

BEFORE THE COUNCIL OF THE
METROPOLITAN SERVICE DISTRICT

FOR THE PURPOSE OF AUTHORIZING A) RESOLUTION NO. 86-657
NEW CLASSIFICATION AND AMENDING)
THE PAY AND CLASSIFICATION PLANS) Introduced by the
) Executive Officer

WHEREAS, the Zoo operates a volunteer worker program; and

WHEREAS, The volunteer worker program has expanded in the
services provided to the Zoo operations; and

WHEREAS, The need has been established to amend the Pay
and Classification Plans by adding a Volunteer Coordinator
classification; and


WHEREAS, Metro Code Section 2.020.130 requires that any
new classification added to the Pay and Classification Plans require
Council approval; now, therefore,

BE IT RESOLVED,

1. That the Council of the Metropolitan Service District
approves the amendment of the Pay and Classification Plans to
include the addition of a Volunteer Coordinator classification
attached hereto as Exhibit "A" to the Metropolitan Service District
Classification Plan.

2. That the salary range for Volunteer Coordinator
classification shall be 8.0 in the Pay Plan.

ADOPTED by the Council of the Metropolitan Service District
this 26th day of June, 1986.


Richard Waker, Presiding Officer

CLASSIFICATION STUDY SUMMARY REPORT

Reason for the Study: The duties and qualifications required for this position have changed. A study was requested by Jack Delaini, Education Services Manager, and his request was approved by Gene Leo, Zoo Director.

Summary of Current Responsibilities: Trains, schedules and supervises approximately 150 volunteers who work at the Zoo in one of the 14 volunteer programs that are now being offered. Coordinates the volunteer program activities with the various divisions at the Zoo. Evaluates the programs staffed by the volunteers and resolves any problems with the volunteers of the volunteer program. Responsible for the volunteer headquarters and the Zoomobile.

Methodology: The incumbent, Ms. Gibbons, and her supervisor were interviewed. A classification questionnaire was completed by Ms. Gibbons. Responsibilities and required qualifications were compared with other positions in the organization and point ratings were used to determine an appropriate salary range. A study of comparable positions in other organizations was also conducted.

Findings: The responsibilities of this position have grown over the last three years from approximately 55 volunteers, when the position was created, to over 150 presently. The addition of new programs at the Zoo, such as the Birds of Prey, increase the need for more volunteers. The reasons that have created the need for the change in classification are:

1. Supervisory responsibilities have increased. The current classification receives no credit for supervisory responsibilities.
2. Increased knowledge of Zoo operations is required to determine needs for volunteer workers.
3. Reorganization of the Education Division places the current classification of Ms. Gibbons out of alignment with the other sections in the division such as Graphics, Public Programming and the Childrens Zoo.

The position requires a knowledge of supervisory and management skills, and the ability to work independently and use excellent interpersonal skills.

Because Ms. Gibbons is already performing the duties of the proposed classification of Volunteer Coordinator it is appropriate to reclassify her to the position. Her current classification is at the 6.0 salary range. The results of point factoring put the position at the 8.0 salary range. The salary range for the 8.0 salary level is \$20,259 to \$25,272.

Recommendation: Create a new classification of Volunteer Coordinator at the 8.0 salary range, reclassify the position of Program Assistant 2 to Volunteer Coordinator. The incumbent is qualified for the Volunteer Coordinator position.

Action Required: Funding for the recommended salary range is included in FY 1986-87 budget. Council approval is needed to authorize the new classification, which requires amending the Pay and Classification Plans. Executive Officer approval is needed to approve the reclassification of Ms. Gibbons to the new classification.

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EXHIBIT A

Metro
Classification No.: 268

Established: 7/1/86
Revised:
EEO:
AA: Professional

VOLUNTEER COORDINATOR

MISSION STATEMENT

Under the general direction of the Manager of the Educational Services Division, to coordinate the activities of the volunteers at the Washington Park Zoo; result interview, screen and place prospective volunteers into the most appropriate program(s) for which they are qualified; maintain records pertaining to the volunteers and their activities; coordinate the development and implementation of training programs for volunteers; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Volunteer Coordinator class is primarily oriented to performing activities which support the efforts of volunteers to participate in a variety of Zoo programs. The Coordinator serves as a liaison between the volunteers and Zoo staff in coordinating placements, handling complaints and terminating unsatisfactory volunteers. Employees in this class have considerable latitude in interpreting and applying policies, rules and regulations.

PRINCIPAL FUNCTIONS

Duties include but are not limited to:

1. ADMINISTRATION

Typical Activities:

- Maintains records, other information files and systems, and program materials (e.g., slide programs, handouts) related to volunteer program functions and activities.
- May oversee the work assignments, projects, etc., of lower level staff and volunteers.
- May provide program support such as: maintaining equipment and materials; office management for better overall program service.
- Supervises staff and volunteer clerical help.
- Monitors progress of activities of various volunteer committees and Council.
- Arranges for recognition of volunteer efforts, individually and collectively.

2. SPECIAL EVENTS, PROGRAMS AND PROJECTS

Typical Activities:

- Working with other Zoo personnel and occasionally community representatives, oversees and/or participates in the planning and implementation of special events at the Zoo (e.g., Handicapped Free Day, Packy's Birthday) in which volunteer-led activities are central to the event.
- Collects, records and evaluates information for special studies.
- Participates, especially with other members of the Educational Services Division, in the development and/or implementation of programs and other materials for use by and for volunteers.
- Exercises responsibility for seeing that training of volunteers is planned, developed, and implemented in a thorough and timely manner.

3. COMMUNICATIONS

Typical Activities:

- Makes formal and informal presentations within the agency to provide information about the volunteer program and its functions and objectives.
- Assumes responsibility for keeping abreast of new developments and technologies affecting volunteer program functions and objectives; conveys/communicates such information to the appropriate staff.
- May represent the Zoo at various meetings or gatherings to discuss the Zoo's volunteer programs or other activities.
- Acts as advocate for volunteer concerns about the programs in which they participate.

REQUIRED KNOWLEDGE AND SKILLS

Working Knowledge Of:

Effective communication (both oral and written), presentation, instruction and interview practices and techniques; data/information collection methods and general administrative procedures; interpersonal principles and techniques and effective methods of evaluating personnel and programs; volunteer organization structures and volunteer recruitment, training and placement practices and techniques; basic principles of supervision, planning and administration.

Skill To:

Communicate effectively in writing, orally, and through formal presentations to a variety of audiences; organize work and follow both written and oral directions; instruct prospective, apprentice and veteran volunteers about information and

techniques (e.g., audio-visual equipment handling, public presentations); relate to a wide variety of people of varying ages, socio-economic backgrounds and needs; maintain records; organize and manage projects and tasks; provide leadership for and oversee the activities of volunteers carrying out a variety of programs; counsel and advise volunteers having concerns; facilitate the effective conduct of meetings; assess the abilities of prospective volunteers and place them into programs accordingly; establish and maintain effective working relationships with subordinate staff, volunteers, other Zoo staff and the public, and to be flexible in doing so .

WORKING CONDITIONS

The majority of duties are performed indoors and are of a sedentary nature although numerous activities performed by the volunteers will require this individual to be out on the Zoo grounds.

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STAFF REPORT

Agenda Item No. 8.5

Meeting Date June 26, 1986

CONSIDERATION OF AUTHORIZING A NEW CLASSIFICATION
AND AMENDING THE PAY AND CLASSIFICATION PLANS

Date: June 12, 1986

Presented by: Randy Boose

FACTUAL BACKGROUND AND ANALYSIS

The growth in the number of volunteers at the Zoo and the increase in the breadth of programs in which they are involved resulted in the request that a classification study be done of the Program Assistant 2 classification. The Program Assistant 2 is responsible for coordinating the volunteer program. A Classification Study Summary Report of the position is attached.

The Executive Officer has approved the reclassification of Lois Gibbons from her position of Program Assistant 2 position to Volunteer Coordinator subject to Council authorizing the addition of such a position to the Pay and Classifications Plans.

EXECUTIVE OFFICER'S RECOMMENDATION

The Executive Officer recommends approval of Resolution No. 86-657 establishing a new classification of Volunteer Coordinator at the 8.0 salary range.

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Absent: Councilors Cooper, Kafoury, Myers and Van Bergen

The motion carried and the Resolution was adopted.

8.4 Consideration of Resolution No. 86-659, for the Purpose of Adopting the Annual Budget for FY 1986-87, Making Appropriations from Funds of the District in Accordance with Said Annual Budget, and Levying Ad Valorem Taxes (Public Hearing)

Ms. Sims explained the Council had previously adopted Resolution No. 642 which approved the new budget and transmitted it to the TSCC. Upon review, the TSCC recommended the following changes: 1) Solid Waste Operating Fund and Zoo Operating Fund balance estimates be revised; 2) Unappropriated Balances be maintained for a required penalty payment should Metro not appropriate funds for the office space lease; and 3) the Convention, Trade and Spectator Facilities (CTS) Fund be amended to reflect Metro's role in the project. Ms. Sims also referred the Council to a letter from the TSCC, dated June 19, 1986, regarding those recommendations. Ms. Sims Memorandum to the Council, dated June 26, 1986, outlined staff's response to the TSCC's recommendations.

Motion: Councilor Gardner moved to adopt Resolution No. 86-659 to include the following changes: 1) on page 1 of the Resolution, change "June 9" to read "June 10;" and 2) the three amendments as outlined in Ms. Sim's memorandum to the Council dated June 26, 1986 be incorporated into the Resolution. Councilor DeJardin seconded the motion.

Ms. Sims said staff would return to the Council at a later date with further adjustments relating to the CTS project budget.

Vote: A vote on the motion resulted in:

Ayes: Councilors DeJardin, Frewing, Gardner, Hansen, Kirkpatrick, Oleson and Waker

Absent: Councilors Cooper, Kafoury, Kelley, Myers and Van Bergen

The motion carried and the Resolution was adopted.

8.5 Consideration of Resolution No. 86-657, for the Purpose of Authorizing a New Classification (Program Assistant 2) and Amending the Pay and Classification Plans

Jennifer Sims reported staff were requesting the position of Zoo

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Volunteer Coordinator be reclassified to Program Assistant 2 because the greatly expanded volunteer program has resulted in more job responsibilities.

Motion: Councilor DeJardin moved the Resolution be adopted and Councilor Hansen seconded the motion.

Councilor Gardner requested salary information be included on the first page of future staff reports which discuss reclassifications or new positions.

Vote: A vote on the motion resulted in:

Ayes: Councilors DeJardin, Frewing, Gardner, Hansen, Kirkpatrick, Oleson and Waker

Absent: Councilors Cooper, Kafoury, Kelley, Myers and Van Bergen

The motion carried and the Resolution was adopted.

8.5 Consideration of Resolution No. 86-660, for the Purpose of Amending the Pay Plan for Non-Union Employees

Jennifer Sims explained that non-Zoo employees did not receive a 7 percent salary increase granted non-union Zoo employees in FY 1982-83. Resolution No. 82-333 granted three additional personal holidays to non-Zoo employees in lieu of the 7 percent increase until wage parity could be restored. Ms. Sims said if Resolution No. 86-660 were adopted, parity between Zoo and non-Zoo salaries would be achieved by granting non-Zoo employees a 2 percent salary increase. The three personal holidays granted in lieu of the 7 percent salary raise would not be continued after June 30, 1986. She also explained staff would soon return to the Council requesting all non-union employees be granted an annual cost of living adjustment (COLA). Depending of the actual Consumer Price Index, she said that amount requested would be around 3 percent.

In response to Councilor Frewing's question, Ms. Sims said 2 percent had been budgeted for a FY 1986-87 COLA and an additional 3 percent remained in contingency funds for salary increases. A 3 percent increase would cost Metro an additional \$155,000 for the year, she said.

Motion: Councilor Kirkpatrick moved the Resolution be adopted and Councilor Gardner seconded the motion.

Vote: A vote on the motion resulted in: