

- c. Attendance at institutional administrative staff meetings to report word processing developments and then reports pertinent information to word processing staff;
- d. Participation as a member of the Institute Medical Records Committee to establish standards to maintain medical records as they pertain to word processing;
- e. Prepare annual unit budget recommendations and gather, compile, and document supporting data.
- f. Inventory and order supplies;
- g. Discuss new products and equipment with salesmen and research best quality and price considering any applicable contract guidelines, and prepare requests for proposals subject to final approval by her supervisor;
- h. Act as liaison between business office and vendors regarding contracts, equipment leasing, repairs, invoices, maintain appropriate files and interpret contract provisions to staff;
- i. Design and maintain statistical data regarding unit functions;
- j. Review incoming mail and write bulletins, reports, letters and memos regarding composition, propriety, change, progress and general information;
- k. Supervise the word processing staff of 6 typist III's including assignment of work, preparation of performance, evaluations, and the conduct of training.
- l. Attend meetings, conferences, convention, and training sessions to increase knowledge and convey to the staff;

m. Conduct tours for community visitors, other state agencies, and department staff and respond to inquiries relative to the operation of a word processing unit;

n. Review manuals, journals and publications to keep current on trends and to develop expertise;

o. Greet visitors and respond to inquiries and distribute work production for delivery to various areas of the institution.

3. The appellant does not perform any typing or clerical work of the nature performed by her subordinates.

4. The appellant works under general supervision and reports to the Institution Management Services Director.

5. The workload of the word processing center includes a substantial amount of medical technology.

6. The equipment used by the word processing center was changed a number of times and most recently (prior to the denial of reclassification) included "Mag Card II" units and "dictaphones."

7. The position standard for Administrative Secretary 2-Programs, Respondent's Exhibit 4, contains in part the following:

Positions allocated to this level perform advanced administrative and supervisory clerical tasks under broad assignment of responsibility for program objectives.

Classification Factors

Position allocated to this level often perform tasks encompassed by other standards in addition to supervisory, coordinative and administrative tasks. These standards should be used, insofar as they are applicable, to facilitate the determination of the position's overall level.

Considerable initiative, judgment, responsibility and specialized knowledge must be exercised in the development and application of policies and procedures.

Positions allocated to this level administer the clerical services of a medium-sized organizational unit.

The tasks demand the application of knowledge of organizational structure, work assignments, flow of work and procedural regulations among numerous interrelated operating units.

Positions at this level supervise a small clerical staff in the performance of varied clerical operation or a larger staff in somewhat routine clerical work,

Judgments are made at this level which affect the work of others outside of the immediate department.

A large portion of the position's total time is devoted to coordinating and supervising the clerical services as well as the performance of clerical tasks.

The work product is rarely, if ever, reviewed specifically.

Frequent contact with other operating units within the department or the general public in a coordinative or informative capacity is typical at this level.

Positions allocated to this level often develop and revise the operating procedures affecting their immediate work unit.

8. The position standard for Administrative Assistant 1, Respondent's Exhibit 1, contains in part the following:

Positions allocated to this level perform responsible administrative and supervisory work under administrative review. Positions allocated to this level develop and revise procedures affecting their program and make recommendations on revising policies affecting their program.

Classification Factors

Independent judgment and specialized knowledge must be exercised in developing and revising policies and procedures.

The work demands a basic knowledge of the organization's programs, policies and procedures as they relate to other pertinent operating units and/or departments.

Extensive contact with other operating units within the department, between departments or with the general public in a coordinative or informative capacity on a variety of matters is typical of positions allocated to this level.

Positions at this level are typically responsible for supervising a large staff of subordinates in a highly specialized clerical operation of wide scope, or a comparable number of subordinates in a more varied, less specialized clerical operation.

Positions allocated to this level often have subordinate supervisors under their direction.

Positions allocated to this level are responsible for developing and revising selected policies and procedures affecting the administration of their program.

Positions at this level typically devote more time to administration and supervision of a program than to the actual performance of clerical tasks.

9. Both DHSS and the Division of Personnel rejected the appellant's request for reclassification to Administrative Assistant 1.

10. The agencies compared appellant's position to, among others, certain positions classified as Administrative Assistant 1, including positions occupied by the following incumbents:

a. Anne M. Antonuk - This position is office manager for the Rhinelander Regional Office, Division of Community Services, DHSS, and is responsible for ensuring the provision of clerical support services for the three district offices, supervising three Administrative Secretary 1-Supervisors and approximately 15-18 lower level clerical positions. This position also consults and works with several other agencies regarding potential and actual employees to ensure compliance with federal and state guidelines, serves as Personnel Information Specialist to provide employee rights and benefits information to staff, and verifies and maintains the regional budget for space, capital equipment and materials.

b. Linda M. Gilman - This position is supervisor of a Word Processing Center in DILHR supervising one Administrative Secretary 1, 11 Typist 3 and 4 Typist 2 positions. This position assists the Word Processing Manager in the administration of word processing for the entire department. This includes monitoring and reviewing workload priorities with users and word processing staff, assisting in conducting user

training and orientation, and recommending policy and procedure changes.

c. Sara Antisdal - This position supervises the State Word Processing Center, Bureau of Administration Services, DILHR, including one Administrative Secretary 1 (lead worker), 2 Typist 2, and 9 Typist 3 positions. The equipment used by the center includes "MTST" (magnetic tape recording) and "four phase" (computer based shared logic) systems, which is substantially more complex than the "mag card" systems that were used in appellant's unit. This center handles work from all of DILHR, except the Job Service Division with primary volume from Workers Compensation, Safety and Buildings, and Equal Rights. The material includes complex medical, engineering, and legal terminology. This position is involved in establishing priorities for user input and in the development and implementation of training programs for users and operators. This position also evaluates equipment and makes recommendations regarding equipment organization but does not write proposal requests. Approximately 10-15% of the duties and responsibilities of this position involves actual operation of the machinery i.e., work performed by the subordinate parties.

CONCLUSIONS OF LAW

1. This case is properly before the Commission pursuant to s.230.44(1)(b), Stats.
2. The burden of proof is on the appellant to establish that the

respondents erred in denying her request for reclassification to Administrative Assistant 1.

3. The appellant has failed to satisfy her burden of proof.

4. The respondents did not err in their determination that the appellant's position is properly classified as Administrative Secretary 2-Supervisor.

OPINION

This case presents some difficulty. The position standards for the two classifications in question are not particularly clearly differentiated and there is substantial overlap. In looking at the other Administrative Assistant 1 (AAl) positions cited for comparison to appellant's position, a number of things stand out.

The primary factor is the difference in the size of the staffs supervised. It is axiomatic that the larger the staff supervised, the greater the potential for complexity and diversity of supervision. Another factor is the input from or involvement with other agencies or different units within the agency. This also adds to the complexity and range of diversity of potential problems. This was a characteristic of the three AAl positions compared whereas in appellant's case this was limited to conducting tours of the institution facility. Also, in the case of Ms. Antisdell, her Word Processing Center used more complex equipment. This to some extent offset the involvement of Ms. Antisdell in clerical-type work.

The appellant's involvement in the preparation of bid proposals is significant. On the other hand, these were subject to approval by her

supervisor. The appellant's work on the medical records committee and similar tasks were restricted to input related to the word processing aspects of these matters.

Thus, while it is a close case, the Commission is of the opinion that it has not been established that the appellant's position should have been reclassified to Administrative Assistant 1.

ORDER

The actions of the respondents are affirmed and this appeal is dismissed.

Dated Dec. 4, 1979

STATE PERSONNEL COMMISSION

Charlotte M. Higbee
Charlotte M. Higbee, Commissioner