



Berkeley Housing Authority

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Office of the Executive Director

Item 6B
ACTION CALENDAR
July 23, 2010

To: Honorable Chairperson and
Members of the Housing Authority Commission

From: Tia Ingram, Executive Director

Subject: Approving Resolutions (1) re-titling the Berkeley Housing Authority (BHA) Office Assistant classification to BHA Office Assistant II, and (2) establishing a new classification of Berkeley Housing Authority Office Assistant I, effective July 25, 2010

RECOMMENDATION

Approve Resolutions (1) re-titling the Berkeley Housing Authority (BHA) Office Assistant classification to BHA Office Assistant II, and (2) establishing a new classification of Berkeley Housing Authority Office Assistant I, effective July 25, 2010

BACKGROUND

In September 2007 the Board adopted a series of job classifications that were used for the initial staffing of the Authority. None of the classes were distinguished as entry or journey level (I, II or III, or Assistant, Associate or Senior).

BHA Office Assistant II

The existing job classification is the journey level position in the administrative support series. We propose re-titling it "BHA Office Assistant II," to distinguish it from a lower, entry level classification.

BHA Office Assistant I

This proposed new classification "BHA Office Assistant I" is the entry level position in the administrative support series. The position is characterized by the procedural nature of tasks assigned, detail of instructions, and guidance provided. Minimum qualifications of this classification are the equivalent to graduation from high school and one (1) year of general clerical experience. It is recommended that the salary for this temporary position be set at the same level as the City's Office Assistant I. The recommended salary effective July 2, 2010 is a three-step monthly salary range of \$3,720, \$3,888 and \$4,059. The addition of this classification would allow greater flexibility for appointments at a lower class (and salary), and provide an opportunity for individuals first entering the workforce.

The proposed classification is modeled after the comparable class for the City of Berkeley, and was shared with Dave Hodgkins, City of Berkeley Human Resources Management Director, on May 6, 2010 and with Richard Barnard of SEIU Local 1021 on June 22, 2010 for comment. Comments from Mr. Hodgkins are reflected in the attached specification; no comments were received from Mr. Barnard.

RATIONALE FOR RECOMMENDATION

To establish an organizational structure consisting of classifications and salary levels necessary to provide staffing coverage at the Berkeley Housing Authority.

FISCAL IMPACTS OF RECOMMENDATION

None. Per the existing salary range, the cost of salary and benefits for one BHA Office Assistant I position is between \$79,645 and \$86,899 per year depending upon the step of the position appointment. However, this action is just to create the classification; there is no request for approval of a position at this time.

CONTACT PERSON

Tia Ingram, Executive Director, Berkeley Housing Authority, 981-5471
Jesy Yturralde, Finance Manager, 981-5488

Attachments:

1. Resolution: BHA Office Assistant II
2. Resolution: BHA Office Assistant I
3. Draft Classification Description-BHA Office Assistant I

BERKELEY HOUSING AUTHORITY
RESOLUTION NO. 10-_____

BHA OFFICE ASSISTANT II

RE-TITLING THE BHA OFFICE ASSISTANT CLASSIFICATION TO BHA OFFICE ASSISTANT II

WHEREAS, the Berkeley Housing Authority Board of Commissioners is vested under the California Health and Safety Code to create classifications and establish salaries and health and welfare benefits for employees of the Berkeley Housing Authority; and

WHEREAS, under Resolution No. 07-13, adopted September 17, 2007, by the Board of Commissioners, a classification of BHA Office Assistant was created; and

WHEREAS, the title of the classification does not indicate if it is entry, journey or advanced in the administrative support series; and

WHEREAS, the Executive Director of the Housing Authority has recommended that the classification of BHA Office Assistant be re-titled "BHA Office Assistant II" with no change in duties or responsibilities.

NOW THEREFORE, BE IT RESOLVED by the Berkeley Housing Authority Board of Commissioners that the BHA Office Assistant classification adopted by Resolution No. 07-13, effective September 17, 2007, is re-titled BHA Office Assistant II, effective July 25, 2010.

The foregoing Resolution was adopted by the Board of the Berkeley Housing Authority on July 23, 2010 by the following vote:

Ayes:

Noes:

Abstain:

Absent:

Attest: _____
Tia M. Ingram, Secretary

BERKELEY HOUSING AUTHORITY
RESOLUTION NO. 10-_____

OFFICE ASSISTANT I CLASSIFICATION AND SALARY

ESTABLISHING A NEW CLASSIFICATION OF BHA OFFICE ASSISTANT I, EFFECTIVE JULY 25, 2010

WHEREAS, the Berkeley Housing Authority Board of Commissioners is vested under the California Health and Safety Code to create classifications and establish salaries and health and welfare benefits for employees of the Berkeley Housing Authority; and

WHEREAS, the Executive Director of the Housing Authority has recommended creation of an entry level classification of BHA Office Assistant I classification in the administrative support series to distinguish it from the journey level BHA Office Assistant II classification; and

WHEREAS, a three step salary range \$3,720, \$3,888 and \$4,059, equivalent to the salary range for the comparable position in the City of Berkeley salary structure, is proposed.

NOW THEREFORE, BE IT RESOLVED by the Berkeley Housing Authority Commission that a new classification of BHA Office Assistant I, with a three step salary range of \$3,720, \$3,888 and \$4,059 is approved, effective July 25, 2010.

The foregoing Resolution was adopted by the Board of the Berkeley Housing Authority on July 23, 2010 by the following vote:

Ayes:

Noes:

Absent:

Attest: _____
Tia M. Ingram, Secretary

Berkeley Housing Authority

Established: July 2010

DRAFT

BHA OFFICE ASSISTANT IDEFINITION

Under close supervision, provides a variety of routine clerical and operational support, which may include customer service, receptionist duties, utilization of computer software, record keeping and filing; and performs related work as assigned.

CLASS CHARACTERISTICS

Office Assistant I is the entry level in the office support series, characterized by the procedural nature of tasks assigned, detail of instructions, or guidelines provided, or use of accepted methods and procedures indicated. Repetitive, routine, or standardized tasks are performed with general supervision, once learned. Assignments may be made to general office work or to support BHA's financial and accounting systems. This class is distinguished from the BHA Office Assistant II level in that incumbent(s) work under close supervision, or perform the more routine office support duties. Specific duties, including the various types of computer software and office equipment used, may vary with the organizational unit to which assigned.

Duties assigned to this classification are performed on the basis of the following principles: service focus should be on results which add value to customers' experience while calling or visiting the Housing Authority; decision making is delegated to the closest feasible level to the customer; regulatory and control functions are continuously reviewed with suggestions for improvement as appropriate. All activities are expected to be continuously improved over time.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Keyboards correspondence, reports, charts, forms and routine documents from drafts, clear written or oral instructions where applicable, and existing models using a variety of computer software programs;
2. Produces typed and other materials with accuracy, completeness, and in compliance with departmental procedures, using correct English grammar, punctuation, and spelling;
3. Enters basic data into spreadsheets, database; prepares a variety of reports using established procedures and pre-existing report structures, reviews results, and performs reconciliation procedures in order to ensure accuracy of data input;
4. Assists with desktop publishing and in the production of graphic illustrations and announcements related to the business of the unit;

5. Receives and screens visitors, answers the telephone, maintains A call tracking system, refers calls or takes messages, communicates customer's needs, and provides factual information and customer service in defined areas.
6. Compiles data reports, prepares basic reports, and maintains front office documentation such as names and quantity of clients coming through the office for assistance; and records of units for unit listings; ensures client walk in sign in sheets are present at front window at all times;
7. Operates office equipment such as a personal computer, calculator, scanner, Fax, printer, copy machine, and mail inserting and folding machine;
8. Opens, time stamps and distributes mail and faxes in a timely manner and delivers to specified personnel paying close attention to matters of privacy and urgency; manages client files; and retrieves material in accordance with specified directions;
9. Assists with large mailing projects to customers and/or stakeholders;
10. Reserves rooms and makes all related logistical preparations for meetings;
11. Assists in the collection of fees and other monies for BHA;
12. Monitors supply of forms and other basic materials, reorders and restocks as appropriate; and
13. Performs other job-related duties as assigned, that may include: maintaining the list of available units for Section 8 families and ensuring timely posting on the website and doors of BHA; making reminder calls to families with next-day scheduled inspections in an attempt to reduce the no-show rate; processing new families from the waitlists and reviewing applicant files for completeness; running EIV reports; scanning and storing important files; ensuring that all packets, forms and documents in the front area are replenished when stock is getting low.

Knowledge and Abilities:

Note: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Office practices and procedures, including filing, and the operation of standard office equipment;
2. Correct English usage, including spelling, grammar and punctuation;
3. Business letter writing and the standard format for typed materials;
4. Policies and procedures related to the department to which assigned; and
5. Basic arithmetic and the use of arithmetic formulae.

Skill in:

1. Performing detailed operations support tasks accurately;
2. Maintaining accurate physical and electronic records and files;
3. Communicating effectively and tactfully, both verbally and in writing;
4. Operating standard office equipment, personal computers, software, and telephone equipment;
5. Establishing and maintaining productive working relationships with those contacted in the course of the work;
6. Understanding and carrying out oral and written directions;
7. Conducting simple system inquiries using an automated financial system data base and documenting results;
8. Keyboarding accurately at a rate of 35 net words per minute from printed copy.

MINIMUM QUALIFICATIONS

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS: Equivalent to graduation from high school and a minimum of one (1) year of general clerical experience.