

# **SUPPORT SERVICES SUPERVISOR AND OFFICE MANAGER**

## **REPORT OF FINDINGS**

**JUNE 1996**

### **EXECUTIVE SUMMARY**

State policy prescribes the responsibilities of the agencies and the Human Resource Services Division regarding the allocation of positions to classifications. These responsibilities were further defined during the last legislative session. House Bill 2192 amended ORS 240.215(2) to include the following:

"The allocation of positions within the various operating agencies to the classifications in the classification plan shall be performed by the agency appointing authority with post-audit review by the division. Agencies shall allocate positions to the available class that most accurately describes the work based upon the assigned duties, authorities and responsibilities. If a position is found to be misallocated, the agency shall change the allocation of the position to the proper class for the work, whether or not the assigned duties have changed since the previous allocation decision."

This audit was conducted pursuant to this new legislation, and to [State Policy 30.000.01](#). The Support Services Supervisor and Office Manager classification series were selected for review. Both classification series contain three levels.

There are 231 positions with incumbents in 39 state agencies in these two classification series. A sample of 37 positions in 28 agencies was reviewed. These reviews included an analysis of the current position descriptions, interviews with the incumbents and their supervisors, and consideration of any additional information submitted by agencies. The following findings were made:

- Twenty-nine positions (78%) were correctly allocated.
- Three positions (8%) were allocated to an incorrect level within the series.
- Five positions (14%) should be allocated to a classification or series other than the one currently being used.
- One (3%) of the position descriptions was not signed and/or dated by one or more of the required signatories.

## CONCLUSIONS AND RECOMMENDATIONS

### **Conclusion:**

Eight (22%) of the 37 audited positions in the Support Services Supervisor and Office Manager classification series were found to be misallocated. This resulted from changes in assignments since the original allocation or misunderstanding of the distinctions between the levels or series.

### **Recommendations:**

Each of the affected agencies has been separately advised of the misallocations, and of their responsibility to initiate corrective action consistent with considerations regarding represented or unrepresented employees. Corrective action may include such alternatives as reclassification of the position or the realignment of duties, authority and responsibilities.

It is recommended that appointing authorities review position allocations periodically and correct any allocation errors as required by [State Policy 30.000.01 \(Position Management\), Section \(1\)\(e\)](#). This process is accomplished by some agencies at the time of the annual performance appraisal, and is a specific "check-off" item for supervisors at the time of the performance review. This ensures that a position description review is made at least annually. We recommend that agencies adopt a similar practice, if one is not now in place.

It is recommended that agencies incorporate a position impact review into any plan for reorganization or other evolution that may affect assigned duties of positions as prescribed by [State Policy 30.000.01](#). Section (1)(d) of the policy prescribes that planning should be accomplished regarding the impact on position classifications before modifying duties, authorities and responsibilities.

### **Conclusion:**

In one case (3%) the PD was not signed/dated in accordance with [State Policy 30.000.01](#).

### **Recommendation:**

It is recommended that agencies establish internal procedures, if not currently existing, to ensure that position descriptions are reviewed at periodic intervals. At minimum, descriptions should be reviewed annually as part of the employee performance review process. They should be reviewed for completeness and accuracy and to assure that all signatures are in place.