

October 27, 2009
Council Meeting

Honorable Mayor and Members
of the City Council
City Hall
Torrance, CA

SUBJECT: HR - Adopt Amendment to Implement Recommended Salary Ranges for Supervising Administrative Assistant and Senior Administrative Assistant and Premiums for Microsoft Office Certifications

EXPENDITURE: \$25,335

RECOMMENDATION:

Recommendation of the Human Resources Director that the City Council adopt a resolution amending the Memorandum of Understanding for the Torrance Professional and Supervisory Association (TPSA) to implement:

- 1) The salary ranges for Supervising Administrative Assistant and Senior Administrative Assistant.
- 2) Premiums for Microsoft Office Certifications for the Supervising Administrative Assistant and Senior Administrative Assistant.

FUNDING

The cost to implement the salary adjustment and premiums is \$25,335. Funds are available in the Wage Reserve.

BACKGROUND AND ANALYSIS

The City hired a consultant to conduct a classification study of the Administrative Secretary/Aide classification. The objectives of the study were as follows:

- To develop and/or revise job descriptions to ensure currency and recognition of differences in job complexity, knowledge, skills, abilities, other requirements and work environments; and
- To identify and recommend a classification structure based on job analysis that would ensure internal equity and staffing flexibility.

The classification study revealed that the current job description did not clearly define or recognize the varying levels of job complexity, decision making, responsibility, authority, knowledge, skills, and abilities that exist within each job classification.

Results of the study reflected by the proposed classification titles are listed below.

- Two positions would more appropriately be classified as the new class of **Supervising Administrative Assistant** (City Manager and Public Works) to denote the nature and scope of the job and the consequence of error.
- The remaining positions would remain in the same classification with the class specification for Administrative Secretary/Aide updated and re-titled as **Senior Administrative Assistant**.

At their meeting of October 12, 2009, the Civil Service Commission approved the revised and re-titled class specifications for Supervising Administrative Assistant and Senior Administrative Assistant. In addition the the Civil Service Commission approved the reallocation of Administrative Secretary/Aides assigned to the City Manager's Office and Public Works Department (Dorothy Ellis and Carol Kay) to the classification Supervising Administrative Assistant (attachment A).

Results of a salary survey of comparable positions indicate that the appropriate pay range for the Supervising Administrative Assistant class is \$4459 - \$5424 monthly. A salary survey of positions comparable to the Senior Administrative Assistant was also completed. However, no adjustment to the pay range is required as the pay range (from the former classification of Administrative Secretary/Aide) is consistent with similar positions in comparable agencies.

In addition, premiums have been updated to recognize attainment of Microsoft Office certification that would be relevant to duties performed by the Supervising Administrative Assistant and Senior Administrative Assistant. These premiums will support the professional growth of staff and encourage staff to maintain knowledge and expertise in state of the art technology.

Respectfully submitted,
ELAINE M. WINER
Human Resources Director

By Melody P. Lawrence
Melody P. Lawrence
Human Resources Manager

CONCUR:

Elaine M. Winer
Elaine M. Winer
Human Resources Director

Bill Byron
Bill Byron
TPSA President

LeRoy J. Jackson
LeRoy J. Jackson
City Manager

Attachments: A) Civil Service Commission Item 13 October 12, 2009
B) Supplemental Salary Resolution

Commission Meeting
October 12, 2009

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, CA

SUBJECT: Recommendation to Allocate Incumbents to Supervising Administrative Assistant

RECOMMENDATION

Recommendation of the Human Resources Director that the Civil Service Commission approve the reallocation of Administrative Secretary/Aides assigned to the City Manager's Office and Public Works Department (Dorothy Ellis and Carol Kay) to the classification Supervising Administrative Assistant.

BACKGROUND AND ANALYSIS

The City hired a consultant to conduct a classification study of the Administrative Secretary/Aide classification. All incumbents throughout the City participated in the study. The classification study revealed that the current job description did not clearly define or recognize the varying levels of job complexity, decision making, responsibility, authority, knowledge, skills, and abilities that exist within each job classification.

The consultant determined that two of the positions would more appropriately be classified as Supervising Administrative Assistant (City Manager and Public Works) to denote the nature and scope of the job and the consequence of error. Therefore, the Human Resources Director recommends that the incumbents assigned to the City Manager's Office and the Public Works Department in the classification Administrative Secretary/Aide be allocated to the classification of Supervising Administrative Assistant in light of the following findings.

ANALYSIS OF FACTORS RELATIVE TO THE ALLOCATION OF INCUMBENTS TO THE CLASSIFICATION OF SUPERVISING ADMINISTRATIVE ASSISTANT

The Civil Service Commission Policy on Transfer of Incumbent Employees Without Examination (Attachment C) establishes six criteria for considering a transfer of incumbents to positions that are reclassified or reallocated under the provisions of Civil Service Rule [XXI] Section 6 (Attachment D).

The methodology of the study included the completion of a job analysis questionnaire by the incumbents and a thorough analysis of the level of responsibility and knowledge, skills and ability requirements in the performance of the duties. An analysis of each factor relative to the allocation of the incumbents to the new classification is explained below.

Criterion #1

"Determination of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training."

The incumbents are performing the duties and have the experience and education required of the proposed classification of Supervising Administrative Assistant,

Criterion #2

"That the incumbents have been in the position for a sufficient period of time to have become proficient in performing the duties of the new class."

The incumbents currently assigned to the City Manager's Office and the Public Works Department are currently performing the duties of the proposed classification of Supervising Administrative Assistant and have been performing those duties for a minimum of 5 years.

Criterion #3

"That the change of duties has occurred gradually over time."

The incumbents currently perform the full range of duties as required. Over time the functions within the Departments have changed and staff has assumed supervision of a larger number of staff members and broader scope of responsibility. These changes became apparent after the completion of the class study.

Criterion #4

"That there is no evidence the change was created as a subterfuge to circumvent the examination process."

The study revealed that the change of duties described in this report has occurred with no intent to circumvent the examination process. The incumbent duties changed as the structure of the department and the functions within the department changed.

Criterion #5

"That the salary level of the new position is a consideration in making a determination."

The proposed salary range for the classification of Supervising Administrative Assistant is \$25.73 at the first step and \$31.30 at the top step. The following chart shows the salary relationships between the existing classification and the new classification with respect to the top step.

Classification	Top Salary Step of Existing Class	Top Salary Step of Proposed Class	% Difference vs. Top Step Proposed
Supervising Administrative Assistant	28.18	31.30	11%

Criterion #6

"That no current eligible list exists for the new class. "

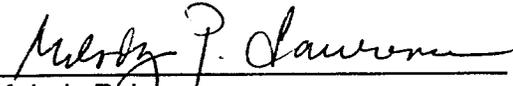
There is currently no eligible list for the classification of Supervising Administrative Assistant.

Summary

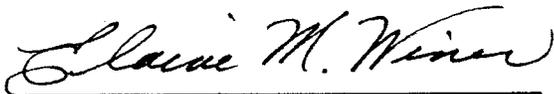
Based on analysis of the factors, clearly all of the factors have been adhered to in consideration of the allocation of the incumbent to the proposed classification without examination.

In addition, Torrance Municipal Code Section 14.2.3, Change in Classification Plan, states that the Human Resources Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission.

Respectfully submitted,
HUMAN RESOURCES DEPARTMENT

By 
Melody P. Lawrence
Human Resources Manager

CONCUR:


Elaine M. Winer
Human Resources Director

NOTED:


Laura Lohnes
Civil Service Manager

Attachments:

- A) Class Specification for Supervising Administrative Assistant
- B) Existing Class Specification for Administrative Secretary/Aide
- C) Policy on Transfer of Incumbent Employees Without Examination
- D) Torrance Municipal code Section 14.2.3

City of Torrance
 Class Code:
 Class Designation: Civil Service

SUPERVISING ADMINISTRATIVE ASSISTANT

DEFINITION

Under direction, plans, directs and supervises office operations, office support staff and the department's administrative support functions including the processing of payroll, records management and the purchasing and maintenance of office supplies inventory and related records; establishes operating policies and procedures for office operations and areas of functional responsibility; provides administrative and highly complex secretarial support to the department head, managers and staff; serves as point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate and timely response; serves as resource to management and staff on departmental policies, procedures and systems; and performs special projects as assigned and other related work as required.

DISTINGUISHING CHARACTERISTICS

The Supervising Administrative Assistant is distinguished from the Senior Administrative Assistant by the level of supervisory responsibility, size of staff, complexity and specialization of work assignments, scope of responsibility and authority exercised and a potential for greater impact of erroneous decisions on departmental operating costs and schedules.

SUPERVISION EXERCISED/RECEIVED:

Receives direction from a department head within a framework of broad policies and general objectives; exercises direct supervision over a centralized unit of office support staff.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties; however, they are not all-inclusive.

- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed.
- Directs, coordinates and reviews the work plan for the department; meets with staff to identify and resolve problems; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods and procedures.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the department head, implements improvements.
- Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations.
- Establishes and maintains a variety of confidential files, materials and information.
- Schedules and coordinates appointments, conferences, meetings and maintains appointment calendar for department head; tracks a variety of matters and actions requested by the City Council to ensure that deadlines are met.
- Receives, screens, and responds to requests, queries and complaints, received by phone, mail, email or in person from visitors, other City departments and the public relative to departmental and City policies, procedures, programs and regulations

Supervising Administrative Assistant
 Class Code:
 Class Designation: Civil Service

October 2009

- Purchases and maintains office supply inventory; receives cash receipts and administers related budgets and reports.
- Ensures the effective maintenance of various personnel records and databases, including employee time and leave balances and required DOT, Workers Compensation and OSHA files; oversees and/or maintains training databases and training history files and tracks license, insurance and certification requirements and notifies employees when re-certification is due.
- Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures
- Researches and completes a variety of documents regarding personnel matters and departmental operations, coordinating activities with other departments as appropriate, and ensuring timely submittal to appropriate department for processing
- Composes correspondence and prepares special studies, statistical analyses and various reports.
- Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar
- Oversees and/or types correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough draft and other sources

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Attends division and department meetings as required.
- Serves on various committees as appropriate.
- Performs special projects as assigned and related work as required.

QUALIFICATION GUIDELINES

Knowledge of:

- Principles, practices, and procedures of effective office operations
- Principles and practices of effective supervision, employee development and performance management
- Departmental policies, procedures, systems, programs and functions
- English usage, spelling, grammar, syntax and punctuation and business math
- Purchasing and inventory maintenance methods
- Modern office equipment and software applications used by the department
- Advanced principles and methods of business correspondence and report preparation
- Advanced record keeping methods recordkeeping methods applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records
- Telephone etiquette and principles of effective public relations
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters
- General City operations.

Ability to:

- Work independently, exercise good judgment in making decisions and in performing assigned duties
- Plan, organize, and manage departmental office operations and assigned functions

Supervising Administrative Assistant
 Class Code:
 Class Designation: Civil Service

- Recommend and implement goals, objectives and practices for effective and efficient operations
- Effectively delegate authority and responsibility
- Select, supervise, train, motivate assign and evaluate the work performance of subordinate personnel
- Provide administrative and professional leadership and direction for functional areas of responsibility
- Analyze problems, identify alternative solutions and potential consequences and implement recommendations to support goals and objectives
- Establish and accurately maintain a variety of filing systems, including maintenance of specialized payroll and fiscal records
- Interpret, explain and enforce departmental and City policies and procedures
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations
- Communicate clearly and concisely, both orally and in writing
- Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources
- Effectively operate a computer and peripheral office equipment
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public
- Learn and utilize new skills and information to improve job performance and efficiency.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and skills would be:

Graduation from high school or equivalent and four years of highly responsible executive secretarial and/or administrative work and complex office administration duties within a public agency, which includes at least one year of experience in a lead or supervisory position; courses in office administration and secretarial practices are desirable.

LICENSE/CERTIFICATION REQUIRED

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

SPECIAL REQUIREMENTS

Physical Requirements

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and often under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 50 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to twenty feet with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, and to kneel and/or crouch to retrieve files and other items.

Supervising Administrative Assistant
Class Code:
Class Designation: Civil Service

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Work Environment

Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.

CAREER LADDER INFORMATION

Experience gained in the classification in addition to related work experience, training and course work may serve to meet minimum qualifications for promotion to an administrative manager or supervisor classification.

ADMINISTRATIVE SECRETARY/AIDE**DEFINITION**

Under general supervision, serves as secretary to the City Manager, the City Council or one of the department heads; uses independent judgment and initiative in the planning, organization and performance of responsible and confidential secretarial work; performs routine but responsible administrative work; Supervises clerical personnel and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Administrative Secretary/Aide reports directly to the City Manager, the City Council or one of the department heads and uses a high degree of discretion and independent judgment in the performance of duties. Distinguished from Secretary in that the Secretary does not generally supervise a small clerical staff and does not routinely perform administrative duties.

EXAMPLES OF DUTIES

Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations;
Maintains departmental files, materials and information of a confidential nature;
Arranges appointments, conferences, meetings and maintains appointment calendar for department head; composes letters, memos and other written communications on routine matters;
Responds to questions from City staff and the public involving an understanding of departmental and City policies and regulations;
Plans, prioritizes, assigns, reviews, monitors and evaluates the work of subordinate personnel engaged in the performance of clerical and stenographic work;
Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures;
Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation and grammar;
Researches and completes a variety of documents regarding personnel matters and departmental operations ensuring timely submittal to appropriate department for processing;
Types correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough drafts and other sources;
Screens and distributes incoming correspondence to department head and staff members;
Receives, screens, and acts upon requests and complaints from visitors and telephone callers, from other departments and the public;
May take and transcribe dictation.

MINIMUM QUALIFICATIONS**Knowledge of**

Standard office procedures and practices including business correspondence, filing, and the operation of office equipment currently used in business and industry;
City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
General knowledge of City operations.

Ability to

Make independent decisions and use good judgment in applying City policies, rules and regulations;
Plan work and carry through to completion with minimum supervision;
Edit, spell correctly, use proper English, and make arithmetical computations;
Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources at a minimum speed of 60 wpm;
Communicate effectively orally and in writing;
Understand and accurately follow brief oral and written instructions;
Operate display terminal keyboards and printers;
Supervise the work of subordinate staff including planning, organizing, prioritizing, assigning, reviewing, monitoring and evaluating work;
Establish and maintain effective working relationships with other City employees and the public;
May take dictation at 100 wpm and transcribe accurately.

EXPERIENCE

Four years of progressively responsible secretarial experience. Skill in taking and transcribing dictation is desirable.

EDUCATION

Equivalent to graduation from high school.

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

The following criteria shall be adhered to by the Civil Service Commission when considering requests for transfers of incumbents when positions are reclassified or reallocated under the provisions of Civil Service Rule [XXI], Section 6.

1. Determinations of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training required.
2. That the incumbent has been in the position for a sufficient period of time to have become proficient in performing the duties of the new class.
3. That the change of duties has occurred gradually over time.
4. That there is no evidence the change was created as a subterfuge to circumvent the examination process.
5. That the salary level of the new position is a consideration in making a determination.
6. That no current eligible list exists for the new class.

Revised May 12, 1997

SECTION 14.2.3. CHANGE IN CLASSIFICATION PLAN

The Personnel Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission. The Commission shall submit its action on such recommendation to the City Council. The City Council shall make the final decision.

- a) Any employee shall have the right to the consideration of any request he may have with respect to a change in the classification of his position. He shall submit his request in writing to his department head, who shall make recommendations and comments as to what action should be taken. The request, with departmental recommendations, shall be submitted to the Personnel Director for review with a copy of such recommendation returned to the employee.
- b) A department head or a representative of a recognized employee organization may initiate a request for a study of an individual position or positions by submitting such request to the Personnel Director for review and recommendation.

MEMORANDUM OF UNDERSTANDING

TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION

2007 - 2010

SUPPLEMENTAL #11

A SUPPLEMENTAL MEMORANDUM OF UNDERSTANDING SETTING FORTH THE HOURS, WAGES AND WORKING CONDITIONS FOR EMPLOYEES REPRESENTED BY THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION (TPSA).

An agreement of the undersigned representatives of the Torrance Professional and Supervisory Association and the representatives of the City of Torrance (City) that:

The attached Resolution is recommended to the City Council for adoption in its entirety. It covers wages, hours, and working conditions for the period of March 1, 2007 to February 28, 2010 and was reached through an agreement of the undersigned parties.

Signed this 13th day of October 2009.

Management



TPSA



RESOLUTION NO. 2009-

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF TORRANCE AMENDING RESOLUTION NO. 2007 – 56 SETTING FORTH CHANGES REGARDING HOURS, WAGES, AND WORKING CONDITIONS FOR EMPLOYEES REPRESENTED BY THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION.

The City Council of the City of Torrance does hereby amends as follows:

SECTION 1.

That Resolution No. 2007-56 is hereby amended as follows:

ARTICLE 12 – AMENDMENTS**SECTION 12.10 - AMENDMENTS TO SECTION 3.1 – PAY RANGES AND CLASS TITLES****ARTICLE 2 - COMPENSATION PROVISIONS****SECTION 3.1 – PAY RANGES AND CLASS TITLES****BASE HOURLY PAY RANGE**

ADD:

Effective October 11, 2009

CLASS TITLE	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Supervising Administrative Assistant	\$25.73	\$27.02	\$28.37	\$29.79	\$30.54*	\$31.30*

CLASS TITLE	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Senior Administrative Assistant	\$23.19	\$24.34	\$25.52	\$26.82	\$27.47*	\$28.18*

* Extended Step

DELETE:

CLASS TITLE	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Administrative Secretary/Aide	\$23.19	\$24.34	\$25.52	\$26.82	\$27.47*	\$28.18*

* Extended Step

SECTION 3.2 PREMIUM PAY**D. Designated Assignments:****ADD:**

1. Senior Administrative Assistants who take dictation at 100 wpm shall receive a premium of 5%. The Civil Service Department shall test for this skill. Incumbents as of September 13, 1990 do not have to test for shorthand skills at this level. Senior Administrative Assistants hired after October 11, 2009 shall not be eligible for this premium.
2. An additional premium of 3% of base pay shall be given for taking dictation at 10 wpm above the minimum standard for the classification of Senior Administrative Assistant. An additional premium of 2% of base pay for typing 20 wpm above the minimum standard for the class. Senior Administrative Assistants hired after October 11, 2009 shall not be eligible for this premium.
3. The Supervising Administrative Assistant in the City Council budget assigned the responsibility of coordinating City Council Committee meetings, plans, and other specialized Council activities shall receive 5% premium pay while so assigned.
4. The Supervising Administrative Assistant assigned to the City Manager shall receive 10% premium pay.

DELETE:

1. Administrative Secretary/Aides who take dictation at 100 wpm shall receive a premium of 5%. The Civil Service Department shall test for this skill. Incumbents as of September 13, 1990 do not have to test for shorthand skills at this level.
2. An additional premium of 3% of base pay shall be given for taking dictation at 10 wpm above the minimum standard for the classification of Administrative Secretary/Aides. An additional premium of 2% of base pay for typing 20 wpm above the minimum standard for the class.
3. The Administrative Secretary/Aide in the City Council budget assigned the responsibility of coordinating City Council Committee meetings, plans, and other specialized Council activities shall receive 5% premium pay while so assigned.
4. The Administrative Secretary/Aide assigned to the City Manager shall receive 10% premium pay.

ADD:**E. Certification Pay**

4. Supervising Administrative Assistants and Senior Administrative Assistants who possess certifications as listed in Attachment F shall be eligible to obtain a maximum of 5% in premiums as designated. Senior Administrative Assistants who receive premiums noted in D.1 or D. 2 above shall be eligible to receive certification pay provided it does not exceed 5% when combined with premium pay for dictation or typing.

SECTION III SEVERABILITY

If any section, subsection, sentence, clause or phrase of this Resolution is for any reason held to be invalid or unconstitutional by the decision of any court of competent jurisdiction such decision shall not affect the validity of the remaining portions of the Resolution. The City Council hereby declares that it would have passed this Resolution and each section, subsection, sentence, clause and phrase thereof, irrespective of the fact that any one or more sections, subsections, sentences, clauses or phrases be declared invalid or unconstitutional.

Introduced, approved and adopted this 27th day of October 2009.

Mayor Frank Scotto

APPROVED AS TO FORM:
JOHN FELLOWS III, City Attorney

ATTEST:

By _____

Sue Herbers, CMC
City Clerk

ATTACHMENT F**Premiums/Certifications for Supervising Administrative Assistant and Senior Administrative Assistant**

Microsoft Office Certification Description	# Exams	Premium Eligibility	Pay for Premiums
Specialist Certification	1 per specialty area	Specialist Certification – Excel & Power Point	Specialist – 2.5% for each certification
Expert Certification	1 per specialty area	Expert Certification – Word	Expert – 2.5%

Employees are eligible for premiums up to a maximum of 5% with Department Head Approval

¹ Premium is available for certification in the MS Office version currently in use by the City. As migration to a new version of MS Office is implemented,* employees will have 30 months to obtain certification for the new version. If certification is not obtained within 30 months, the premium will be discontinued.

*Implementation is defined as a minimum of 25% of the PCs being upgraded with the new version and notice to the incumbents of the change.