

POSTING IS REQUIRED

Classification Notice No. 1310

To: Agency Heads and Employees
From: Jeff Dolan, Career Service Executive Personnel Director
Date: November 18, 2009
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by adding Election Equipment and Supply Technician, Election Support Assistant and Lead Elections Support Assistant and abolishing Election Warehouse Operations Supervisor.

The Election Equipment and Supply Technician class is being created as the result of an individual audit request from the Elections Division of the Office of the Clerk & Recorder. The incumbent is currently classified as an Electrical Maintenance Worker (616-T), but the job analysis revealed that his work duties have changed significantly from performing primarily electrical maintenance and repair work. In addition to maintenance and repair of electronic voting machines, he is now responsible for inventory and delivery of election supplies, assisting in the acquisition of polling locations, oversight of temporary election staff, and other miscellaneous administrative duties. Several classes were reviewed during the analysis of the incumbent's job duties, yet none of them adequately described the functions of the job. The existing class of Election Warehouse Operations Supervisor was found to capture many of the elements of the job, but contained supervisory duties that the incumbent is not performing. The Elections Division did not plan to use the supervisor class in its present form, so the decision was made to revise the class to capture the specific duties of the incumbent's position. Upon creation of the new Election Equipment and Supply Technician class, the Election Warehouse Operations Supervisor class will be abolished.

The Elections Support Assistant and Lead Elections Support Assistant classes are being created as a result of a pay study requested by the Elections Division in mid 2009. Management was concerned that the pay for support and lead positions (currently classified as ASA III and ASA IV) was below market in comparison to similar positions in other counties around the metropolitan area. A salary survey was conducted, and the data indicated that not only were Denver County's positions being paid below market value, but also that most other counties have specific job classes for similar election work. The resulting analysis revealed that the total average midpoint for all of the customer service/voter registration positions reviewed was \$37,958; and this average is 6.4% above the CSA ASA III midpoint of \$35,536. It is CSA's practice to recommend a pay grade adjustment if the percent difference indicates that the CSA classification midpoint is below the survey midpoint by more than one pay grade (4.55% for non-exempt and 6.9% for exempt). However, in this case it was not feasible to consider bumping the pay grade of the ASA III class, as it is utilized city-wide. Based on the results, it was more feasible to create new classes to more appropriately classify and compensate these positions within the elections division.

NEW CLASS

<u>Job Code</u>	<u>Classification Title</u>	<u>Pay Grade & Range</u>
CJ2394	Election Equipment and Supply Technician	616-J (\$37,657-\$54,952)
CC2395	Elections Support Assistant	613-C (\$33,015-\$48,225)
CC2396	Lead Elections Support Assistant	614-C (\$34,518-\$50,431)

ABOLISHMENT

<u>Job Code</u>	<u>Classification Title</u>	<u>Pay Grade</u>
CJ2299	Election Warehouse Operations Supervisor	617-J

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday, December 3, 2009 at 9:15 a.m.** in the CSA Board Room, Room 4.F.6, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Bruce Backer bruce.backer@denvergov.org, Career Service Authority, in care of Meredith Creme meredith.creme@denvergov.org by 8:00 a.m. on **Tuesday December 1, 2009**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Leon Duran leon.duran@denvergov.org at (720) 913-5168 no later than noon on **Tuesday, December 1, 2009**.



Career Service Authority

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Election Equipment and Supply Technician

GENERAL STATEMENT OF CLASS DUTIES

Performs maintenance, repair, set up and inventory of voting machines, equipment and supplies; leads a team of temporary workers during elections, and performs miscellaneous administrative tasks during non-election times.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Elections Division Assistant class that administratively and technically participates in implementing, coordinating and completing those processes which constitute election planning and preparation, voting administration, and counting, reporting and protecting election results.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

Performs lead work over temporary employees.

ESSENTIAL DUTIES

Performs inventory control of electronic voting machines, equipment and supplies, including maintaining inventory records.

Performs necessary repairs of electronic voting machines and equipment, including minor bench repair of electrical components.

Performs regularly scheduled diagnostic testing of electronic voting machines.

Coordinates and oversees the assembling, staging, routing and delivery of voting machines, equipment and supplies to various polling locations.

Assists in the process of acquiring new polling locations, including determining any necessary site modification and/or signage to facilitate smooth voter traffic flow and handicapped accessibility.

Maintains, repairs and creates directional and informational signage for polling locations.

Trains temporary employees in the operation and troubleshooting of electronic voting machines, including arranging for any outside training if necessary.

Resolves problems encountered by temporary employees during the course of their work assignment.

Provides administrative or clerical assistance to other areas as needed or assigned.

Performs other duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization displays high standards of ethical conduct and understand the impact of violating these standards on an organization, self, and others; is trustworthy.

Stress Tolerance – Deals calmly and effectively with high stress situations i.e. hostile/dangerous situations, deadlines, emergency situations, etc.

Decision Making – Makes sound, well informed and objective decisions; perceives the impact and implications for decisions; commitment to action, even in uncertain situations.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with uncertainty.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identify; fosters commitment and team spirit; works with others to achieve goals.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Self-Management – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards competing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrate responsible behavior.

Reading – Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situation.

Oral Communication – Expresses information i.e. ideas, facts to individuals or groups effectively, taking into account the audience and nature of the information makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Memory – Recalls information/situation that has been presented previously.

Knowledge of elections processes and technology sufficient to be able to perform a variety of elections related functions.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Feeling: perceiving attributes of objects by means of skin receptors.

Talking: expressing or exchanging ideas by means of spoken words.

Lifting: Raising or lowering objects over 50 pounds.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Two years of experience working in a warehouse or stock room, including inventory control and light equipment repair.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Licensure and/or Certification:

Possession of a valid class "R" driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: XX/XX/2009

ESTABLISHED BY: Tony Gautier

REVISED DATE:

REVISED BY:

CLASS HISTORY: This is a new class that replaces the abolished Election Warehouse Operations Supervisor class.



Career Service Authority

Elections Support Assistant

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance support work in elections, including registering, processing and tracking voters and providing information to the general public regarding election procedures and regulations.

DISTINGUISHING CHARACTERISTICS

This class performs full performance office support work in elections registering, processing and tracking voters along with providing information to the public. It is distinguished from the *Elections Division Assistant* class that administratively and technically participates in implementing, coordinating and completing those processes which constitute election planning and preparation, voting administration, and counting, reporting and protecting election results.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

May perform some elements of lead work over temporary employees to assist permanent lead worker.

ESSENTIAL DUTIES

Provides the public with accurate information and assistance, in person or by phone, in all areas of voter registration and matters pertaining to elections.

Registers voters and enters voter registration data into computer.

Creates and/or processes felon lists, age pending lists, death lists, voter merges, online registrations, and trouble letters to voters.

Utilizes databases and spreadsheets to track and provide accurate information regarding voter registration data.

Acts as the primary recipient and processor of election petitions.

Continuously reviews Colorado election laws in order to accurately inform the public about voter registration, deadlines, elections, procedures, etc.

Completes election specific tasks as assigned, such as provisional ballot processing, emergency registrations, and other voter interactions.

Maintains files and/or record systems, categorizes information and updates records and filing as needed.

On election days, performs satellite polling location functions and issues replacement ballots.

Performs other duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Two years of office support experience, one year of which must have been in an election setting.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement except for the year of specialized experience.

Licensure and/or Certification:

Possession of a valid driver's license.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: XX/XX/2009

ESTABLISHED BY: Tony Gautier

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new class written specifically for the Denver Elections Division.



Career Service Authority

Lead Elections Support Assistant

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GENERAL STATEMENT OF CLASS DUTIES

Performs permanently assigned lead work in elections overseeing and training staff in registering, processing and tracking voters; and providing information to the staff and the general public regarding election procedures and regulations.

DISTINGUISHING CHARACTERISTICS

This class performs permanently assigned lead work in elections, and is distinguished from the *Elections Technician* class that performs full performance office support work in elections. It is also distinguished from the *Elections Division Assistant* class that administratively and technically participates in implementing, coordinating and completing those processes which constitute election planning and preparation, voting administration, and counting, reporting and protecting election results.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Performs permanently assigned lead work.

ESSENTIAL DUTIES

Provides work instruction and training for voter registration staff, and assists employees with difficult and/or unusual assignments.

Assigns, distributes and monitors work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations of the work area and recommends consistent standards for problem resolution.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal employee grievances and provides information to the supervisor.

Documents situations which may be cause for disciplinary action and provides information to the supervisor.

Provides recommendations for staffing needed to perform voter registration functions during various phases of the election cycle.

Acts as a subject matter expert in elections by continuously reviewing Colorado election laws to accurately inform and instruct the general public and internal staff.

Prepares, processes and/or provides written reports and other documents as necessary or requested, in accordance with legal precedents or other specialized/technical procedures.

Oversees the appropriate storage and accountability of voter registration documents, and provides input into long-term records storage. Monitors the preparation of records for scanning and filing.

Performs other duties as assigned or requested.

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However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
.....

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Teaches Others - Helps others learn, identifies training needs, provides constructive reinforcement, coaches others on how to perform tasks, and acts as a mentor.

Leadership - Interacts with others to influence, motivate, and challenge them.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of lead work functions.

Knowledge of election laws, statutes, processes and procedures sufficient to serve as a subject matter expert in the specific work area.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Three years of office support experience, including two years at the type and level of an Elections Technician.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement except for one year of the specialized experience.

Licensure and/or Certification:

Possession of a valid driver's license.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: XX/XX/2009

ESTABLISHED BY: Tony Gautier

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new class written specifically for the Denver Elections Division.