheet, submission of questions, bid due date, award contract, prepare the bid for contract through the City Council approval process which includes entering contract, briefing paper and supporting documents into OnBase, log change orders if applicable and amendments if applicable,	10%	W	H
Coordinating schedules for meeting for the department	5%	W	M
For each receipt provided by the trades people, I input the receipt into M5 for billing/tracking purposes, submit the receipt and enter budget code through US Bank for approval	5%	W	M
A project requires a contractor to perform the work, I prepare the service request for the payment, validate the invoice, process in M5, input the combined form in L&I, and approve for payment	10%	W	M
Track the contract through the City Council process from committee to Advance Agenda to Agenda to filed.	2%	M	H
Review budget information – look closely at funds that are marked red to determine if we have the authority to change the spending. Look at overtime,	15%	M	H

Task/Duty	Time	Freq.	Imp.
differential pay, out of grad pay, etc to ensure information is accurate and approved.			
Review Fleet billing monthly to see fuel usage, repairs done, and costs associated with each vehicle.	2%	M	M
Review and approve bills from Avista, CenturyLink, Verizon, ABM, Waxie, etc for various department/buildings monthly	15%	W	H
Track work orders for trades and custodial in the system and on excel spreadsheet in order. Alert the necessary supervisor if there is an emergency or safety request submitted.	5%	W	H
Establish, maintain, monitor and update training program for staff/group/trade	5%	W	L
Establish and update SharePoint page for Facilities Department	5%	W	M
Answer calls from vendors/customers	2%		
Maintain necessary supplies for office	2%	M	L
Validate and process monthly travel for staff	1%	M	L
Prepare DO for equipment invoices needing paid	2%	M	M
Maintain records for contracts, purchases in accordance with policies and procedures	2%	M	H
Coordinate with other departments for approval of invoices for services under contract	2%		
Other duties as needed	5%	M	M

If your responsibilities have changed significantly in the last two years, please explain how:

9. Sensory Demands

Indicate which sensory abilities are used in the performance of your job.

In the **Essential** column, check the box if it would be impossible or highly impractical to do your job without that sense. (An example would be to drive a City vehicle without sight.) Otherwise, leave the box unchecked.

In the **FREQ.** (FREQUENCY) column, indicate how often you perform the task using the following codes:

SD = Several times Daily

D = Daily

W = Weekly

M = Monthly

I = Infrequently (several times a year or less) or Incidentally (only as needed)

Essential	Sensory Demand	Freq.
<input type="checkbox"/>	Sight in order to	
<input type="checkbox"/>	Close Vision (at less than 2 feet) in order to	
<input type="checkbox"/>	Distance Vision (at more than 20 feet) in order to	
<input type="checkbox"/>	Color Vision in order to	
<input type="checkbox"/>	Depth Perception in order to	
<input type="checkbox"/>	Hearing in order to	
<input type="checkbox"/>	Smell in order to	
<input type="checkbox"/>	Speech in order to Communicate	
<input type="checkbox"/>	Touch in order to	
<input type="checkbox"/>	Taste in order to	

10. Physical Demands

Indicate which physical abilities are used in the performance of your job.

In the **Essential** column, check the box if it would be impossible or highly impractical to do your job without that physical ability. (An example would be to sweep the stairs without climbing.) Otherwise, leave the box unchecked.

In the **FREQ.** (FREQUENCY) column, indicate how often you perform the task using the following codes:

C = Constantly, at least 2/3 of the time

F = Frequently, from 1/3 up to 2/3 of the time

O = Occasionally, up to 1/3 of the time

N = Physical ability is not used

Essential	Physical Demand	Freq.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling on narrow, slippery, or moving surfaces.	C
<input type="checkbox"/>	Carrying: Moving an object, usually by holding it in the hands or arms, or on the shoulder. What is the heaviest object you carry on the job? 25 lbs	O
<input type="checkbox"/>	Climbing: Going up or down ladders, stairs, scaffolding, and the like.	O
<input type="checkbox"/>	Crawling: Moving about on your hands and knees, or hands and feet.	N

Essential	Physical Demand	Freq.
<input type="checkbox"/>	Crouching: Bending your body downward and forward by bending your legs and spine.	N
<input type="checkbox"/>	Fingering: Picking, pinching, or other fine movement working primarily with the fingers and wrists.	C
<input type="checkbox"/>	Gripping: Holding, grasping, turning, or otherwise using the whole arm to work with the hands (<u>not</u> primarily fingers).	F
<input type="checkbox"/>	Kneeling: Bending legs at the knees to come to rest on your knees.	N
<input type="checkbox"/>	Lifting: Raising or lowering an object from one level to another. What is the heaviest object you lift on the job?	N
<input type="checkbox"/>	Pulling: Exerting force to move an object toward you. What is the heaviest object you pull as part of your job?	N
<input type="checkbox"/>	Pushing: Exerting force to move an object away from you. What is the heaviest object you push as part of your job?	N
<input type="checkbox"/>	Reaching: Extending your hands and arms in any direction.	F
<input type="checkbox"/>	Sitting: Remaining in a seated position.	C
<input type="checkbox"/>	Standing: Remaining on your feet at a work station without moving about.	N
<input type="checkbox"/>	Stooping: Bending your body forward at the waist.	N
<input type="checkbox"/>	Walking: Moving about on foot.	F
<input type="checkbox"/>	OTHER PHYSICAL DEMANDS (for example, wearing heavy protective clothing):	

11. Environmental Conditions

Indicate which working conditions are present as part of your job.

In the **Essential** column, check the box if it would be impossible or highly impractical to do your job if the environmental condition was not present. (An example would be driving a truck without road noise.) Otherwise, leave the box unchecked.

In the **FREQ.** (FREQUENCY) column, indicate how often the environmental factor is present using the following codes:

- C = Constantly, at least 2/3 of the time
- F = Frequently, from 1/3 up to 2/3 of the time
- O = Occasionally, up to 1/3 of the time
- N = Environmental condition does not exist

Essential	Environmental Condition	Freq.
<input type="checkbox"/>	Weather: Work must be performed outside.	
<input type="checkbox"/>	Extreme Cold: Non-weather related cold conditions.	
<input type="checkbox"/>	Extreme Heat: Non-weather related heat conditions.	
<input type="checkbox"/>	Wet and/or Humid: Contact with water or other liquids, or exposure to non-weather related humid conditions.	
<input type="checkbox"/>	Lighting: Much darker and/or brighter than normal office conditions.	
<input type="checkbox"/>	Noise: Rate each of the following levels for frequency on the job. 1 – Very Quiet (examples: hearing test booth, forest trail) 2 – Quiet (examples: library, private offices, golf course, art museum) 3 – Moderate (examples: business office where typing occurs, grocery store, light traffic, department store) 4 – Loud (manufacturing equipment, heavy traffic) 5 – Very Loud (rock concert, jackhammer use, firearms or other explosives)	F F
<input type="checkbox"/>	Vibration: Exposure to a shaking object or surface.	F
<input type="checkbox"/>	Atmospheric Conditions: Exposure to fumes, odors, dusts, mists, or gases in the air that affect your breathing, eyes, or skin. Detail those conditions:	
<input type="checkbox"/>	Moving Mechanical Parts: Exposure to possibly bodily injury from moving parts.	
<input type="checkbox"/>	Electrical Shock: Exposure to possible injury from electrical shock.	
<input type="checkbox"/>	Heights: Exposure to possible injury from falling.	
<input type="checkbox"/>	Confined Spaces or Underground: Work is performed in spaces where freedom of movement is limited.	
<input type="checkbox"/>	Radiation	
<input type="checkbox"/>	Explosives	
<input type="checkbox"/>	Toxic or Caustic Chemicals	
<input type="checkbox"/>	OTHER ENVIRONMENTAL CONDITIONS or HAZARDS (such as working with hostile or violent individuals): Homeless	

12. Education

Indicate the level of education that you have and the level that you believe is the minimum required to succeed on the job at the time of hire.

Under **You Have**, mark the level of education that you have.

Under **Minimum Required**, mark the highest level of education you believe someone must have the first day on the job in order to be a success.

In the **Field of Study** column, list the field(s) of study in which you attained your education, or that you believe are required for the work.

Education Level	You Have	Minimum Required	Specialized Field of Study
Less than a High School Diploma or equivalent	<input type="checkbox"/>	<input type="checkbox"/>	—
High School Diploma or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	—
Up to one year of specialized or technical training beyond high school	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Legal
Associate's degree or two-year technical certificate	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Administration/Legal/ Public Works
Bachelor's degree	<input type="checkbox"/>	<input type="checkbox"/>	
Master's degree	<input type="checkbox"/>	<input type="checkbox"/>	
Doctorate	<input type="checkbox"/>	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	<input type="checkbox"/>	

Indicate any licenses or certifications you have in the table below.

In the **Required** column, check the box if someone doing your job must have that license or certificate due to legal or process requirements. (An example would be practicing law without a license.) Otherwise, leave the box unchecked.

Licenses or Certifications	Required
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

13. Work Experience

How many years of prior related work experience did you have when you started this job? 20 years of experience

How many years of prior related work experience do you think someone needs at the time of hire in order to be a success at your job?

A minimum of 5 years of **increasing responsibility** in an clerical position to an administrative position of a business/government organization with more than 100 employees.

14. Employee Signature

☐ Check this box to indicate that the information provided on this form is accurate and complete to the best of your knowledge.

Type Your Name Here: Kelly Long

Date: 08/02/2024

**Thank you for completing this questionnaire.
Please provide it to your supervisor for their review and comments.**

For the Supervisor

It is important that you, the supervisor, review this questionnaire, since you may have a different perspective of the job described. Please remember that this questionnaire is intended solely for the purpose of accurately describing the work in question. It is not to be used for evaluating the incumbent's performance, nor should your comments address this subject. Therefore, do not change the employee's information in the questionnaire itself.

1. How long have you supervised this employee? 2.5 years
2. Which of the employee's duties do you consider the most difficult or important? Computer skills, communication skills, and organization skills.
3. What level of education do you think someone needs at the time of hire in order to be a success at this employee's job? Indicate field(s) of study if applicable.

AA degree

4. How many years of prior related work experience do you think someone needs at the time of hire in order to be a success at this employee's job? 7 years

5. What, if anything, would you add or clarify in the employee's description of their work? (If you have comments that apply to many employees, you may submit a separate Word document with your group notes.)

None

Supervisor Signature

☒ Check this box to indicate that the information provided on this form is accurate and complete to the best of your knowledge.

Type Your Name Here: Jeff Teal

Date: 09-03-1970

Thank you for completing this questionnaire.

Please provide it to your manager or department head for their review and comments.

For the Department Manager

1. Which of the employee's duties do you consider the most difficult or important?
2. What, if anything, would you add or clarify in the employee's description of their work? (If you have comments that apply to many employees, you may submit a separate Word document with your group notes.)

Manager Signature

☐ Check this box to indicate that the information provided on this form is accurate and complete to the best of your knowledge.

Type Your Name Here:

Date:

Please return the PDQ to Civil Service as soon as it is complete. Thank you!

	A	B	C	D
1				
2		Long Interview	061 Administrative Manager MAP 37	003 Office Clerk Specialist 270
3	Summary	Is responsible for the Facilities Bid Process. Budget controls including approving invoice payment. Facilities communications.	Performs responsible managerial and professional work in the business operations of one or more departments. Work is varied and requires comprehensive knowledge of the policies and procedures of both the City and the department(s) to which assigned, and the ability to use independent judgment in their application.	Performs a variety of complex clerical and office support activities requiring knowledge of City policies and procedures. Work requires the application of independent judgment based upon considerable knowledge of the functions within a section of a department.
4	Distinguishing Characteristics	Kelly is responsible for the business operations of Facilities.	Administrative Managers hold full responsibility for management and supervision of a business operation, including planning, organizing, and coordinating functions of their department(s). Incumbents provide professional support to senior management in a variety of areas. Duties require the ability to plan and perform work where only general instructions are available, and to develop new methods and approaches to accomplish objectives.	Most work is subject to checks and controls; but if not detected, errors could result in a significant loss of time or money. Employee has regular contact with outside sources to obtain or supply factual information.
5	Supervision Exercised	None	Supervises and trains clerical subordinates, and coordinates work among staff and with external customers.	None
6	Supervision Received		Reports directly to a department/division head or a senior professional employee tasked with managing a major section of a department or division. General objectives are established, and the employee selects their own methods of accomplishment.	Work is performed under general supervision, with questionable cases referred to the supervisor. Assigns, instructs, and checks the work of employees performing the same or similar duties, and assumes the duties of Office Supervisor in the supervisor's absence.
7	Examples of Duties	Is responsible for the Facilities Bid Process including RFQ, setting up walk through, point person for questions, addendums, requesting COI from lowest bidder and their subs, setting up billing with the awarded company. Ensures contract compliance. Budget oversight from invoices to verifying out of grade and correct budget codes. Invoice Approval from tracking, verifying, to approving payment on projects up to \$0K. Signs off on p-card purchases and flags problematic charges, uploads signed receipts. Collaborates with department head on confidential facilities business. Monitors service requests for safety issues and escalates urgent needs. Monitors long term contracts and plans timelines for execution. Communicates to all employees representing Facilities. Sharepoint updates, Reviewing candidates in NeoGov, Superuser for training software program.	<ul style="list-style-type: none"> Plans, schedules, assigns, and oversees the work of subordinate clerical or technical employees performing varied and specialized duties, which may include subordinate lead workers or supervisors. Trains or coordinates training of staff to accomplish administrative and clerical tasks. Provides leadership and guidance to their team and encourages employee development. Supervises and evaluates the work performance of subordinate employees. Coaches and counsels employees, establishes improvement plans, and recommends disciplinary action to the department/division head when necessary. Coordinates, supervises, and participates in a variety of operational tasks relating to the administration of services and programs. Develops, continuously improves, and standardizes office procedures. Maintains efficient flow of work by evaluating office production and revising procedures accordingly. Designs or updates forms to meet requirements. Coordinates the functions of internal services and programs with other departments, committees, and outside agencies or vendors to ensure program activities are accomplished. Provides information and education to enhance and support business goals and outcomes. Responds to internal and external inquiries made by telephone, in writing or in person that are related to established policies, procedures and activities, including responding to complaints and determining solutions to problems. Supervises ongoing fiscal operations such as basic bookkeeping, approval of payroll, monitoring expenses, budget preparation, processing charges for contractual work, purchasing supplies, requisitioning of office equipment, etc. May represent the department(s) at internal and external business meetings, community events, committee meetings, or other public relations-related appearances. Maintains and audits records, performs queries, analyzes data, and prepares charts, graphs, and various reports. Proofreads materials for accuracy and clarity. Sets and ensures standards for public records request response. Operates standard office equipment, including a personal computer, and uses standard or specialized computer software applications. Performs related work as required. 	<ul style="list-style-type: none"> Maintains or checks complex records not requiring technical training or specialized techniques. Reviews or audits less complex records prepared by other employees (such as personnel and payroll records) and prepares related reports. Explains departmental policies and regulations to other employees and the public. Answers complaints, and independently composes correspondence. Maintains office files and supervises filing procedures as necessary. May order and maintain office supplies. Types forms, statements, letters, receipts, reports, and other material from rough drafts or general instructions, which frequently require independent action and discretion on the difficulties encountered; composes routine letters. Operates a personal computer or visual display terminal. May perform secretarial work in a small office where stenographic ability is not required. Accepts payment of utility and other City fund accounts, reconciles cash, and makes deposits. Instructs new employees in their duties and supervises subordinate employees as directed. Operates standard office machines incidental to assignment.
8	Typical Equipment Used		General office equipment, personal computer, and associated software.	
9	Education and Experience	Professional Legal Assistant from Kinnman Business University 25 years Admin Assistant with 1 employee	<ul style="list-style-type: none"> Education: Two years of education (90 quarter or 60 semester credit hours) from an accredited college or university in business or public administration, human resources, management, or a closely related field. Experience: Three years of clerical or administrative experience in a business office, including one year in a supervisory role. Substitution: Additional business office experience in a supervisory role may be substituted for the education requirement on a year for year basis. 	High school diploma or equivalent AND two years of clerical, office support, or data entry experience. One year of undergraduate education (30 semester or 45 quarter credit hours) may substitute for one year of experience.

	A	E	G	H	I
1			Intermodal - Executive Assistant	Jeff Teal - Facilities Director	Matt Boston - Division Head
2		025 Executive Assistant MSP 34	Long's PDQ Response	Supervisor Response	Department Manager
3	Summary	Performs highly responsible, specialized, professional administrative work under direction of a department or division head. Work requires independent judgment and discretion based on considerable knowledge of the functions and pertinent regulations of the assigned areas. Most work is not subject to checks and controls; errors, if not detected, could result in a significant loss of time or money or serious embarrassment to the City. Employee has regular contact with both inside and outside sources to supply or obtain factual information.			
4	Distinguishing Characteristics	Executive Assistants are particularly distinguished by the unique nature of work performed in support of executive functions and by assigned work in critical programs and services, as well as the impact of that work on the department or City as a whole. Executive Assistants are distinguished from clerical staff by their high level of responsibility, and by the nature of analysis performed in consideration of unique problems requiring thorough and consistent application of professional knowledge or expertise for proper solution or determination. The work of Executive Assistants may result in changes to processes, procedures, or findings, which are not routinely subject to oversight and review.	I look at all aspects of the budget and consult with the Facilities Director on issues that I can see arising such as out of grade pay, differential pay, and bottom lines for contract budgets. I review and track each credit card receipt for all staff to validate it for the office and staff. I also review all invoices for accuracy for payment. I look at the Fleet billing, Avista bills, phone bills, etc for discrepancies or issues. Track contracts for the amounts spent and change orders. Ensure budget numbers are provided and used when required.	Computer skills, communication skills, and organization skills.	
5	Supervision Exercised	None	None		
6	Supervision Received	Reports to a director or official commission. Assumes responsibility for their own work without direct supervision, follows established procedures and best practices, and consults the director in exceptional cases. Incumbents do not directly supervise other employees but may direct or instruct the work of new and existing employees in their own or related work.	Priorities are set on a case-by-case scenario. I set my own priorities knowing the workflow of the office and have the flexibility to shift my priorities due to the nature of the situations as they arise. My director will prioritize projects that have sensitive timelines attached or other factors that I may not be privileged to know.		
7	Examples of Duties	<ul style="list-style-type: none"> Serves as liaison between the assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance that may require the use of judgment, tact, and sensitivity, and the interpretation of policies, rules, and procedures. Receives and assists visitors and telephone callers; answers inquiries requiring knowledge of City policies, procedures, and activities, or directs them to the proper person or department. Engages in both proactive and responsive problem-solving. Assumes responsibility for various administrative details, establishes, coordinates, and maintains effective office procedures and efficient workflows. Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public. Disseminates new policies and procedures established by management. Develops, refines, implements, and communicates strategies used to achieve effective implementation of policies and to comply with recommendations of internal departments and external agencies. Advises and trains staff. Schedules appointments and maintains calendars. Arranges and coordinates meetings and events; sets up and runs presentations. Produces business itineraries and coordinates travel requirements. May serve as recorder of minutes with responsibility for distribution to participants. Transcribes or prepares documents from recordings. Takes action authorized during a director's absence and uses initiative and judgment to see that matters requiring attention are referred to designated authority or handled in a manner so as to minimize the effects of the absence. Maintains filing and records management systems, processes a variety of contracts, vouchers, travel forms, invoices, and other office flow procedures. Sorts, reads, and annotates incoming email, mail, and documents and facilitates necessary action; determines any routing or signatures required, and maintains follow-up. Composes correspondence and reports for director's utilization or signature when required. Selects and/or makes recommendations for purchase of supplies and equipment; assists budget preparation and maintains budget and expense account records, financial records, and payroll records. 	<ul style="list-style-type: none"> Review and track expenditures. Review invoices for accuracy before payment. Input receipt from trades people for billing/tracking. Submit the receipt and budget code for reconciliation. Provide budget numbers. Review payroll for overtime, differential pay, org. for accuracy and that they are approved. Prepare bid release documents, setting up bid walk through, tracking submissions and dates through the process. Contract preparation (contract, briefing paper, supporting docs). Track agenda to filing. Log change orders. Records maintenance for contract expenditures and change orders. Establish, maintain, monitor, and update training program for staff/group/trade. Update sharepoint. Order supplies. Answering calls, coordinating with other departments for approval of invoices, working with other departments and organizations. 		
8	Typical Equipment Used				
9	Education and Experience	Bachelor's degree from an accredited college or university. One year of experience in executive-level administrative support, e.g., working for a CEO, department or division director, or other high-level executive within an organization.	<ul style="list-style-type: none"> HS and 1 year legal education A minimum of 5 years of increasing responsibility in an clerical position to an administrative position of a business/government organization with more than 100 employees. 	<ul style="list-style-type: none"> AA degree 7 yrs experience 	

JOB CLASSIFICATION AND SURVEY REVIEW FORM

Basic Information	
Incumbent: Kelly Long	Classification: SPN 025 Executive Assistant
CS Analyst: Lisa Olson	Date assigned: 9/5/24
Materials Rec'd: PDQ 9/5/24	Analysis Completed: 10/4/24
Type of Study: Job Survey	
Initial Notes:	
Review of Position Description Questionnaire	
Purpose statement	<p><u>Incumbent's description:</u> I look at all aspects of the budget and consult with the Facilities Director on issues that I can see arising.</p> <p><u>Supervisor's description:</u></p> <p><u>From SPN Executive Assistant:</u> Executive Assistants are particularly distinguished by the unique nature of work performed in support of executive functions and by assigned work in critical programs and services, as well as the impact of that work on the department or City as a whole</p>
Major Duties	<p>Serves as liaison between the assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance that may require the use of judgment, tact, and sensitivity, and the interpretation of policies, rules, and procedures.</p> <p>Assumes responsibility for various administrative details; establishes, coordinates, and maintains effective office procedures and efficient workflows. Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.</p> <p>Disseminates new policies and procedures established by management. Develops, refines, implements, and communicates strategies used to achieve effective implementation of policies and to comply with recommendations of internal departments and external agencies. Advises and trains staff.</p>
Nature of Assignments	<p>Priorities are set on a case-by-case scenario. I set my own priorities knowing the workflow of the office and have the flexibility to shift my priorities due to the nature of the situations as they arise.</p> <p>My director will prioritize projects that have sensitive timelines attached or other factors that I may not be privileged to know.</p>
Supervision of others	None

JOB CLASSIFICATION AND SURVEY REVIEW FORM

Overview of Desk Audit Process

Analyst reviewed the PDQ submitted by the incumbent and the job class spec for Executive Assistant. Analyst then held an interview audit with the incumbent on 9/17/24 to clarify the duties and responsibilities currently being performed.

Analysis

In speaking with Kelly and seeing. She described her job duties as:

Is responsible for the Facilities Bid Process including RFQ, setting up walk through, point person for questions, addendums, requesting COI from lowest bidder and their subs, setting up billing with the awarded company.

Ensures contract compliance.

Budget oversight from invoices to verifying out of grade and correct budget codes.

Invoice Approval from tracking, verifying, to approving payment on projects up to 50K.

Signs off on p-card purchases and flags problematic charges, uploads signed receipts.

Collaborates with department head on confidential facilities business.

Monitors service requests for safety issues and escalates urgent needs.

Monitors long term contracts and plans timelines for execution.

Communicates to all employees representing Facilities.

Sharepoint updates, Reviewing candidates in NeoGov, Superuser for training software program.

Conclusions

1. This body of work is 051 Administrative Manager
2. The incumbent is running the entire office. The preponderance of work is holding full responsibility for management and supervision of a business operation, including planning, organizing, and coordinating functions of their department. Providing professional support to senior management in a variety of areas. Duties require the ability to plan and perform work where only general instructions are available, and to develop new methods and approaches to accomplish objectives.
3. Kelly Long is currently classified as an Executive Assistant. There is very little work that could fall into this classification. The incumbent is not properly classified.
4. **Reclassification to SPN 051 Administrative Manager is recommended for Kelly Long.** The incumbent is not properly classified and needs to be upgraded to the proper classification or work needs to be removed from her. If the higher-level work is removed, the incumbent is still not properly classified and the position would then need to be downgraded to 003 Office Clerk Specialist.

JOB CLASSIFICATION AND SURVEY REVIEW FORM

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From: [Olson, Lisa](#)
To: [Pearson, Kelsey](#)
Subject: Kelly Long survey
Date: Friday, October 18, 2024 1:30:08 PM
Attachments: [image001.png](#)

Kelsey,

I took the tasks from my meeting with Kelly and put in red the items that would be outside of an Office Clerk Specialist (SPN 003). In purple are comments from me.

Is responsible for the Facilities Bid Process including **RFQ**, setting up walk through, point person for questions, addendums, requesting COI from lowest bidder and their subs, setting up billing with the awarded company. *(These processes should still have oversight from the project manager or department head)*

Ensures contract compliance.

Budget oversight from invoices to verifying out of grade and correct budget codes.

Invoice Approval from tracking, verifying, **to approving payment on projects up to 50K.**

Signs off on p-card purchases and flags problematic charges, uploads signed receipts.

Collaborates with department head on confidential facilities business every other week. *(This is the only executive assistant task)*

Monitors service requests for safety issues and escalates urgent needs.

Monitors long term contracts **and plans timelines for execution.** *(She can assist with the calendaring and reaching out to people, but she shouldn't be solely responsible)*

Communicates to all employees representing Facilities. *(This should be a central communications person)*

Sharepoint updates, **Reviewing candidates in NeoGov**, Superuser for training software program.

(Reviewing candidates should really be an office manager or department head)

In a nutshell, if the position is to be an Office Clerk Specialist, she should be monitoring, tracking, and bringing up issues, setting up meetings, being a point person for contracts, and being the superuser for their department's software. She should not be making independent decisions and signing off on financial items.

I would like to communicate something back to Kelly. I have not shared with her my determination of Administrative Manager nor the division's decision for the position. Please let me know what you would like me to share with her at this point even if it's just that the division head is working on his part.

Thank you,

Lisa

Lisa Olson (She, Her) | Civil Service | Merit System Analyst III

o: 509.625.6115

my.spokanecity.org/jobs/





Civil Service Commission

February 6, 2025

Kelly Long
Executive Assistant
Facilities Management

Dear Kelly,

The Chief Financial Officer requested a survey of your Executive Assistant position. Civil Service completed the survey process, which included a position description questionnaire, interview with a Merit System Analyst III, and subsequent discussion with the Director of Facilities Maintenance and the CFO.

After careful consideration, it was our determination that you were not properly classified as an Executive Assistant. Based on the preponderance of work, including full responsibility for the management and supervision of business operations for the Facilities Maintenance Department, we recommended reclassification to Administrative Manager (SPN 051). After meeting with management, they determined that the higher-level management work will be placed at the director level. Therefore, the preponderance of the remaining work is most properly classified as an Office Specialist (SPN 003).

Rule III, Section 4d states: “ when a reclassification results in a downgrade of the position, the affected employee will be notified of the reclassification action. The employee may accept a transfer to the reclassified position or have thirty (30) days to request a transfer in their present classification. Upon requesting transfer in their present class, the affected employee must accept transfer to the first offered position, at which time the reclassification of their former position will be implemented. In the event of failure to request transfer, failure to accept transfer to the first offered position, or no position becoming available within one (1) year of notification, the reclassification will be implemented, and the incumbent must be transferred to the downgraded position. Transfers to a different classification as specified in this subsection will entitle the employee to be placed on the laid-off list for the formerly held classification.”

Management retains its right to downgrade the position at any time, in which case your layoff rights to Executive Assistant will be honored in accordance with the Merit System Rules.

Thank you,

Kelsey Pearson

Chief Examiner

cc: Jeff Teal, Director
Matt Boston, Chief Financial Officer
Ted Kummet, Human Resources
Jon Klapp, M&P President

NATURE OF WORK:

Performs a variety of complex clerical and office support activities requiring knowledge of City policies and procedures. Work requires the application of independent judgment based upon considerable knowledge of the functions within a section of a department. Most work is subject to checks and controls; but if not detected, errors could result in a significant loss of time or money. Employee has regular contact with outside sources to obtain or supply factual information. Duties are sedentary in nature, performed under normal working conditions, and require normal attention to prevent errors.

SUPERVISION:

Work is performed under general supervision, with questionable cases referred to the supervisor. Assigns, instructs, and checks the work of employees performing the same or similar duties, and assumes the duties of Office Supervisor in the supervisor's absence.

ESSENTIAL JOB FUNCTIONS:

Maintains or checks complex records not requiring technical training or specialized techniques.

Reviews or audits less complex records prepared by other employees (such as personnel and payroll records) and prepares related reports.

Explains departmental policies and regulations to other employees and the public.

Answers complaints, and independently composes correspondence.

Maintains office files and supervises filing procedures as necessary.

May order and maintain office supplies.

Types forms, statements, letters, receipts, reports, and other material from rough drafts or general instructions, which frequently require independent action and discretion on the difficulties encountered; composes routine letters.

Operates a personal computer or visual display terminal.

May perform secretarial work in a small office where stenographic ability is not required.

Accepts payment of utility and other City fund accounts, reconciles cash, and makes deposits.

Instructs new employees in their duties and supervises subordinate employees as directed.

Operates standard office machines incidental to assignment.

Performs related work as required.

Office Clerk Specialist
Page two

REQUIREMENTS OF WORK:

- Considerable knowledge of clerical procedures including filing systems and records maintenance, office machine operation, business English, and business arithmetic.
- Considerable knowledge of City policies and procedures, related regulations, and ordinances.
- Skill in using office automation software, such as word processing, spreadsheet, and database programs.
- Skill in operating a computer terminal using a standard typewriter-style keyboard.
- Skill in resolving problems by generating and evaluating alternative solutions and making recommendations.
- Ability to learn rapidly the policies, procedures, and activities of the department to which assigned.
- Ability to prepare reports from complex records.
- Ability to perform difficult clerical work with little supervision, and the ability to supervise other employees.
- Ability to type accurately at a rate of 40 WPM.
- Ability to verbally communicate information to others.
- Ability to understand and follow oral and written instructions.
- Ability to adapt behavior and work priorities to effectively manage interruptions, changing demands, and competing deadlines.
- Ability to establish and maintain effective public and working relationships.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read fine print.

Ability to hear, with or without the use of a hearing aid, and speak well enough to converse on the telephone.

Enough manual dexterity to operate office machines and write legibly.

Enough mobility to move from one machine and one place to another.

Enough stamina to sit and stand alternately for up to four hours at a time with only one fifteen minute break.

MINIMUM EDUCATION AND EXPERIENCE:

Open Requirements: High school diploma or equivalent; AND two years of clerical, office support, or data entry experience. One year of undergraduate education (30 semester or 45 quarter credit hours) may substitute for one year of experience.

Promotional Requirements: One year of experience in the classification of Office Clerk Assistant (SPN 002), or higher classification where clerical duties are a significant portion of the work and included in the essential job functions of the specification.

Retitled: 7/24

Revised: 4/73, 1/80, 1/83, 1/85, 2/91, 12/92, 6/95, 7/97, 5/99, 7/03, 7/15, 8/15, 2/19, 7/24

Reviewed: 3/75, 1/77, 1/82, 1/85, 1/87, 1/89, 1/91, 7/93, 10/01, 6/05, 1/08, 2/11, 4/13

Union: 270

Range: 26

EEO code: 6



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

EXECUTIVE ASSISTANT

SPN: 025

Bargaining Unit: M&P-B

Pay Range: 34

Effective Date: 3/2024

CLASS SUMMARY

Performs highly responsible, specialized, professional administrative work under direction of a department or division head. Work requires independent judgment and discretion based on considerable knowledge of the functions and pertinent regulations of the assigned areas. Most work is not subject to checks and controls; errors, if not detected, could result in a significant loss of time or money or serious embarrassment to the City. Employee has regular contact with both inside and outside sources to supply or obtain factual information. Duties require concentrated attention to prevent errors.

DISTINGUISHING CHARACTERISTICS:

Executive Assistants are particularly distinguished by the unique nature of work performed in support of executive functions and by assigned work in critical programs and services, as well as the impact of that work on the department or City as a whole. Executive Assistants are distinguished from clerical staff by their high level of responsibility, and by the nature of analysis performed in consideration of unique problems requiring thorough and consistent application of professional knowledge or expertise for proper solution or determination. The work of Executive Assistants may result in changes to processes, procedures, or findings, which are not routinely subject to oversight and review.

SUPERVISION

Reports to a director or official commission. Assumes responsibility for their own work without direct supervision, follows established procedures and best practices, and consults the director in exceptional cases. Incumbents do not directly supervise other employees but may direct or instruct the work of new and existing employees in their own or related work.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Serves as liaison between the assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance that may require the use of judgment, tact, and sensitivity, and the interpretation of policies, rules, and procedures.
- Receives and assists visitors and telephone callers; answers inquiries requiring knowledge of City policies, procedures, and activities, or directs them to the proper person or department. Engages in both proactive and responsive problem-solving.
- Assumes responsibility for various administrative details; establishes, coordinates, and maintains effective office procedures and efficient workflows. Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.
- Disseminates new policies and procedures established by management. Develops, refines, implements, and communicates strategies used to achieve effective implementation of policies and to comply with recommendations of internal departments and external agencies. Advises and trains staff.
- Schedules appointments and maintains calendars. Arranges and coordinates meetings and events; sets up and runs presentations. Produces business itineraries and coordinates travel

requirements.

- May serve as recorder of minutes with responsibility for distribution to participants. Transcribes or prepares documents from recordings.
- Takes action authorized during a director's absence and uses initiative and judgment to see that matters requiring attention are referred to delegated authority or handled in a manner so as to minimize the effects of the absence.
- Maintains filing and records management systems, processes a variety of contracts, vouchers, travel forms, invoices, and other office flow procedures.
- Sorts, reads, and annotates incoming email, mail, and documents and facilitates necessary action; determines any routing or signatures required, and maintains follow-up. Composes correspondence and reports for director's utilization or signature when required.
- Selects and/or makes recommendations for purchase of supplies and equipment; assists budget preparation and maintains budget and expense account records, financial records, and payroll records.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Modern office administration, including technology and equipment.
- Regulatory and policy compliance specific to municipal government and the department and services provided, government purchasing, etc.
- English composition including proper usage, grammar, spelling, capitalization, punctuation, etc.
- Business mathematics and basic bookkeeping.
- Computer applications and productivity software including email, word processing, presentation, databases, spreadsheets, etc.

Ability to:

- Learn rapidly about the city government operations and other activities, policies, and procedures to which assigned.
- Communicate clearly and concisely and convey information appropriately for the intended audience.
- Establish and maintain effective public and employee relations in a service-oriented environment.
- Maintain calm and respectful communication with others in difficult situations, including with the general public.
- Write correspondence and provide accurate and timely information.
- Maintain the confidentiality of oral and written communication.
- Organize, coordinate, adjust priorities, and problem solve.
- Meet deadlines and manage time effectively.
- Exercise initiative and judgment and make decisions within scope of assigned authority.
- Assume responsibility and complete assignments without direct supervision.
- Independently keep complex records and produce reports.
- Type accurately at the rate of 250 keystrokes (50 words) per minute.

TYPICAL EQUIPMENT USED

Personal computer and associated software, telephone, calculator, and other general office equipment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between and around work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull to move and lift supplies or equipment. Employees must possess the ability to transport a computer laptop and/or supplies and materials from one work location to another.

WORK ENVIRONMENT

Employees work primarily in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and public and private representatives in responding to inquiries and interpreting and enforcing departmental policies and procedures. Duties may require some work during nonstandard hours such as evenings, weekends and/or holidays, and work at various locations.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements: (All requirements must be met at time of application.)

- Education: Bachelor's degree from an accredited college or university.
- Experience: One year of experience in executive-level administrative support, e.g., working for a CEO, department or division director, or other high-level executive within an organization.
- Substitution: Additional executive-level administrative support experience may substitute for the education requirement on a year-for-year basis.

INTERNAL PROCEDURAL INFORMATION:

Selection of a Senior Administrative Assistant, Rule V, Section 8, Rules of the Civil Service Commission, applies.

New: 6/64

Title Change: 1/17, 3/24

Revised: 12/80, 1/85, 7/86, 1/87, 10/91, 5/92, 8/96, 7/98, 12/01, 10/11, 11/13, 9/15, 1/17, 3/22, 3/24, 9/2024 (ref change)

Reviewed: 6/73, 3/75, 1/77, 1/79, 12/82, 4/89, 4/91, 9/94, 7/00, 4/04, 4/06, 4/10



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

ADMINISTRATIVE MANAGER

SPN: 051

Bargaining Unit: M&P - B

Pay Range: 40

Effective Date: 6/2024

CLASS SUMMARY

Performs responsible managerial and professional work in the business operations of one or more departments. Work is varied and requires comprehensive knowledge of the policies and procedures of both the City and the department(s) to which assigned, and the ability to use independent judgment in their application. No specific checks or controls exist; errors or poor judgment could cause work interruptions, personnel problems, embarrassment to the City, and financial impacts. Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light in nature, performed under normal working conditions, and require periods of concentrated attention to prevent errors.

CLASS CHARACTERISTICS

Administrative Managers hold full responsibility for management and supervision of a business operation, including planning, organizing, and coordinating functions of their department(s). Incumbents provide professional support to senior management in a variety of areas. Duties require the ability to plan and perform work where only general instructions are available, and to develop new methods and approaches to accomplish objectives.

SUPERVISION RECEIVED AND EXERCISED

Reports directly to a department/division head or a senior professional employee tasked with managing a major section of a department or division. General objectives are established, and the employee selects their own methods of accomplishment. Supervises and trains clerical subordinates, and coordinates work among staff and with external customers.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Plans, schedules, assigns, and oversees the work of subordinate clerical or technical employees performing varied and specialized duties, which may include subordinate lead workers or supervisors. Trains or coordinates training of staff to accomplish administrative and clerical tasks. Provides leadership and guidance to their team and encourages employee development.
- Supervises and evaluates the work performance of subordinate employees. Coaches and counsels employees, establishes improvement plans, and recommends disciplinary action to the department/division head when necessary.
- Coordinates, supervises, and participates in a variety of operational tasks relating to the administration of services and programs.
- Develops, continuously improves, and standardizes office procedures. Maintains efficient flow of work by evaluating office production and revising procedures accordingly. Designs or updates forms to meet requirements.
- Coordinates the functions of internal services and programs with other departments, committees, and outside agencies or vendors to ensure program activities are accomplished. Provides information and education to enhance and support business goals and outcomes.

- Responds to internal and external inquiries made by telephone, in writing or in person that are related to established policies, procedures and activities, including responding to complaints and determining solutions to problems.
- Supervises ongoing fiscal operations such as basic bookkeeping, approval of payroll, monitoring expenses, budget preparation, processing charges for contractual work, purchasing supplies, requisitioning of office equipment, etc.
- May represent the department(s) at internal and external business meetings, community events, committee meetings, or other public relations-related appearances.
- Maintains and audits records, performs queries, analyzes data, and prepares charts, graphs, and various reports. Proofreads materials for accuracy and clarity. Sets and ensures standards for public records request response.
- Operates standard office equipment, including a personal computer, and uses standard or specialized computer software applications.
- Performs related work as required.

COMPETENCIES

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Administration and Management:** Performs planning, coordination, and execution of business functions, resource allocation, and production.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Budget Administration:** Understands the principles and practices of budget administration and analysis; including preparing, justifying, reporting on, and executing the budget; and the relationships among program, budget, accounting, and reporting systems.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Contracting/Procurement:** Understands and applies various types of contracts, techniques, or requirements for contracting procurement.
- **Creative Thinking:** Develops new insights into situations and applies innovative solutions and new methods to problems.
- **Customer Service:** Effectively deals with the public and City personnel by ensuring full understanding and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Leadership:** Influences, motivates, and challenges others, and adapts leadership styles to a variety of situations.
- **Mathematical Reasoning:** Solves practical problems using appropriate mathematical and statistical techniques.
- **Mentoring:** Helps others learn and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; actively listens to others and responds appropriately.
- **Organizational Awareness:** Understands the City and departmental organizational structure, programs, services, policies, and operational procedures of the department(s) to which assigned.
- **Organizing Work:** Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with others to accomplish goals; monitors progress and evaluates outcomes.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.

- **Reading:** Reads, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Resource Management:** Selects, acquires, stores, and distributes resources such as materials, equipment, or money.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Supervision:** Plans, distributes, coordinates, and monitors work assignments of others; evaluates work performance and provides feedback to others on their performance.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents for audiences with varying levels of knowledge.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software.

PHYSICAL DEMANDS

Must possess mobility to work in and move around a standard office setting; ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds, and to transport a computer laptop from one work location to another.

WORK ENVIRONMENT

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Promotional Requirements:

- Education: Two years of education (90 quarter or 60 semester credit hours) from an accredited college or university in business or public administration, human resources, management, or a closely related field
- Experience: Three years of clerical or administrative experience in a business office, including one year in a supervisory role.
- Substitution: Additional business office experience in a supervisory role may be substituted for the education requirement on a year for year basis.

Retitled: 6/24

Revised: 5/77, 6/80, 10/82, 11/84, 10/86, 9/94, 4/03, 10/15, 5/18, 6/24

Reviewed: 10/88, 10/90, 2/93, 9/96, 8/98, 8/00, 7/02, 3/05, 3/07, 9/10, 10/12

Good morning Commissioners, let me begin by thanking you for hearing my side of this story. I would like to provide you with my background and experience that led me to take a job with the City of Spokane as an Administrative Specialist in July, 2022. When I was 20, I started my career with the United States Department of Agriculture at the Spokane County Farm Service Agency as a program assistant in a temporary seasonal position. The county director was Larry Albin, and he would become a great mentor besides a supervisor. My position became permanent with benefits about two years later. When Larry was appointed as the Washington State Executive Director of the USDA Farm Service Agency by President Clinton in 1994 and Larry brought me along as his personal assistant for three years, until a reduction in force eliminated my position. I then started with the Institute of Extended Learning TECC division through the Community Colleges of Spokane working at the Airway Heights Correction Center in July 1997 as an Office Assistant 3 I promoted to a Program Assistant through a desk audit six months later while training the new correctional officers on the policies and procedures for their jobs. In July 1999, the program was transferred to another college, so I was eligible to transfer/demote to other positions within the college. I had three positions that were Office Assistant 3 positions to choose from. I started working as an Office Assistant 3 for the IEL PACE Services, a program that served individuals with disabilities in July, 1999. There was not a reduction in my pay due to the fact I was only in my second year of service and I was only on the third step. I would be reclassified through a desk audit to an Administrative Assistant 3 for the Assistant Dean of PACE Services serving more than 300 students across multiple programs as my duties, skills and abilities progressed over the years. When a program within PACE Services was eliminated, I supported my colleagues as they entered the demotion/transfer list for other jobs within the Community Colleges of Spokane. That was 12 years with the USDA Farm Service Agency and 25 years with the

Community Colleges of Spokane. I obviously enjoy serving my community with 37 years of experience. I also understand the way desk audits/job surveys work as well as demotions due to elimination of programs.

There was an open job position posted by Civil Services for the Facilities Department in April 2022 that was for an Administrative Specialist. I knew Mr. Jeff Teal oversaw this department. I had worked with Jeff for almost 20 years as he was the Director of Facilities for Spokane Falls Community College and I was housed at the Lodge on his campus. I had a great working relationship with Jeff and valued. I was intrigued as the job title stated *Administrative Specialists performs highly specialized administrative services, responsible office support work, and a variety of analytical tasks associated with various department programs, policies, and procedures.* I qualified under the specialized experience path with four years of administrative or secretarial work experience, to include two years of experience arranging appointments and assisting in the preparation of meetings; responding to public inquiries; editing and independently composing letters and other correspondence using computer software; researching, compiling, and organizing data for reports; and maintaining office record systems.

I applied for the Administrative Specialist position. My experience was enough to move me on to the testing. I tested for the Administrative Specialist the end of May 2022 and was placed on the eligible list to be hired by Civil Services. I met with Jeff several times about the position and what skills and abilities he was looking for. Jeff offered me the position the first week of June. I had a couple of other employment possibilities I was interviewing for and Jeff told me to take my time deciding. I sought input from previous supervisors, trusted colleagues and friends and family. It was time for a change. I wanted a supervisor who I could trust again and who would be honest with me. I looked at the pay, benefits and retirement as this would hopefully be my last career change before I retired. I called Jeff with

my answer, I wanted to serve my community through the City of Spokane. My start date was July 11, 2022.

I was hired to *perform highly specialized administrative services, responsible office support work, and a variety of analytical tasks associated with various department programs, policies, and procedures.*

The position description stated that This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following.

- Assumes responsibility for various administrative details; establishes, coordinates, and maintains effective office procedures and efficient work flows; designs forms; implements established policies and procedures.

Established the process for verifying the pcard purchases so we weren't killing trees to start. The process had been to take a copy of the receipt to attach the bank log for our files. I started scanning the receipts to save them electronically, so we didn't have huge files of copies of receipts.

Established the process for validating and recording the invoices for services provided for individual services within the City.

Worked with staff to establish procedures for electronic filing for various projects, invoices, change orders, etc.

The biggest responsibility is with contracts – making sure the contracts have the correct public works language or preventative maintenance language, the ability to renew or extend the contracts based on the bid, the correct total, especially if there is an administrative amount set aside. I must ensure that the L&I Intent is filed prior to any work on the contract starting. I must ensure that the certificate of insurance is correct for the said project which has many different aspects to look at. I spend most of my work time processing contracts, change orders or amendments for contracts. The contracts we deal with in Facilities aren't one and done. I process many amendments for a variety of reasons and each one must be completed correctly when filed.

- Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.

When I first started in the Facilities Department, the team wasn't sure what I was going to be doing. After two years, we have a great team built on respect and trust. The team knows they can count on me to have their backs and help them. They have their areas of expertise, and they have learned that I have my areas of expertise that can truly benefit them.

I have worked hard to establish a good relationship with our accounting team. We have gotten to a level where our communication is clearer and easier. It is important to have a great relationship with your accounting team as they assist us in paying our bills. If that doesn't get done in a timely manner, contractors don't want to work with the City of Spokane.

I have worked hard with the Purchasing department to ensure our requests for bids are good and solid. If I have questions, I can call any of the purchasing department team members to ask my questions. It is very important to ensure that all the information is included in the bid release, or you waste time and money.

As the person who sends out email communication on behalf of Jeff Teal, many people will call me if they have a question about the email or just if something comes up they need addressed.

I answer questions from vendors on payments, customers on situations that they need service for, potential vendors on how to register to bid projects for the city, explain the details of what needs to be done to get an invoice paid and a variety of other questions.

- Serves as City representative in many contacts with both the public and other employees; disseminates to staff new policies and procedures established by management.

I am part of the Facilities Team that provides the information at bid walk thrus of what the bid process is, when due dates are and the contact person for any questions prior to the bid due date. This includes the bid process which is being registered for the MRSC. Each vendor is required to sign in at the mandatory walk thru. I then validate that the vendors are in fact on the MRSC roster.

I am the contact person who reaches out to the winning company on their bid to get all the necessary information to request the contract including but not limited to ensuring that the vendor is set up in our FMS system, ensuring that they have a City of

Spokane business license, an adequate certificate of insurance, and who their signature authority is.

My phone extension is the main line for the Facilities Department so I get calls if someone needs something fixed. I will explain to the person how to put in a work order through Sharepoint.

If our department makes changes to an internal process, we discuss it as a group. Once all changes are made, it is sent out to the team.

When new policies are sent out from departments or the City Clerk's office, I will review them to determine what the change is and how it will affect our department. It is then communicated to staff.

- Develops, implements, and communicates strategies to achieve compliance with policies and recommendations of internal departments and external agencies.

When our department releases a request for bid, I need to ensure the language is accurate and clear. When we do the mandatory walk through on the project, I need to capture all questions so the Addendum can be released with the answers. When the bids are received, they need to be tabulated. Once the contractor is selected, I work with them to ensure that they have the correct and accurate insurance coverage for the project before I can request the contract. Once the contract is received back from Legal, I again review the contract language to ensure that all the necessary, required language is in the contract.

When the procedure for the purchase cards changed, we worked out a system of how the receipts would be turned in with information for the supervisor to be able to validate the receipt was for a certain job. The information was then input into our internal program M5. I then get the receipt and code it for US Bank and file it electronically for the employee by the month.

I must ensure that the contract information is correct and accurate. It is not a one and done process with contracts. We have contracts for architectural & engineering for building design projects to public works contracts for master landscaping contracts to contracts for building the new water department building. Each contract requires different language.

- Independently meets the public; answers inquiries requiring knowledge of City policies, procedures. and activities, or directs

them to proper departments. Receives and assists visitors and telephone callers and refers them to appropriate person as circumstances warrant.

I do speak with the public on various topics such as how the bid process works and how to get registered for the MRSC. I am the point of contact for questions for Facilities phone calls. I receive calls asking about why an invoice hasn't been paid, or a question about the bid process, etc. I explain the information to the caller in a slow and concise manner. I work with vendors to follow up on billing questions and explain the City's process for payments. I do receive calls that don't belong to the Facilities and will transfer them to the appropriate department as needed.

- May serve as recorder of minutes with responsibility for transcription and distribution to participants. Transcribes from machine dictation. Types and edits material from longhand or rough copy.

I keep notes on all the meetings we have as a group or individually. I keep notes when I meet one on one with another department colleague. When I was asked about why I wasn't using another department's master contract and why it wasn't discussed prior to the contract request, I was able to validate when the discussion took place on the contract and why it had to be a separate contract from my notes.

I also keep notes when we meet as a department or the management team for the department. I ensure that the action items are emailed out to the team when the meeting is over.

- Schedules appointments and maintains calendar. Makes arrangements for and coordinates conferences and meetings. Arranges business itineraries and coordinates travel requirements.

Maintains and updates the department calendar for tracking a variety of important life safety systems and when testing or servicing is necessary.

If Jeff needs a group meeting, I will get it scheduled for him. I look at Jeff's calendar first thing in the morning to ensure that he isn't double booked and if so, I adjust accordingly.

I look at our team's calendars when setting up our mandatory walk thrus for the requests for bids as well as the due date for the bid. I schedule both on our calendars.

I also will schedule service items under the established practice the Maintenance Foreperson has established on a as needed basis for him absence. I schedule the appointment on his calendar and the work schedule calendar so that he is aware of appointment.

- **Takes action authorized during a department director's absence, and uses initiative and judgment to see that matters requiring attention are referred to delegated authority or handled in a manner so as to minimize the effects of the absence.**

I have the forethought to know what requires Jeff's attention. When Jeff is out, I know if it is something that he needs to be aware of or if he needs to be informed of. The difference between the two is a text or a phone call. If it is something that can wait, I will let the person know that Jeff is out and will return email/call when he returns. I will follow up by emailing or texting Jeff the information.

- **Maintains filing and records management systems, processes a variety of contracts, vouchers, travel forms, invoices, and other office flow procedures.**

I researched the policy for file retention in the first few days on the job. The electronic filing system is always being updated. Instead of having paper files, files are maintained on the H drive for ease of finding. I file items according to procedures and retention policy. I have files for invoices under each facility for maintenance invoices. I have each employee who has a purchase card set up for their own file with a file for each billing cycle according to year set up. This provides ease of access to finding invoices when attaching them in US Bank. Process contracts continually for the variety of reasons previously stated.

- **Sorts, reads, and annotates incoming mail and documents and attaches appropriate files to facilitate necessary action; determines routing, signatures required, and maintains follow up. Composes correspondence and reports for department director's signature when required.**

I receive the mail from City Hall. I look it over and date it and provide it to the person it is for. We don't receive a huge amount of mail.

I also monitor our departmental email box where invoices are sent to and correspondence from contractors. I review the information and take appropriate action to process the payments.

- **Selects and/or makes recommendations for purchase of supplies and equipment; assists budget preparation and maintains budget and expense account records, financial records, and payroll records.**

I do the purchasing for the office supplies following the appropriate policy. With the recent need to replace several computers, I did the replacement calculations vs the cost so the final financial impact on the budget was understood before the purchase was made. I file all receipts for pcards and attach them through US Bank for Director's approval and processing. I enter all the necessary budget information into US Bank for each purchase based on the information listed on the receipt to ensure proper coding. I review the monthly budget reports provided by Budget and bring any questions to the Director's attention. I review monthly fleet charges assigning each vehicle to the appropriate employee so the supervisors can review the fleet costs for repairs and fuel for their staff for the month. I review invoices for security services for accuracy and forward to the Facilities Director or necessary departments for approval. I review and ensure that invoices are correct and comply with procedures so payment can be made. I review and approve pest control service invoices, the landscaping services for Intermodal and the Public Defenders/Prosecutor's building according to the

contract, ABM janitorial services per contract for Intermodal, I also record and track any change orders for our projects to ensure that the expense is captured and approved appropriately.

- Performs other related duties as assigned.

What I do in my position is unique in the city because I work with the Facilities Department. If I was only tracking and monitoring, my work would be a cake walk. I am performing highly specialized administrative services, responsible office support work, and a variety of analytical tasks associated with various department programs, policies, and procedures as I was hired to do. I do that every day with budget information and contracts. Contracts require amendments for change orders and or extensions for time with work not completed. I must ensure L&I information is filed before work starts and is reported to us. If partial payments are requested, I must validate the information and receive approval and track the payment from the final payment. There are so many parts to each contract but none of them are the same. I am initiating and requesting contracts, processing amendments, releasing requests for bids, closing out contracts, filing the final acceptance for public works, and initiating payments for projects in addition to tracking the payments for projects. I spend most of my time working on contracts.

The Administrative Specialist job description appeared to be a support person for departments like Facilities who needed a person who could come in set up and develop systems, implement them and support a Department Director and the entire team for the department. With the change to Executive Assistant, the management

support for departments was effectively eliminated in my opinion. I also want to ~~bring~~ to share that working conditions were added to the Executive Assistant position description. The fact you need a bachelor's degree to apply for an Executive Assistant position is something I disagree on as well as the elimination of the Education and Experience Path and Specialized Experience path. I agree with Ms. Olson when you look at what I do that I don't meet the Executive Assistant duties. Once again, that wasn't what I was hired to do. When Civil Service made the change in duties for the Executive Assistant, the duties I am doing as an Administrative Specialist were eliminated. I am the only person with the title of Executive Assistant that didn't support a Division Director thus becoming a unicorn as Ms. Pearson has stated.

I am still doing the duties reflected in the job survey. I am still unsure of the duties removed from my plate.

I know it is my responsibility to prove to you that this job survey wasn't done correctly. I did a public records request for my job survey and the information on how the Administrative Specialist position description was changed to Executive Assistant. Unfortunately, a public records request is not quick endeavor. I have only received a few items to date despite the public records request being initiated in January.

In accordance with the Merit System Rules, a demotion is defined as the reduction of an employee from a higher classification to a lower classification for the purposes of discipline or probationary failure. A job description is a detailed listing of the duties, tasks, operations and responsibilities undertaken and performed by an individual in the execution of a job. Also, when the proper classification of a specific position is unclear or in dispute, a **department head**, employee or authorized employee representative may request that a job survey be conducted or the

Commission on its own may direct that a survey be conducted. **It doesn't state a division head.**

From the first email sent from Civil Service stating a job survey was being conducted on my position, there has been no transparency and half-truths. I received an email on July 8, 2024 with a letter attachment stating that Civil Service was requesting my job survey. I assumed that the job survey was a follow up to the Executive Assistant test development that I participated in as a subject matter expert. That isn't the case. The Chief Financial Officer, Mr. Boston is the person who requested my job survey. Before the email was sent, Civil Service should have arranged a meeting with me, Mr. Teal, Mr. Klapp, Human Resources and Mr. Boston to discuss the job survey. In this situation where the division head is requesting a job survey, open communication should be ensured by the Chief Examiner. An email in my opinion does not provide that, especially the email I received. The meeting could have discussed the intent to demote me at the time, also. That WAS NOT DONE. Why Mr. Boston initiated the job survey is still a mystery to me. Mr. Boston couldn't even answer that question for me.

When I met with Ms. Lisa Olson, the Civil Service Analyst, on September 17, 2024 she told me that she didn't know who requested my job survey. I question that statement based on my records request. During this same meeting, Ms. Olson also stated I could be demoted because of the job survey results. The statement that I could be demoted caused warning bells to go off, so I put a call in to Mr. Jon Klapp my union representative, for an explanation. Mr. Klapp wasn't aware of any positions being looked at for demotion and after hearing what I do, didn't see any cause for concern. It wasn't until January 22, 2025 that Ms. Pearson informed me that Mr. Boston was the person who requested my job survey. Had the original letter

stated Mr. Boston CFO had initiated my job survey, Mr. Klapp stated that there would have been a huge red flag. Ms. Pearson went to Mr. Boston with my job duties, not my supervisor. Ms. Olson gave her questions on my job duties to Ms. Pearson, not my supervisor as I was told by Ms. Olson (and is in this packet for you to see) she would do. That never happened. Ms. Olson provided my job duties to Ms. Pearson who provided the information to Mr. Boston. In an email from Ms. Olson to Ms. Pearson on October 18, 2024, it states that I shouldn't be making any independent decisions or signing off on any financial items if my position is to truly be an Office Clerk Specialist. These emails are in this packet also.

This demotion will cost my family financially. I will lose at least \$6000 to begin with the drop in pay from M&P B to 270 C not to mention all my other benefits change including my share of the medical insurance benefits. I have calculated that this will impact me by removing approximately \$750 a month from my pay. I will also be maxed out on the pay scale. I left a 25-year career for this?

In the meeting on April 3rd, 2024, with Mr. Boston, Ms. Pearson, Mr. Klapp, Mr. Teal and myself, Mr. Boston said as the Chief Financial Officer he could not support paying me for the work I am not doing. I am still doing all the work I was hired to do. Mr. Boston also stated I could continue to sign off on payments for routine services such as pest control and landscaping being done under a contract for a set price. Yet in writing Ms. Olson stated I shouldn't be signing off financial items. This is also why I believe my job survey hasn't been completed correctly. Mr. Boston and Ms. Pearson are attempting to reduce my job duties down to an Office Clerk Specialist by stating I am only tracking, monitoring and bringing up issues. No, I am the one doing the filing, completing, reviewing and ensuring the contracts are completed correctly. An office clerk specialist wouldn't have had the experience to come in and navigate the work I have done and continue to do. You need

experience to understand how to navigate and set up filing systems electronically, establish strong working relationships, and be able to understand that not every single process is the same. Sometimes, you must look outside the box you are trying to set everything in. NOT ONCE, have I sat down with Ms. Olson, Mr. Teal, Mr. Klapp, Ms. Pearson and Mr. Boston to discuss what I do. Not once! Yet, I keep being told that I am only monitoring, tracking and bringing up issues. I still believe I am *performing highly specialized administrative services, responsible office support work, and a variety of analytical tasks in my job every day.*

To recap, the job survey required communication that didn't happen. I believe the main goal of the job survey was to demote my position because I didn't support a division director.

1. There has been no clear accurate communication, collaboration or transparency in this process from the start. Mr. Boston hasn't explained why he requested the job survey to me, my supervisor, HR or the union. Since there was a possibility that the job survey would be a demotion, a meeting with the required individuals SHOULD HAVE TAKEN PLACE prior to the job survey being conducted.
2. This was a targeted job survey on my position specifically. I am the only Executive Assistant that doesn't report to a division director. I am the only employee Mr. Boston requested a job survey on. Why??
3. I have been scared for my job since January 13th, 2025. I keep being told by the Ms. Pearson that this is the first time this has ever happened, a demotion and that I am a unicorn. How would that make you feel? I have been told and made to feel that the Office Clerk Specialist is my only option. I don't believe that. Ms. Olson stated I should be an Administrative Manager. I was hired to *perform highly specialized*

administrative services, responsible office support work, and a variety of analytical tasks associated with various department programs, policies, and procedures. 30 plus years of experience in administrative functions and processes and I am demoted? That is not why I left a career of 25 years with the Community Colleges of Spokane.

4. As the Chief Examiner, I believe Ms. Pearson is responsible for ensuring that processes are followed, and the communication is clear and accurate. Transparency is a core value to Civil Services. A job survey being requested by Mr. Boston has different implications than a job survey being requested by Civil Services as a follow up to test development. The proper processes weren't followed. There have been times I have had to inform a supervisor that we can't do something one way because of policy but that is my job. To ensure policies and procedures are followed. Ms. Pearson should have been communicating with Mr. Teal about my job duties, not Mr. Boston. Ms. Pearson didn't ensure appropriate communication from the start - the initial communication about the job survey request coming from Mr. Boston instead of Civil Service, to the communication and questions about my job duties being sent to Mr. Boston instead of my supervisor and the lack of allowing my input and my supervisor's into what my duties entail are why I am here today.
5. My demotion also doesn't fit the definition outlined in the Merit Rules.
6. When a job description is changed, the rough draft of the new job description should be sent out to everyone in that job classification for review and comment. Then the input from these employees should be brought in front of the Commissioners. For those one in a million

unicorns, this process needs to be cleaner and clearer. This is why and where I became the unicorn.

I believe there should be an Administrative Specialist or Department Specialist for positions like mine. I support the entire Facilities Department team. There are departments that have one support person who is doing all types of specialized administrative duties unique to that department just like I do unique work in my job for my team. I don't want to work for another department. I came to work with the Facilities Department with the City of Spokane because I knew Jeff Teal. I just want to do the job that I was hired to do. I don't agree that I only track, monitor and bring up issues. I process contracts and amendments validating the necessary, required language is in the documents, review documents for accuracy, ensure payments are processed, and so much more. According to Ms. Olson, I am doing Administrative Manager work and have been. If there **was not an intent** to demote my position, would I been promoted to an Administrative Manager? I would like to continue as an Administrative Specialist with the duties that I was hired to do before they were eliminated. I wish my public records request would have answered more of my questions on who reviewed and agreed with the changes made in the job functions from Administrative Specialist to Executive Assistant.

Commissioners, I would ask that you nullify the job survey done on my position due to improper communication in relation to the actual person requesting the job survey and the intent of the job survey. Neither were done in good faith. Additionally, the communication for clarification on my duties was never done with my supervisor as indicated they would be. Instead, Ms. Pearson and Mr. Boston communicated about my duties. Once again, I am in the dark about those communications as those records still haven't been released through my public records request. I also believe that

neither the Chief Examiner nor anyone in Civil Service, can provide an investigation of this process in a fair and unbiased way. This would appear to be a conflict of interest.

I would request that a job description like the Administrative Specialist be developed to support departments and department directors. I believe there are others in positions within the City of Spokane like mine that are not doing tracking and monitoring but doing highly specialized administrative tasks that are the bulk of their work. The elimination of the Administrative Specialist took these types of positions away.

Thank you for your time and consideration of my request for my job survey results. I like the interesting work I do for the people I work with. I don't want my job duties to change or go to another department to work as an Executive Assistant. I want to do the duties I was hired to do for the person I was hired by.

I just want to be made whole. Re-instate the Administrative Specialist position.



Civil Service Commission

July 8, 2024

Kelly Long
Executive Assistant
Facilities

Dear Kelly,

Civil Service is requesting a survey of your position be completed.

Accordingly, please complete pages 1 - 10 of the attached position description questionnaire. Once completed forward on to your supervisor.

The deadline to submit your completed questionnaire is **August 5, 2024**. Upon receipt of the requested information in our office, we will be able to move forward with the process.

Should you have any questions, please feel free to call 509-625-6160 or stop by Civil Service.

Thank you,

Kelsey Pearson
Chief Examiner

cc: Jeff Teal, Director
Ted Kummet, Human Resources
Jon Klapp, M&P President

Section 5. JOB SURVEYS:

When the proper classification of a specific position is unclear or in dispute, a department head, employee, or authorized employee representative may request that a job survey be conducted, or the Commission on its own may direct that a survey be conducted. Prior to initiation of the survey, the Commission must notify the appointing officer, department head, Human Resources Director, incumbent employee, and the appropriate bargaining unit. If the survey shows that the duties or responsibilities of a position have substantially changed to the extent that the preponderance of the work is no longer representative of the assigned classification, the position will be reclassified by order of the Commission in accordance with Section 4, subject to budget approval by the City Council.

From: [Olson, Lisa](#)
To: [Pearson, Kelsey](#)
Subject: Kelly Long survey
Date: Friday, October 18, 2024 1:30:08 PM
Attachments: [image001.png](#)

Kelsey,

I took the tasks from my meeting with Kelly and put in red the items that would be outside of an Office Clerk Specialist (SPN 003). In purple are comments from me.

Is responsible for the Facilities Bid Process including **RFQ**, setting up walk through, point person for questions, addendums, requesting COI from lowest bidder and their subs, setting up billing with the awarded company. (These processes should still have oversight from the project manager or department head)

Ensures contract compliance.

Budget oversight from invoices to verifying out of grade and correct budget codes.

Invoice Approval from tracking, verifying, **to approving payment on projects up to 50K.**

Signs off on p-card purchases and flags problematic charges, uploads signed receipts.

Collaborates with department head on confidential facilities business every other week. (This is the only executive assistant task)

Monitors service requests for safety issues and escalates urgent needs.

Monitors long term contracts **and plans timelines for execution.** (She can assist with the calendaring and reaching out to people, but she shouldn't be solely responsible)

Communicates to all employees representing Facilities. (This should be a central communications person)

Sharepoint updates, **Reviewing candidates in NeoGov**, Superuser for training software program.

(Reviewing candidates should really be an office manager or department head)

In a nutshell, if the position is to be an Office Clerk Specialist, she should be monitoring, tracking, and bringing up issues, setting up meetings, being a point person for contracts, and being the superuser for their department's software. She should not be making independent decisions and signing off on financial items.

I would like to communicate something back to Kelly. I have not shared with her my determination of Administrative Manager nor the division's decision for the position. Please let me know what you would like me to share with her at this point even if it's just that the division head is working on his part.

Thank you,

Lisa

Lisa Olson (She, Her) | Civil Service I Merit System Analyst III

o: 509.625.6115

my.spokanecity.org/jobs/





Civil Service Commission

February 6, 2025

Kelly Long
Executive Assistant
Facilities Management

Dear Kelly,

The Chief Financial Officer requested a survey of your Executive Assistant position. Civil Service completed the survey process, which included a position description questionnaire, interview with a Merit System Analyst III, and subsequent discussion with the Director of Facilities Maintenance and the CFO.

After careful consideration, it was our determination that you were not properly classified as an Executive Assistant. Based on the preponderance of work, including full responsibility for the management and supervision of business operations for the Facilities Maintenance Department, we recommended reclassification to Administrative Manager (SPN 051). After meeting with management, they determined that the higher-level management work will be placed at the director level. Therefore, the preponderance of the remaining work is most properly classified as an Office Specialist (SPN 003).

Rule III, Section 4d states: "when a reclassification results in a downgrade of the position, the affected employee will be notified of the reclassification action. The employee may accept a transfer to the reclassified position or have thirty (30) days to request a transfer in their present classification. Upon requesting transfer in their present class, the affected employee must accept transfer to the first offered position, at which time the reclassification of their former position will be implemented. In the event of failure to request transfer, failure to accept transfer to the first offered position, or no position becoming available within one (1) year of notification, the reclassification will be implemented, and the incumbent must be transferred to the downgraded position. Transfers to a different classification as specified in this subsection will entitle the employee to be placed on the laid-off list for the formerly held classification."

Management retains its right to downgrade the position at any time, in which case your layoff rights to Executive Assistant will be honored in accordance with the Merit System Rules.

Thank you,

Kelsey Pearson

Chief Examiner

cc: Jeff Teal, Director
Matt Boston, Chief Financial Officer
Ted Kummet, Human Resources
Jon Klapp, M&P President

NATURE OF WORK:

Performs a variety of complex clerical and office support activities requiring knowledge of City policies and procedures. Work requires the application of independent judgment based upon considerable knowledge of the functions within a section of a department. Most work is subject to checks and controls, but if not detected, errors could result in a significant loss of time or money. Employee has regular contact with outside sources to obtain or supply factual information. Duties are sedentary in nature, performed under normal working conditions, and require normal attention to prevent errors.

my work is independent

SUPERVISION:

Work is performed under general supervision, with questionable cases referred to the supervisor. Assigns, instructs, and checks the work of employees performing the same or similar duties, and assumes the duties of Office Supervisor in the supervisor's absence.

ESSENTIAL JOB FUNCTIONS:

Maintains or checks complex records not requiring technical training or specialized techniques.

Reviews or audits less complex records prepared by other employees (such as personnel and payroll records) and prepares related reports.

Explains departmental policies and regulations to other employees and the public.

Answers complaints, and independently composes correspondence.

Maintains office files and supervises filing procedures as necessary.

May order and maintain office supplies.

Types forms, statements, letters, receipts, reports, and other material from rough drafts or general instructions, which frequently require independent action and discretion on the difficulties encountered; composes routine letters.

Operates a personal computer or visual display terminal.

May perform secretarial work in a small office where stenographic ability is not required.

Accepts payment of utility and other City fund accounts, reconciles cash, and makes deposits.

Instructs new employees in their duties and supervises subordinate employees as directed.

Operates standard office machines incidental to assignment.

Performs related work as required.

Office Clerk Specialist
Page two

REQUIREMENTS OF WORK:

- Considerable knowledge of clerical procedures including filing systems and records maintenance, office machine operation, business English, and business arithmetic.
- Considerable knowledge of City policies and procedures, related regulations, and ordinances.
- Skill in using office automation software, such as word processing, spreadsheet, and database programs.
- Skill in operating a computer terminal using a standard typewriter-style keyboard.
- Skill in resolving problems by generating and evaluating alternative solutions and making recommendations.
- Ability to learn rapidly the policies, procedures, and activities of the department to which assigned.
- Ability to prepare reports from complex records.
- Ability to perform difficult clerical work with little supervision, and the ability to supervise other employees.
- Ability to type accurately at a rate of 40 WPM.
- Ability to verbally communicate information to others.
- Ability to understand and follow oral and written instructions.
- Ability to adapt behavior and work priorities to effectively manage interruptions, changing demands, and competing deadlines.
- Ability to establish and maintain effective public and working relationships.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read fine print.

Ability to hear, with or without the use of a hearing aid, and speak well enough to converse on the telephone.

Enough manual dexterity to operate office machines and write legibly.

Enough mobility to move from one machine and one place to another.

Enough stamina to sit and stand alternately for up to four hours at a time with only one fifteen minute break.

MINIMUM EDUCATION AND EXPERIENCE:

Open Requirements: High school diploma or equivalent; AND two years of clerical, office support, or data entry experience. One year of undergraduate education (30 semester or 45 quarter credit hours) may substitute for one year of experience.

Promotional Requirements: One year of experience in the classification of Office Clerk Assistant (SPN 002), or higher classification where clerical duties are a significant portion of the work and included in the essential job functions of the specification.

Retitled: 7/24

Revised: 4/73, 1/80, 1/83, 1/85, 2/91, 12/92, 6/95, 7/97, 5/99, 7/03, 7/15, 8/15, 2/19, 7/24

Reviewed: 3/75, 1/77, 1/82, 1/85, 1/87, 1/89, 1/91, 7/93, 10/01, 6/05, 1/08, 2/11, 4/13

Union: 270

Range: 26

EEO code: 6



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

ESTABLISHED 1910

EXECUTIVE ASSISTANT

SPN: 025

Bargaining Unit: M&P-B

Pay Range: 34

Effective Date: 3/2024

CLASS SUMMARY

Performs highly responsible, specialized, professional administrative work under direction of a department or division head. Work requires independent judgment and discretion based on considerable knowledge of the functions and pertinent regulations of the assigned areas. Most work is not subject to checks and controls; errors, if not detected, could result in a significant loss of time or money or serious embarrassment to the City. Employee has regular contact with both inside and outside sources to supply or obtain factual information. Duties require concentrated attention to prevent errors.

DISTINGUISHING CHARACTERISTICS:

Executive Assistants are particularly distinguished by the unique nature of work performed in support of executive functions and by assigned work in critical programs and services, as well as the impact of that work on the department or City as a whole. Executive Assistants are distinguished from clerical staff by their high level of responsibility, and by the nature of analysis performed in consideration of unique problems requiring thorough and consistent application of professional knowledge or expertise for proper solution or determination. The work of Executive Assistants may result in changes to processes, procedures, or findings, which are not routinely subject to oversight and review.

SUPERVISION

Reports to a director or official commission. Assumes responsibility for their own work without direct supervision, follows established procedures and best practices, and consults the director in exceptional cases. Incumbents do not directly supervise other employees but may direct or instruct the work of new and existing employees in their own or related work.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Serves as liaison between the assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance that may require the use of judgment, tact, and sensitivity, and the interpretation of policies, rules, and procedures.
- Receives and assists visitors and telephone callers; answers inquiries requiring knowledge of City policies, procedures, and activities, or directs them to the proper person or department. Engages in both proactive and responsive problem-solving.
- Assumes responsibility for various administrative details; establishes, coordinates, and maintains effective office procedures and efficient workflows. Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.
- Disseminates new policies and procedures established by management. Develops, refines, implements, and communicates strategies used to achieve effective implementation of policies and to comply with recommendations of internal departments and external agencies. Advises and trains staff.
- Schedules appointments and maintains calendars. Arranges and coordinates meetings and events; sets up and runs presentations. Produces business itineraries and coordinates travel



Classification Study FAQ

What is a Classification?

Job classification is a job evaluation method in which positions are grouped into categories based on their duties. A City of Spokane classification contains a generalized job description and list qualifications for a group of jobs across multiple departments. A classification is not intended to be a detailed job description of a specific position within a single department.

For example, a Clerk II working at one department may do xyz, while a Clerk II in another department does abc. Both clerks do the same overarching work, but the specific tasks vary.

Classification Study vs Job Survey

A classification study is a periodic review of a classification spec to determine if changes or modifications are warranted. This is an independent audit of an entire job class typically initiated by Civil Service.

A job survey is an in-depth study to determine the proper classification of a specific position based on the preponderance of work. Job surveys are typically conducted upon request when the classification is uncertain.

Classification Study Objectives

To clearly define the essential job functions and physical demands of a classification, along with minimum required qualifications for performing the work such as education, prior work experience, knowledge, skills, abilities, licenses, and certifications.

To ensure progression lines are accurate and the City is able to recruit the right people to do the job.

What a Classification Study is NOT

- A performance evaluation
- A staffing study
- A pay study

The above items are not Civil Service functions. Performance and staffing are a management function and pay/compensation is a Human Resources function.

Still have questions? Reach out!



What is Civil Service?

Civil Service is an independent branch of City of Spokane responsible for ensuring individuals are employed on the basis of professional merit as demonstrated by competitive examinations. We safeguard the integrity of the hiring process by keeping job opportunities free from political influence and open for all to apply.

Competitive Examinations

We team up with job experts to create competitive exams that evaluate candidates' knowledge, skills, and abilities to do the job.

Candidates who pass the exam are ranked for consideration by Civil Service and placed on an eligible list. A hiring manager will interview and hire off the eligible list.

Manage Eligible Lists

Civil Service manages open-entry, promotional, transfer and layoff lists for all recruitments. Our team ensures that candidates are appropriately moved through the Civil Service process including making sure they are considered for the position in order and rejected for appropriate cause.

Verify Classified Employee Movement

We make sure that any movement within the City is done based on the Merit System Rules. This includes verifying that date in class, probationary periods, and salary step increases are accurate.

Help Current Employees

Whether you're seeking information on the transfer or promotional process, need help navigating a layoff or disciplinary actions, or require mediation for an appeal or complaint, the Civil Service Department is here to support you.

The City of Spokane is an equal opportunity employer and values diversity within our organization. We do not discriminate on the basis of race, religion, color, national origin, gender identity, sexual orientation, age, marital status, familial status, genetic information, veteran/military status, or disability status. As a Fair Chance employer, City of Spokane does not conduct initial background screening for nonpublic safety positions.

Still have questions? Reach out!

- (13) **Classified employee.** A person filling a classified position whose appointment has been approved by the Commission and who receives paid compensation by the City.
- (14) **Classified position.** A job within the classified service of the City.
- (15) **Classified service.** The regular positions, not specifically exempted by the Charter, that fall under the Merit System Rules.
- (16) **Commission.** The Civil Service Commission for the City of Spokane. As used in these rules, the term Commission includes its staff for all routine administrative matters.
- (17) **Days.** Calendar days unless indicated. A time period expressed in a number of days is computed by excluding the first day and including the last day.
- (18) **Days, working.** Standard business days, Monday through Friday excepting federal, state, and City holidays.
- (19) **Demotion.** The reduction of an employee from a higher classification to a lower classification for purposes of discipline or probationary failure. Note: Prior voluntary demotions were nondisciplinary in nature and are now included as transfers.
- (20) **Department.** A major and separate administrative segment of City organization, the head of which gains operational authority from the Charter or ordinance and is responsible directly to the Mayor or their designee.
- (21) **Discharge.** Involuntary termination from City employment.
- (22) **Eligible.** As a noun, a person whose name appears on a list for employment.
- (23) **Eligible list.** A list consisting of the names of those who have passed an examination for a classification and who may be considered for appointment to a vacant position.
- (24) **Incumbent.** Current holder of a position.
- (25) **Job description.** A detailed listing of the duties, tasks, operations, and responsibilities undertaken and performed by an individual in the execution of a job. Also position description.
- (26) **Laid-off list.** A list consisting of the names of those who have been involuntarily removed from their positions because of lack of work or funds, deletion of the position, failure to meet the minimum qualifications of the job, or for other good cause unrelated to disciplinary action.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE: ~~ADMINISTRATIVE SPECIALIST~~EXECUTIVE ASSISTANT
SALARY PLAN: A02
DEPARTMENT: VARIES
REPORTS TO: VARIES
BARGAINING UNIT: M&P-B

CLASS CODE: 025
GRADE: 34
FLSA STATUS: N
EEO-4 CODE: 06
DATE: TBD

JOB SUMMARY:

Performs highly ~~responsible~~ specialized ~~professional~~ administrative ~~services~~work under direction of a department or division head, responsible office support work, and a variety of analytical tasks associated with various department programs, policies, and procedures. Work requires ~~the application of~~ independent judgment ~~and discretion~~ based on considerable knowledge of the functions ~~and pertinent regulations~~ of the ~~assigned areas~~department to which assigned. Most work is not subject to checks and controls; errors, if not detected, could result in a significant loss of time or money or serious embarrassment to the City. Employee has regular contact with both inside and outside sources to supply or obtain factual information. Duties ~~are sedentary in nature, performed under better than average working conditions, and~~ require concentrated attention to prevent errors.

DISTINGUISHING CHARACTERISTICS:

~~Administrative Specialists~~Executive Assistants are ~~particularly~~ distinguished ~~from Office Manager and Office Administrator positions by the non-supervisory, unique nature of work performed in support of executive functions and by assigned work in critical programs and services at the department level, and as well as the effect-impact of that work on the department or City as a whole.~~ ~~Administrative Specialists~~Executive Assistants are distinguished from clerical/~~secretarial~~ staff by their ~~high level of responsibility, and by the professional and critical nature of analysis performed requiring in~~ consideration of unique problems ~~resulting in the requiring thorough and consistent~~ application of professional knowledge or expertise for proper solution or determination. The work of ~~Administrative Specialists~~Executive Assistants may result in changes to processes, procedures, or findings, which are not routinely subject to oversight and review.

SUPERVISION EXERCISED:

Reports ~~directly~~ to a ~~department~~ director or official commission. Assumes responsibility for ~~their~~ own work without direct supervision, follows established procedures ~~and best practices~~, and ~~refers unusual cases to~~consults the director ~~in exceptional cases~~. Incumbents ~~in this class~~ do not directly ~~lead or~~ supervise other employees, but may instruct ~~or direct the work of~~ new ~~and existing~~ employees in ~~their~~ own or related work.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- ~~Serves as liaison between the assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance that may require the use of judgment, tact, and sensitivity, and the interpretation of policies, rules, and procedures.~~
- ~~Receives and assists visitors and telephone callers; answers inquiries requiring knowledge of City policies, procedures, and activities, or directs them to the proper person or department. Engages in both proactive and responsive problem-solving.~~
- ~~Assumes responsibility for various administrative details; establishes, coordinates, and maintains effective office procedures and efficient work-flows; designs forms; implements established policies and procedures. Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.~~
- ~~Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.~~
- ~~Serves as City representative in many contacts with both the public and other employees; disseminates to staff new policies and procedures established by management. Develops, refines, implements, and communicates strategies used to achieve effective implementation of policies and to comply with recommendations of internal departments and external agencies. Advises and trains staff.~~
- ~~Develops, implements, and communicates strategies to achieve compliance with policies and recommendations of internal departments and external agencies.~~
- ~~Independently meets the public; answers inquiries requiring knowledge of City policies, procedures, and activities, or directs them to proper departments. Receives and assists visitors and telephone callers and refers them to appropriate person as circumstances warrant.~~
- ~~May serve as recorder of minutes with responsibility for transcription and distribution to participants. Transcribes from machine dictation. Types and edits material from longhand or rough copy.~~

- Schedules appointments and maintains calendars. ~~Makes arrangements for~~ Arranges and coordinates ~~conferences and meetings~~ and events; ~~sets up and runs presentations.~~ Arranges Produces business itineraries and coordinates travel requirements.
- May serve as recorder of minutes with responsibility for distribution to participants. Transcribes or prepares documents from recordings.
- Takes action authorized during a department director's absence, and uses initiative and judgment to see that matters requiring attention are referred to delegated authority or handled in a manner so as to minimize the effects of the absence.
- Maintains filing and records management systems, processes a variety of contracts, vouchers, travel forms, invoices, and other office flow procedures.
- Sorts, reads, and annotates incoming email, mail, and documents and attaches appropriate files to facilitate necessary action; determines any routing, ~~or~~ signatures required, and maintains follow-up. Composes correspondence and reports for department director's utilization or signature when required.
- Selects and/or makes recommendations for purchase of supplies and equipment; assists budget preparation and maintains budget and expense account records, financial records, and payroll records.
- Performs ~~other related duties as assigned~~ related work as required.

MATERIAL AND EQUIPMENT USED:

- ~~Computer~~
- ~~General Office Equipment~~

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Modern office administration, including technology and equipment.
- Regulatory and policy compliance specific to municipal government and the department and services provided, government purchasing, etc.
- English composition including proper usage, Grammar, spelling, capitalization, punctuation, etc. and arithmetic.
- Business mathematics and basic bookkeeping.
- ~~Modern office administration, management, procedures, and communication skills.~~
- Computer applications relating to modern office operations, such as: word processing, presentation, database, email, and spreadsheet software.

Ability to:

- Learn rapidly about the city government operations and other activities, policies, and procedures to which assigned.
- Communicate clearly and concisely and convey information appropriately for the intended audience.
- ~~Type accurately at the rate of 250 keystrokes (50 words) per minute.~~
- ~~Learn rapidly city government operations and other activities, policies, and procedures to which assigned.~~
- ~~Keep complex records, compose correspondence, and perform office management details without referral to the department director.~~
- Establish and maintain effective public and employee relations in a service-oriented environment.
- Maintain calm and respectful communication with others in difficult situations, including with the general public.
- Write correspondence and provide accurate and timely information.
- Maintain the confidentiality of oral and written communication.
- Organize, coordinate, adjust priorities, and problem solve.
- Meet deadlines and manage time effectively.
- Exercise initiative and judgment and make decisions within scope of assigned authority.
- Assume responsibility and complete assignments without direct supervision.
- ~~Independently Kkeep complex records, compose correspondence, and perform office management details without referral to the department director~~ produce reports.
- Type accurately at the rate of 250 keystrokes (50 words) per minute.

TYPICAL EQUIPMENT USED

Personal computer and associated software, telephone, calculator, and other general office equipment.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between and around work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull to move and lift supplies or equipment. Employees must possess the ability to transport a computer laptop and/or supplies and materials from one work location to another.

- ~~Ability to see, with or without corrective lenses, well enough to read fine print.~~
- ~~Ability to communicate to the extent that information can be clearly received and conveyed.~~
- ~~Enough body mobility to move about the office.~~
- ~~Enough manual dexterity to write and use a keyboard and various office machines.~~
- ~~Enough strength to lift and carry 10 lb. boxes of paper.~~

Working Conditions:

Employees work primarily in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and public and private representatives in responding to inquiries and interpreting and enforcing departmental policies and procedures. Duties may require some work during nonstandard hours such as evenings, weekends and/or holidays, and work at various locations.

- ~~Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.~~
- ~~The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.~~
- ~~Duties may require some work in the evening, weekends and/or holidays.~~

MINIMUM QUALIFICATIONS

Combinations of education and experience equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

Applicants must meet all requirements of one of the following paths:

Education Path

- Education: Bachelor's degree from an accredited college or university.
- Experience: One year of experience in executive-level administrative support, e.g., working for a CEO, department or division director, or other high-level executive within an organization.
- Substitution: Additional executive-level administrative support experience may substitute for the education requirement on a year-for-year basis.

Education and Experience Path

- ~~Education: Completion of two years of college (90 quarter or 60 semester credit hours) to include at least 6 semester or 9 quarter credit hours in both English and math; and~~
- ~~Experience: Two years of increasingly responsible clerical experience.~~

Specialized Experience Path

- ~~Experience: Four years of administrative or secretarial work experience, to include two years of experience arranging appointments and assisting in the preparation of meetings; responding to public inquiries; editing and independently composing letters and other correspondence using computer software; researching, compiling, and organizing data for reports; and maintaining office record systems.~~

INTERNAL PROCEDURAL INFORMATION:

Selection of a Senior Administrative Assistant, Rule V, Section 5, Rules of the Civil Service Commission, applies.



City of Spokane

Administrative Specialist

SALARY	\$54,580.32 - \$76,713.12 Annually	LOCATION	City of Spokane, WA
JOB TYPE	Full-Time	JOB NUMBER	025-2022
DEPARTMENT	Varies	OPENING DATE	04/18/2022
CLOSING DATE	5/16/2022 4:00 PM Pacific		

CLASS SUMMARY

Performs highly specialized administrative services, responsible office support work, and a variety of analytical tasks associated with various department programs, policies, and procedures.

EXAMPLES OF JOB FUNCTIONS

This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following.

- Assumes responsibility for various administrative details; establishes, coordinates, and maintains effective office procedures and efficient work flows; designs forms; implements established policies and procedures.
- Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.
- Serves as City representative in many contacts with both the public and other employees; disseminates to staff new policies and procedures established by management.
- Develops, implements, and communicates strategies to achieve compliance with policies and recommendations of internal departments and external agencies.
- Independently meets the public; answers inquiries requiring knowledge of City policies, procedures, and activities, or directs them to proper departments. Receives and assists visitors and telephone callers and refers them to appropriate person as circumstances warrant.
- May serve as recorder of minutes with responsibility for transcription and distribution to participants. Transcribes from machine dictation. Types and edits material from longhand or rough copy.
- Schedules appointments and maintains calendar. Makes arrangements for and coordinates conferences and meetings. Arranges business itineraries and coordinates travel requirements.
- Takes action authorized during a department director's absence, and uses initiative and judgment to see that matters requiring attention are referred to delegated authority or handled in a manner so as to minimize the effects of the absence.
- Maintains filing and records management systems, processes a variety of contracts, vouchers, travel forms, invoices, and other office flow procedures.
- Sorts, reads, and annotates incoming mail and documents and attaches appropriate files to facilitate necessary action; determines routing, signatures required, and maintains follow up. Composes correspondence and reports for department director's signature when required.
- Selects and/or makes recommendations for purchase of supplies and equipment; assists budget preparation and maintains budget and expense account records, financial records, and payroll records.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Combinations of education and experience equivalent to the following minimum qualifications are acceptable

Re-Entry Requirements

Individuals who have previously held the position and are returning to the position within 180 days of leaving the position.

Education Path

- *Education:* Bachelor's degree from an accredited college or university

Education and Experience Path

- *Education:* Completion of two years of college (90 quarter or 60 semester credit hours) to include at least 6 semester or 9 quarter credit hours in both English and math; **AND**
- *Experience:* Two years of increasingly responsible clerical experience

Specialized Experience Path

- *Experience:* Four years of administrative or secretarial work experience, to include two years of experience arranging appointments and assisting in the preparation of meetings; responding to public inquiries; editing and independently composing letters and other correspondence using computer software; researching, compiling, and organizing data for reports; and maintaining office record systems.

EXAMINATION DETAILS

Applicants must meet the minimum qualifications and pass the examination for this position to be eligible for hire. Qualified applicants are encouraged to apply immediately. All applicants must complete and submit a City of Spokane employment application online by 4:00 p.m. on the filing cut-off date.

Upon request, at time of application, City of Spokane will provide alternative accessible tests to individuals with disabilities that impair manual, sensory or speaking skills needed to take the test, unless the test is intended to measure those skills.

EXAMINATION DETAILS:

The examination will consist of a T & E and an online, multiple-choice test, with weights assigned as follows:

- Multiple-Choice Test 70%
- T & E Examination 30%

TRAINING AND EXPERIENCE EVALUATION DETAILS

The T&E examination consists of a Supplemental Questionnaire. The questions may be viewed online under the tab marked "QUESTIONS" on the job announcement page. The T&E must be submitted online, at the time of application.

- Copies of your college or university transcripts (unofficial transcripts are accepted) may be a required part of this application and will be used to verify that you meet the minimum qualifications, as posted on the job announcement.
- Responses to your T&E questions should be consistent with the information given in your application details. Answers are subject to verification.
- Failure to complete all of the questions or incomplete responses will result in a lower score; therefore, it is advantageous for you to provide a full and complete response to each supplemental question.
- Resumes or questionnaires uploaded as attachments will not be accepted in lieu of completing each question online.
- "See Resume" or "See above," etc., and copy/paste from a previous answer are not qualifying responses and will not be considered.

TIP: It may be more efficient to develop your responses in a word processing document and then paste them into the online questionnaire to be submitted.

ONLINE EXAMINATION DETAILS:

This is an online examination and will require a computer. **If you do not have access to a computer, please notify Civil Service so that one may be provided.**

A link to the Administrative Specialist examination, with instructions, will be emailed prior to 4:00 p.m. Pacific time on Thursday, May 19, 2022. Please note that this email will be sent from FastTest (noreply@cityofspokane.org). The test will be available for log-in from 4:00 p.m. Pacific time on Thursday, May 19, until 4:00 p.m. Pacific time the following Tuesday, May 24, 2022.

NOTE: You may begin the exam at any time during the test period; however, once you begin, you will have 1.5 hours to complete the examination. You may take the exam only once during the open recruitment period.

The examination may include such subjects as:

- Clerical
- Computer Skills
- Customer Service & Interpersonal Skills
- Mathematical Reasoning
- Problem Solving & Decision Making
- Reading
- Written Communication

INTERNAL PROCEDURAL INFORMATION:

Selection of a Senior Administrative Assistant, Rule V, Section 5, Rules of the Civil Service Commission, applies.

We are an equal opportunity employer and value diversity within our organization. We do not discriminate on the basis of race, religion, color, national origin, gender identity, sexual orientation, age, marital status, familial status, genetic information, veteran/military status or disability status. As a Fair Chance employer, City of Spokane does not conduct initial background screening for non-public safety positions.

Agency

City of Spokane

Address

808 W. Spokane Falls Blvd.
City Hall, 4th Floor
Spokane, Washington, 99201

Phone

509.625.6160

Website

<http://mv.2RQkanecit.org>

Administrative Specialist Supplemental Questionnaire***QUESTION 1**

MINIMUM QUALIFICATIONS Select the option that best describes how you meet the minimum requirements to test for this position:

- ☒ PATH A: I have a bachelor's degree from an accredited college or university.
- ☐ PATH B: I have completed two years of college (90 quarter or 60 semester credit hours) to include at least 6 semester or 9 quarter credit hours in both English and math; AND I have at least two years of increasingly responsible clerical experience.

PATH C I have at least four years of administrative or secretarial work experience to include at least two years of experience arranging appointments and assisting in the preparation of meetings; responding to public inquiries; editing and independently composing letters and other correspondence using computer software; researching, compiling, and organizing data for reports; and maintaining office record systems.

QUESTION 2

If you chose PATH A or PATH B in question #1 above, you must provide your college transcripts or a diploma to be considered for this position. Have you attached either a diploma or college transcripts to your application? If your answer is "no", your application is incomplete and will not be considered.

☐ Yes

☐ No

QUESTION 3

If you chose PATH B in question #1 above, detail the work experience here by including the names of employers, dates employed, and your specific responsibilities that demonstrate increasingly responsible clerical experience.

QUESTION 4

If you chose PATH C in question #1 above, detail the work experience here by including the names of employers, dates employed, and your specific responsibilities that demonstrate administrative or secretarial experience, to include at least two years of experience arranging appointments and assisting in the preparation of meetings; responding to public inquiries; editing and independently composing letters and other correspondence using computer software; researching, compiling, and organizing data for reports; and maintaining office record systems.

*QUESTION 5

SUPPLEMENTAL QUESTIONNAIRE The following Supplemental Questionnaire is the Training and Experience Evaluation for this position and must be completed online at the time of application. Questionnaires submitted as an attachment to the online application will not be considered. In order to receive every consideration in the selection process, you must complete all questions with concise but detailed answers and provide all requested information. Employers and experience referenced in this supplemental questionnaire must also be included in the work experience section of your application. You may go back and add them if necessary. Each answer will be scored separately. By continuing in the examination process, you certify that all information provided in the Supplemental Questionnaire is true and correct to the best of your knowledge. Are you ready to continue?

☐ Yes

☐ No

*QUESTION 6

How many years of customer service experience do you have working with the public?

☐ No experience

☐ Less than 6 months

☐ At least 6 months, but less than 1 year

☐ At least 1 year, but less than 2 years

☐ 2 years or more

QUESTION 7

Please provide the following details to support your response to the previous question: a. Employer(s) where you gained this experience b. Dates of employment

QUESTION 8

How many years of experience do you have with expense reports?

- ☐ No experience
- ☒ Less than 6 months
- ☐ At least 6 months, but less than 1 year
- ☐ At least 1 year but less than 2 years
- ☐ 2 years or more

QUESTION 9

Please provide the following details to support your response to the previous question: a. Employer(s) where you gained this experience b. Dates of employment

***QUESTION 10**

How many years of experience do you have creating PowerPoint presentations?

- ☐ No experience
- ☐ Less than 6 months
- ☒ At least 6 months, but less than 1 year
- ☐ At least 1 year, but less than 2 years
- ☐ 2 years or more

QUESTION 11

Please provide the following details to support your response to the previous question: a. Employer(s) where you gained this experience b. Dates of employment

***QUESTION 12**

How many years of experience do you have interpreting contracts?

- ☒ No experience
- ☐ Less than 6 months
- ☐ At least 6 months, but less than 1 year
- ☐ At least 1 year, but less than 2 years
- ☐ 2 years or more

QUESTION 13

Please provide the following details to support your response to the previous question: a. Employer(s) where you gained this experience b. Dates of employment

***QUESTION 14**

How many years of experience do you have independently prioritizing work which has competing deadlines?

- ☐ No experience
- ☐ Less than 6 months
- ☒ At least 6 months, but less than 1 year

QUESTION 15

Please provide the following details to support your response to the previous question: a. Employer(s) where you gained this experience b. Dates of employment

QUESTION 16

How many years of experience do you have coordinating conferences and business meetings to include itineraries and travel arrangements?

☐ No experience

☐ Less than 6 months

☐ At least 6 months, but less than 1 year

☐ At least 1 year, but less than 2 years

☐ 2 years or more

QUESTION 17

Please provide the following details to support your response to the previous question: a. Employer(s) where you gained this experience b. Dates of employment

QUESTION 18

How many years of experience do you have independently solving complex work problems?

☐ No experience

☐ Less than 6 months

☐ At least 6 months, but less than 1 year

☐ At least 1 year, but less than 2 years

☐ 2 years or more

QUESTION 19

Please provide the following details to support your response to the previous question: a. Employer(s) where you gained this experience b. Dates of employment

*QUESTION 20

How many years of experience do you have using five or more software programs to complete your work?

☐ No experience

☐ Less than 6 months

☐ At least 6 months, but less than 1 year

☐ At least 1 year, but less than 2 years

☐ 2 years or more

QUESTION 21

Please provide the following details to support your response to the previous question: a. Employer(s) where you gained this experience b. Dates of employment

From: [Klapp, Jon](#)
To: [Bjork, Jerri](#)
Subject: RE: Job Classification Updates: Administrative Specialist
Date: Monday, March 11, 2024 11:17:15 AM
Attachments: [_image001.png](#)

Thanks for the quick and thoughtful response Jerri. If it works for your purposes to use the highlighted option below, that would definitely alleviate any concerns on our side of things.

Best of luck with the Civil Service Commission!

Jon Klapp | M&P President
509.625.7738 | jklapp@spokanecity.org



From: Bjork, Jerri <jbjork@spokanecity.org>
Sent: Monday, March 11, 2024 10:52 AM
To: Klapp, Jon <jklapp@spokanecity.org>
Subject: RE: Job Classification Updates: Administrative Specialist

Hi Jon,

First, thanks so much for the quick work on this! I love the attention to detail, and this is a key point, so I want to get it right. I included the "confidential nature" as a distinguishing factor because this position has been designated as a Senior Administrative Assistant per Rule V Section 5 of the Merit System Rules. That language says:

Those classified positions which are identified by title and duties as being principal assistant or deputy or **confidential assistant** to an appointive office, or as being principal administrative officer of a major function within a department, wherein the incumbent reports and is responsible directly to an appointive head and is, as a matter of practice and policy, directly involved in establishing basic policy and in controlling the administrative affairs of a major unit, shall be governed by the certification and appointment procedures outlined herein irrespective of any other certification and appointment procedures provided in these rules.

Considering this, I think I could reword the sentence in the revised job class to say:

Executive Assistants are distinguished from clerical staff by **their role as a confidential assistant to an executive**, and by the nature of analysis performed in consideration of unique problems requiring thorough and consistent application of professional knowledge or expertise for proper solution or

determination.

Another alternative would be this:

Executive Assistants are distinguished from clerical staff by **their high level of responsibility** and by the nature of analysis performed in consideration of unique problems requiring thorough and consistent application of professional knowledge or expertise for proper solution or determination.

Let me know your thoughts. Thank you so much!

Jerri

From: Klapp, Jon <klapp@spokanecity.org>

Sent: Monday, March 11, 2024 9:38 AM

To: Bjork, Jerri <bjork@spokanecity.org>

Subject: RE: Job Classification Updates: Administrative Specialist

Hi Jerri,

I think the spec and changes to minimum qualifications look great and I think this is a change that makes a lot of sense.

The one question that we had on the M&P side of things was relating to the "Confidential nature of their work" language added to this job description. One of the things that we try to be mindful of when looking at the M&P positions is that there are certain employment criteria which may exclude positions from representation, including a confidential status defined in RCW as:

(4) "Confidential employee" means an employee who, in the regular course of his or her duties, assists in a confidential capacity persons who formulate, determine, and effectuate management policies with regard to labor relations or who, in the regular course of his or her duties, has authorized access to information relating to the effectuation or review of the employer's collective bargaining policies, or who assists or aids a manager. "Confidential employee" also includes employees who assist assistant attorneys general who advise and represent managers or confidential employees in personnel or labor relations matters.

Obviously all M&P employees, to varying degrees, perform work that could be considered confidential by more generic definitions. I think it would be helpful, from our standpoint, to know if this explicit language of confidentiality is fairly commonplace in job classifications. Is that something you could give insight into?

From what I understand about the work performed by current administrative specialists, I don't believe there is any conflict of interest that would lead to them being defined as confidential, however I think its something that on the bargaining representative side of things we need to be mindful of. Another alternative suggestion might be finding similar language that doesn't as outwardly present the work as being exempt from representation.

All that said, if this language is more typical than I'm aware, I think those concerns would also be mitigated significantly.

Thanks for the work on this one, I should be free most of the day to clarify this and confirm bargaining sign off once we get a bit more clarity.

Jon Klapp | M&P President
509.625.7738 | jklapp@spokanecity.org



From: Bjork, Jerri <jbjork@spokanecity.org>
Sent: Wednesday, March 6, 2024 11:21 AM
To: Klapp, Jon <jklapp@spokanecity.org>
Subject: Job Classification Updates: Administrative Specialist

Hi Jon,

I have attached a revised job spec – final copy includes a retitle from Administrative Specialist to Executive Assistant. The markup copy from the current spec is also attached.

This one had not been comprehensively reviewed for some time, so I consulted with each of the eight current employees as well as directors to finalize this spec. We think the retitle and revision to the minimum qualifications language will help in producing a high-quality recruitment this spring!

Please let me know if M&P concurs on this spec or has any comments/questions. I'd appreciate a response by Monday end of day, if at all possible, but I know you'll do the best you can. I'm aiming to get it in for a retitle at the March Civil Service Commission meeting.

Thanks so much!

Jerri Bjork (she/her) | Civil Service | Examination & Classification Analyst III
o: 509.625.6180 | my.spokanecity.org/jobs/



Long, Kelly

From: Klapp, Jon
Sent: Thursday, April 10, 2025 8:08 AM
To: Long, Kelly
Subject: RE: Formal Process for Removing Duties from Position Description for Demotion

Hi Kelly,

If you're talking about changing a classification to remove duties, there is a process where Civil Service will have an analyst review along with management and employees to identify scopes of work within classifications. Those changes are then sent to M&P to sign off on before finally going before the Civil Service commission for approval.

For individual positions, duty changes are a bit less of a formal and regulated process due to the changing work needs that prompt some of those things. These types of changes can happen much more rapidly when new or changing work emerges, but still need to be within the scope of whichever classification an individual is working under when performing the work.

Jon Klapp | M&P President
509.625.6036 | jklapp@spokanecity.org



From: Long, Kelly <klong@spokanecity.org>
Sent: Thursday, April 10, 2025 7:50 AM
To: Klapp, Jon <jklapp@spokanecity.org>
Subject: Formal Process for Removing Duties from Position Description for Demotion

Jon,
Is there a formal process for removing duties from a position description for a for demotion with M&P. Or can it be done at any time under any circumstance?

KELLY LONG | CITY OF SPOKANE | FACILITIES DEPARTMENT
509.625.6551 office | klong@spokanecity.org | spokanecity.org

Emails and attachments sent to or from the City, including personal information, are presumptively public records that are subject to disclosure. - Chapter 42.56 RCW

From: [Ives, Shellee](#)
To: [Pearson, Kelsey](#)
Subject: FW: Civil Service Position Description Questionnaire
Date: Tuesday, September 3, 2024 10:48:21 AM
Attachments: [Civil Service Position Description Questionnaire.docx](#)
[_image001.png](#)

Saving in H and will assign to Lisa, but just in case you wanted to see it.

Thank you,

Shellee Ives | City of Spokane | Administrative Manager
o: 509.625.6162 | my.spokanecity.org/jobs



From: Teal, Jeffrey <jteal@spokanecity.org>
Sent: Tuesday, September 3, 2024 10:45 AM
To: Long, Kelly <klong@spokanecity.org>; Ives, Shellee <sives@spokanecity.org>
Cc: Klapp, Jon <jklapp@spokanecity.org>; Kummet, Ted <tkummet@spokanecity.org>
Subject: RE: Civil Service Position Description Questionnaire

JEFF TEAL | CITY OF SPOKANE | DIRECTOR OF FACILITIES
509.625.6533 office | 509.570.8737 cell | jteal@spokanecity.org | spokanecity.org

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From: Long, Kelly <klong@spokanecity.org>
Sent: Wednesday, August 28, 2024 2:31 PM
To: Ives, Shellee <sives@spokanecity.org>
Cc: Teal, Jeffrey <jteal@spokanecity.org>; Klapp, Jon <jklapp@spokanecity.org>; Kummet, Ted <tkummet@spokanecity.org>
Subject: FW: Civil Service Position Description Questionnaire

Hi Shellee,
I sent it to Jeff on August 2nd. Jeff needed to complete his portion.

KELLY LONG | CITY OF SPOKANE | EXECUTIVE ASSISTANT FACILITIES DEPARTMENT
509.625.6551 office | klong@spokanecity.org | spokanecity.org

E-mails and attachments sent to or from the City, including personal information, are presumptively public records that are subject to disclosure. Chapter 42-56 RCW

From: Long, Kelly
Sent: Friday, August 2, 2024 2:40 PM
To: Teal, Jeffrey <jteal@spokanecity.org>
Subject: Civil Service Position Description Questionnaire

Jeff,
Here you go. I think I covered it all.

Kelly Long | CITY OF SPOKANE | EXECUTIVE ASSISTANT - FACILITIES DEPARTMENT
509.625.6551 office | klong@spokanecity.org | spokanecity.org

Any e-mail attachments sent to or from the City, containing personal information, are presumed to be public records that are subject to disclosure. Chapter 42-160 RCW.

From: [Olson, Lisa](#)
To: [Pearson, Kelsey](#)
Subject: FW: Job survey
Date: Wednesday, September 11, 2024 4:49:27 PM

Kelly invited Jeff to her Job Survey interview. I don't feel it's appropriate for him to be there because she won't speak freely. I can tell her that he can't be there, but I don't know what all has gone on and I don't want to ruffle any feathers.

Normally I meet with the incumbent and then, if I have any questions for the supervisor, I meet with the sup. Neither of those meetings have ever been joint meetings for any other job survey I have done. I don't know about the other analysts.

Please let me know what you would like me to do.

Thanks!

Lisa

Your meeting was forwarded

[Long, Kelly](#) has forwarded your meeting request to additional recipients.

Meeting

Job survey

Meeting Time

Tuesday, September 17, 2024 1:30 PM-3:00 PM.

Recipients

[Teal, Jeffrey](#)

From: [Long, Kelly](#)
To: [Olson, Lisa](#)
Subject: RE: Job Survey
Date: Thursday, September 12, 2024 12:49:37 PM
Attachments: [_image001.png](#)

Lisa,

I was just letting Jeff know for his information. I will see you on Tuesday.

KELLY LONG | CITY OF SPOKANE | EXECUTIVE ASSISTANT FACILITIES DEPARTMENT
509.625.6551 office | klong@spokanecity.org | spokanecity.org

Emails and attachments sent to or from the City, including personal information, are presumptively public records that are subject to disclosure. Chapter 42-56 RCW

From: Olson, Lisa <lolson@spokanecity.org>
Sent: Thursday, September 12, 2024 11:38 AM
To: Long, Kelly <klong@spokanecity.org>
Subject: RE: Job Survey

Hi Kelly,

That sounds great! I see that you had forwarded my invite to Jeff as well. I normally meet with you individually and then after I meet with you, I will reach out to Jeff if I have any questions for him.

I'll see you next week!

Lisa

From: Long, Kelly <klong@spokanecity.org>
Sent: Wednesday, September 11, 2024 3:01 PM
To: Olson, Lisa <lolson@spokanecity.org>
Subject: RE: Job Survey

Lisa,

I can provide a parking pass when you are at Intermodal. You can park anywhere in the parking lot. We have a space that will work for the meeting.

KELLY LONG | CITY OF SPOKANE | EXECUTIVE ASSISTANT FACILITIES DEPARTMENT
509.625.6551 office | klong@spokanecity.org | spokanecity.org

Emails and attachments sent to or from the City, including personal information, are presumptively public records that are subject to disclosure. Chapter 42-56 RCW

From: Olson, Lisa <lolson@spokanecity.org>

From: [Olson, Lisa](#)
To: [Ives, Shellee](#); [Pearson, Kelsey](#)
Subject: RE: Job survey
Date: Wednesday, September 11, 2024 2:15:49 PM
Attachments: [_image001.png_](#)

From her pdq, I'm not seeing any Executive Assistant work. I need to meet with her next week to determine what job class she should be in. I have a lot of questions for her.

From: Ives, Shellee <sives@spokanecity.org>
Sent: Wednesday, September 11, 2024 10:09 AM
To: Olson, Lisa <lolson@spokanecity.org>
Subject: Job survey

Hey,

I wanted to check in on where you are with the job survey for Kelly Long? Do you have a meeting set yet with her to go over things? I know you have a lot going on right now but Kelsey is meeting with Matt tomorrow on the other one and wanted to give him an update.

Thank you,

Shellee Ives | City of Spokane | Administrative Manager
o: 509.625.6162 | my.spokanecity.org/jobs



From: [Olson, Lisa](#)
To: [Pearson, Kelsey](#)
Subject: RE: Kelly Long
Date: Thursday, October 10, 2024 9:48:40 AM
Attachments: [_image001.png](#)

Sounds good. I'll reach out to Kelly to tell her she will be hearing from us next week.

From: Pearson, Kelsey <kpearson@spokanecity.org>
Sent: Thursday, October 10, 2024 9:48 AM
To: Olson, Lisa <lolson@spokanecity.org>
Subject: RE: Kelly Long

Let's wait for a few then. I want to chat with Finance Director.

Thank You,

Kelsey Pearson | Civil Service Commission | Chief Examiner
o: 509-625-6166 | c: 509-808-1788
my.spokanecity.org/jobs/



From: Olson, Lisa <lolson@spokanecity.org>
Sent: Thursday, October 10, 2024 9:47 AM
To: Pearson, Kelsey <kpearson@spokanecity.org>
Subject: RE: Kelly Long

No because I wanted to make sure you were okay with the not supervising aspect. If you are good with it, I'll finish it up today.

From: Pearson, Kelsey <kpearson@spokanecity.org>
Sent: Thursday, October 10, 2024 9:05 AM
To: Olson, Lisa <lolson@spokanecity.org>
Subject: RE: Kelly Long

Do you have the job survey results thing completed? I don't see anything on the job survey folder.

Thank You,

Kelsey Pearson | Civil Service Commission | Chief Examiner
o: 509-625-6166 | c: 509-808-1788
my.spokanecity.org/jobs/



From: Olson, Lisa <lolson@spokanecity.org>

Sent: Friday, October 4, 2024 5:48 PM

To: Pearson, Kelsey <kpearson@spokanecity.org>

Subject: Kelly Long

Hey Kelsey,

I completed Kelly Long's job survey, and it is my recommendation that she is reclassified from 025 Executive Assistant to 051 Administrative Manager. She has been doing the full-scale work for over a year and she meets the minimum qualifications. She would need to pass the test as she is not currently on that list.

Please let me know your thoughts. My comparison chart is in my folder.

Thank you,

Lisa

Lisa Olson (She, Her) | Civil Service | Merit System Analyst III

o: 509.625.6115

my.spokanecity.org/jobs/



From: [Olson, Lisa](#)
To: [Pearson, Kelsey](#)
Subject: Kelly Long survey
Date: Friday, October 18, 2024 1:30:08 PM
Attachments: [_image001.png_](#)

Kelsey,

I took the tasks from my meeting with Kelly and put in red the items that would be outside of an Office Clerk Specialist (SPN 003). In purple are comments from me.

Is responsible for the Facilities Bid Process including **RFQ**, setting up walk through, point person for questions, addendums, requesting COI from lowest bidder and their subs, setting up billing with the awarded company. (These processes should still have oversight from the project manager or department head)

Ensures contract compliance.

Budget oversight from invoices to verifying out of grade and correct budget codes.

Invoice Approval from tracking, verifying, **to approving payment on projects up to 50K.**

Signs off on p-card purchases and flags problematic charges, uploads signed receipts.

Collaborates with department head on confidential facilities business every other week. (This is the only executive assistant task)

Monitors service requests for safety issues and escalates urgent needs.

Monitors long term contracts **and plans timelines for execution.** (She can assist with the calendaring and reaching out to people, but she shouldn't be solely responsible)

Communicates to all employees representing Facilities. (This should be a central communications person)

Sharepoint updates, **Reviewing candidates in NeoGov**, Superuser for training software program.

(Reviewing candidates should really be an office manager or department head)

In a nutshell, if the position is to be an Office Clerk Specialist, she should be monitoring, tracking, and bringing up issues, setting up meetings, being a point person for contracts, and being the superuser for their department's software. She should not be making independent decisions and signing off on financial items.

I would like to communicate something back to Kelly. I have not shared with her my determination of Administrative Manager nor the division's decision for the position. Please let me know what you would like me to share with her at this point even if it's just that the division head is working on his part.

Thank you,

Lisa

Lisa Olson (She, Her) I Civil Service I Merit System Analyst III

o: 509.625.6115

my.spokanecity.org/jobs/



From: [Olson, Lisa](#)
To: [Long, Kelly](#)
Subject: update
Date: Thursday, October 24, 2024 11:48:00 AM
Attachments: [_image001.png_](#)

Hi Kelly,

I just wanted to give you an update, I made my determination, and it is under review by the Division head.

I'll update you as I hear more.

Thanks!
Lisa

Lisa Olson (She, Her) | Civil Service I Merit System Analyst III
o: 509.625.6115



From: [Pearson, Kelsey](#)
To: [Olson, Lisa](#)
Subject: RE: Kelly Long survey
Date: Monday, November 11, 2024 1:27:00 PM
Attachments: [_image001.png](#)

Can you go ahead and send me the final form with your determination of Administrative Manager when you have a chance?

Thank You,

Kelsey Pearson | Civil Service Commission | Chief Examiner

o: 509-625-6166 | c: 509-808-1788

my.spokanecity.org/jobs/



From: Olson, Lisa <lolson@spokanecity.org>
Sent: Friday, October 18, 2024 1:30 PM
To: Pearson, Kelsey <kpearson@spokanecity.org>
Subject: Kelly Long survey

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Civil Service Commission



Chairman Stephens and Committee,

Let me reiterate how I believe the process was not followed correctly.

1. The Administrative Specialist position description was changed unilaterally in March 2024, without looking at the individuals in those positions. The Executive Assistant position description added key duties that the Administrative Specialist didn't have. I do approve payments for routine items. According to Ms. Olson, these duties are outside the scope of a Office Clerk Specialist.
2. I was asked to participate in the updating of the job classification duties of the Administrative Specialist in January 2024. I quote "I am working on Civil Service job classification updates for the Administrative Specialist job class. This is not a study of your (or anyone's) specific job, but of the job description including purpose, tasks, and job requirements."

Would you be willing to help me with this update? I would like to get your perspective on the position, and this should only take about 30 to 45 minutes of your time. If you can assist, I can either meet with you in person (or on Teams) or you can answer a written questionnaire through our online system.

Please let me know if you'd like to help and if you have a preference of a meeting or an online questionnaire. I will work with your schedule. My goal is to complete this within the next two weeks.

Happy to answer any questions that you have as well!

Thank you so much,

[Jerri Bjork](#) | City of Spokane | Examination/Classification Analyst III

The updated job classification duties were not returned to me or my supervisor prior to the email updating the job title and duties sent in March, 2024 after the Civil Service Commission approved the updates. No checks and balances from the people doing the work. Had a review by my supervisor and myself of the changes in duties been done at this time (prior to the Commission's approval), we would have had the ability to ask questions then instead of now. This would have eliminated any unicorns from popping up as Ms. Pearson calls me.

3. I was asked to participate in the testing development for the Executive Assistant as an SME in May 2024. I believed the Job Survey was a follow up to job classification duties and testing development. The letter requesting the Job Survey was *inaccurate as it didn't state that the Chief Financial Officer Mr.*

Matt Boston was requesting the survey and most importantly, why he requested it. Without this important clarification of why the Job Survey was being conducted and by whom, both my union representative and I believed it to be “routine” as part of the new title change. There needs to clarity in the Commission **notifying individuals about the initiation of the survey.** The short letter I received from Ms. Pearson didn’t provide this vital information. Leading myself, Mr. Teal and my union representative to believe it was just a follow up to the rest of the process.

July 8, 2024

*****TM

Kelly Long
Executive Assistant
Facilities

Dear Kelly,

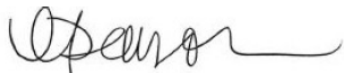
Civil Service is requesting a survey of your position be completed.

Accordingly, please complete pages 1 - 10 of the attached position description questionnaire. Once completed forward on to your supervisor.

The deadline to submit your completed questionnaire is **August 5, 2024**. Upon receipt of the requested information in our office, we will be able to move forward with the process.

Should you have any questions, please feel free to call 509-625-6160 or stop by Civil Service.

Thank you,



Kelsey Pearson
Chief Examiner

Since the Merit System Rules say nothing about a Division Head requesting a job survey to determine a proper classification, non-disclosure of Mr. Boston requesting this job survey makes the request appear “routine” instead of specifically addressed at me and my job duties. Mr. Boston stated in a meeting recently to review this reclassification, he doesn’t even remember why he requested the job survey. I deserve to know why Mr. Boston is questioning my job duties and skills when he has never asked me what I do. To my knowledge this reclassification has not been reported to City Council for budget approval.

Section 5. JOB SURVEYS:

When the proper classification of a specific position is unclear or in dispute, a department head, employee, or authorized employee representative may request that a job survey be conducted, or

the Commission on its own may direct that a survey be conducted. Prior to initiation of the survey, the Commission must notify the appointing officer, department head, Human Resources Director, incumbent employee, and the appropriate bargaining unit. If the survey shows that the duties or responsibilities of a position have substantially changed to the extent that the preponderance of the work is no longer representative of the assigned classification, the position will be reclassified by order of the Commission in accordance with Section 4, subject to budget approval by the City Council.

Section 6. CHANGE OF STATUS:

Any change in employment that affects the status of an employee must be reported to the Commission by the appointing officer through the Human Resources Director. The change of status report must be forwarded to the Commission as soon as circumstances will allow and prior to the effective date of such change.

If qualifications are adjusted upward and incumbents will be deemed to possess the qualifications for purpose of retaining their position, why isn't the job duties the same? This is exactly why I am in this position.

- (d) When the qualifications of a classification are adjusted upward, all incumbents of that classification will be deemed to possess such qualifications for the purpose of retaining their positions, and such adjustment may not affect their present status; however, the incumbents may not be admitted to examination to any higher classified position for which they do not qualify.

4. Ms. Olson, Merit System Analyst III, set up our meeting on Thursday September 12, 2024, she questioned my forwarding our meeting to Jeff Teal. I quote

“Hi Kelly,

That sounds great! I see that you had forwarded my invite to Jeff as well. I normally meet with you individually and then after I meet with you, I will reach out to Jeff if I have any questions for him.

I'll see you next week!

Lisa

Ms. Olson never directly communicated or requested clarification of my job duties with Mr. Teal.

5. All communication on my duties were done between Ms. Pearson and Mr. Boston. Mr. Teal clarified my answers to Mr. Boston. When I asked Ms. Pearson and Mr. Boston exactly what my duties are, they both stated that it was okay for me to continue approve small, routine financial decisions. However, in the email from Ms. Olsen, as an Office Clerk Specialist, I cannot make financial decisions or independent decisions.

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6. The reclassification would be a demotion for me. This doesn't meet the definition of demotion from the Merit System Rules Adopted March 19, 2024.

- (19) **Demotion.** The reduction of an employee from a higher classification to a lower classification for purposes of discipline or probationary failure. Note: Prior voluntary demotions were nondisciplinary in nature and are now included as transfers.

7. This isn't a reclassification as it doesn't meet the following as my duties haven't changed. My duties I was hired to do as an Administrative Specialist, haven't changed. Civil Service change my job description without ensuring that the new duties aligned with my position prior to the change.

Section 4. RECLASSIFICATION:

- (a) When the duties and responsibilities of an existing position change permanently and substantially so that the preponderance of duties is no longer representative of the current classification, the department head must submit a reclassification request to the Chief Examiner. Civil Service staff must investigate the proposed reclassification and advise as to the correct classification, following the process in Section 3 (a) to develop a new classification if necessary. In all cases, the appointing officer has the option of changing,

refining, or limiting the duties performed by the position in question to coincide with those of the current classification.

8. I request that the Administrative Specialist position description be reinstated. I request that my position description be returned to Administrative Specialist. I believe my duties do not fall under an Office Clerk Specialist job description. After reviewing the Administrative Manager position description, I do not believe I meet the promotional requirements as I don't have 1 year of a supervisor role as well as many of the other duties. If the Administrative Specialist position description can not be reinstated, I would request that a Program Professional position for Facilities be reviewed to align the duties of my position.
9. I would also ask that the Commission ensure that when a position description is revised in the future, that the individuals in the positions and their supervisors review the changes before they are approved by the Commission. I would suggest that the staff and supervisors appear in front of the Commission to ask and answer questions they may have on the proposed changes.

Please note that my public records request regarding correspondence on this matter has another installment due about June 18, 2025. This may or may not provide more

information pertinent to this matter. Thank you for allowing me to review with you the facts of this situation.

Attachments

Public Records Request

Administrative Specialist job description

Executive Assistant job description

Respectfully,

Kelly Long