

MEMORANDUM

State of Alaska
Department of Administration
Division of Personnel

To: Mila Cosgrove
Director

Date: May 1, 2006

Thru: Sarah Brinkley
Classification Studies Manager

From: Keith Murry
David Hull
Human Resource Specialists

Phone: 465-4074
Fax: 465-2576
Email: keith_murry@admin.state.ak.us

Subject: Ferry Services Manager Study

Preamble:

The Department of Transportation and Public Facilities requested a classification study of the Alaska Marine Highway System's (AMHS) shoreside positions. The study was requested to address changes in the work and staffing levels resulting from new regulatory requirements for security.

In August 2005, the study was assigned and scheduled to begin in December 2005. In October 2005, the Department of Transportation and Public Facilities requested the scope of the study be limited to the positions in the Ferry Services Manager series.

History:

Ferry Terminal Operator (P2142-13) was established in 1967 to cover positions responsible for operating and maintaining a ferry terminal.

Marine Terminal Manager (P2145-18) was established in 1968 to cover positions responsible for the management and administration of a major terminal of the Alaska Marine Highway System. The class was abolished September 30, 1991, because it was unused.

Ferry Terminal Manager I (P2150-14) and Ferry Terminal Manager II (P2151-15) replaced Ferry Terminal Operator in November 1971. Ferry Terminal Manager I covered positions managing a terminal at a smaller port, with one (or no) Ferry Terminal Assistant(s), and responsibility for performing the day to day administrative work. Ferry Terminal Manager II covered positions managing a terminal at one of three major ports (Haines, Juneau, and Ketchikan), with two or more Ferry Terminal Assistants and a subordinate position responsible for the day to day administrative work.

On December 1, 1973, Ferry Services Manager I (P2149-13) was created to cover positions that oversaw separate shifts in a terminal at a major port. Ferry Terminal Manager I and II were retitled to Ferry Services Manager II and III to reflect the additional level in the series.

Effective August 16, 1988, the Ferry Services Manager series was revised to accommodate the AMHS request to add Skagway to the list of major ports with a Ferry Services Manager III. The change redefined the characteristics of a "Terminal A" port to allow for the movement of positions into or out of the highest level without requiring additional changes to the class specification.

On March 22, 1995, Ferry Services Manager IV (P2153-17) was created to cover a position responsible for supervising the day to day operations and functions of all ferry terminals and terminal employees.

Scope:

This study covers all positions in the Ferry Services Manager series. The positions oversee and perform work at ferry terminals in Cordova, Haines, Hoonah, Juneau, Ketchikan, Petersburg, Sitka, Skagway, Valdez, Wrangell, and Whittier; work at the central reservations office; and oversee the operations of all AMHS terminals from the headquarters office in Ketchikan.

Study Method:

The study issues and objectives were identified in the study-planning meeting held December 2, 2005. Occupational Consultant presentations were given to classification staff on AMHS organization and the work performed by positions in the study. Updated Position Descriptions were provided for all positions. Following examination of the Position Descriptions, representative positions were identified for interview and interviews conducted. The information gathered was then analyzed for class groupings, using whole job analysis. After the analysis, options to improve class structure were provided to agency management. Additional analysis was conducted to evaluate the agency's requested changes, and class specifications were drafted. The class specifications were provided to the agency for review and comment. Following receipt of the comments, revisions were made to the class structure and specifications. A second review and comment period was provided, after which the class specifications were finalized. The positions were allocated to the new job classes and the analysis and allocation results provided to the agency for review. The new classes were then examined for appropriate internal salary alignment. The results of the internal alignment analysis were provided to the agency in draft, comments received and analyzed. Then the study was completed and implemented.

Class Analysis:

The staffs at AMHS ferry terminals provide customer service to travelers, provide dockside services for vessels, and perform maintenance on the terminal facility and grounds. Each terminal has a single position responsible for supervising, directing, and coordinating terminal operations. This responsible position serves as the primary local representative for the ferry system. The position provides guidance and training to terminal staff and resolves the most difficult customer service issues. The position provides guidance and recommendations to AMHS management for resolving problems arising from vessel malfunctions and schedule changes, and serves as the terminal's Facility Security Officer.

The work performed at the different ferry terminals is substantially the same. Terminals are not identical in equipment, layout, or vessels served, but the differences are minor and employees could easily move from one terminal to another and perform at the same level with minimal familiarization required. The principal difference between the terminals is the result of traffic volume. Terminals with a high volume of passengers, vehicles, and vessel calls require more staff to meet the workload and, depending on the number and timing of vessel arrivals and departures may require staff to work separate shifts. Increased volume may introduce other complicating features, such as simultaneously docking vessels, or shuffling vessels when port times overlap and the terminal has only one dock.

Two areas where the work at all terminals has changed since 1973 are use of technology and the increased requirements for security. The use of computer technology for reservations, ticketing, tracking funds, and tracking manifests has required terminal staff to acquire new skills and knowledge. Advances in technology have provided new tools for terminal staff to use, but has not significantly changed the nature of that work.

The security changes resulting from federal regulations implemented since 2001, to reduce the potential for disruption of public transportation, has added to staff workload. The regulations have required the terminal staff to perform new duties and assume new responsibilities. The agency has developed specialized training for terminal staff to ensure security activities are performed correctly and developed Facility Security Plans specific to individual terminals, in compliance with federal mandates.

The increased security responsibility has resulted in increased staffing for all terminals. Accordingly, the top position at each terminal, as the Facility Security Officer, has acquired greater responsibility and significantly increased workload.

The state's classification plan provides for grouping positions into job classes when they are sufficiently similar with respect to duties and responsibilities, degree of supervision exercised and received, and entrance requirements that: the same title can be used to clearly identify each position; the same minimum qualifications for initial appointment can be established for all positions; the same rate of basic pay can be fairly applied to all positions; and employees within a particular class are considered an appropriate group for purposes of layoff and recall. Job classes are constructed as broadly as practicable so long as the tests of similarity are met.

When examining the study positions for class grouping, the two positions in the central reservations office were identified as anomalies. One position supervises the reservations clerks and the other serves as the reservations agent for tour groups. Duties and responsibilities assigned these positions have similarities to the reservations work of the terminal positions. However, this limited similarity is not sufficient to meet the criteria for grouping positions into job classes. A review of other central reservations office positions indicated the two positions should be grouped with them. Examination of current job classes used in the reservations office revealed no job class that accurately reflected the work performed by either of the two positions in the study. This examination also indicated current job classes did not accurately describe the work currently being performed in the central reservations office, nor was the current

organization of the office accurately described. The agency has agreed to request a classification study for the central reservations positions. In the interim, two job classes have been created specific to these two positions. These interim job classes have been written with restrictions to prevent their application to other positions and serve strictly to place the positions in limbo until a study of the reservations office is conducted.

Evaluation of the grouping criteria for the remaining positions revealed four job classes: a terminal shift leader level, two terminal manager levels, and an overall manager level. This structure is substantially the same as previously covered by the class specifications.

The shift leader positions are in high traffic volume terminals where the terminal managers are not able to work every ship call. The positions are responsible for leading the work of Ferry Terminal Assistants while performing the same work. The positions also instruct staff, assign and check work, set priorities, and perform the most complex duties. The shift leader is responsible for all terminal operations during the shift and the manager is called only to deal with extreme crises or situations outside the shift leader's training or experience. Shift leaders do not have the full supervisory authority or responsibility for planning, organizing, and directing all terminal operations or controlling resources that characterizes the manager levels.

The first manager level positions are stationed at the majority of ferry terminals. Their work is distinguished from shift leaders by the positions' full supervisory authority over subordinates and full managerial responsibility for the terminal, including planning, organizing, and directing terminal operations and controlling resources. The traffic volume of these terminals is sufficiently low that it can be satisfactorily met by scheduling a single group of subordinates; and the manager at such a terminal can directly oversee all port calls.

The second manager level positions are assigned to high volume terminals. The work is distinguished by the full supervisory authority and managerial responsibility found at the first level with the additional responsibility for coordinating shifts of subordinates to handle ship calls during periods the manager is not on hand. The terminals at this level also exhibit other complexities not found in the first level, such as serving as crew change terminals, primary ship supply terminals, or significantly higher volumes of vehicles and passengers.

The third manager level position is located in the AMHS headquarters office in Ketchikan. The work at this level is distinguished by the incumbent's overall managerial responsibility for all terminals, including those operated by contractors or unmanned. The position at this level has substantial responsibility for terminal operations policies and procedures, directing and controlling resources, and administering the terminal operations.

During the study we discussed with management the potential for reorganization of the terminal operations hierarchy, including creating a regional manager level. AMHS has taken some steps towards having the positions in Juneau and Ketchikan assume this role by assigning lower level administrative tasks. However, the changes in these positions so far are not sufficient to affect their allocation. Should the work evolve to the extent that the positions are regularly performing a significant amount of higher level work, the need for an additional level can be re-addressed.

Class Title

A class title should be the best descriptive title for the work. It is intended to concisely and accurately convey the kind and level of work performed and should be brief, easily recognized, gender neutral, and understood by potential applicants.

The Alaska Railroad Corporation (ARRC) is a state-owned corporation whose employees are not included in the state's classification plan. The ARRC and the State Executive Branch use the same electronic recruitment system and use similar terms for terminals and reservations. We have chosen to include "ferry" in the AMHS class titles to eliminate the potential for confusion between AMHS and ARRC recruitments.

The interim classes established for the two positions in the central reservations office are titled Ferry Reservations Supervisor and Ferry Reservations Agent. These titles accurately describe the scope and level of duties assigned the positions and distinguishes them from other AMHS classes.

The shift leader level was previously titled Ferry Services Manager I. As the positions are not assigned the scope and level of duties characteristic of a manager, retaining this title is not warranted. Standard practice is for lead level positions to be given a higher level in a class series over the classes led. Following this standard, the title is changed to Ferry Terminal Assistant II. This title change requires the title of the Ferry Terminal Assistant class be changed to Ferry Terminal Assistant I.

The first and second manager levels were previously titled Ferry Services Manager II and III. These classes are similar as to the type of work but differ in the level of difficulty and responsibility; therefore, they remain a class series and are given a common title. To clearly distinguish the nature of the work, and the movement of the shift leader to another class series, the titles are changed to Ferry Terminal Manager I and II.

The overall manager level was previously titled Ferry Services Manager IV. The work of this level differs from the other classes in type as well as difficulty and responsibility. These differences support the class being distinct, instead of being part of a class series. To describe the scope and level of duties and responsibilities the title is changed to Ferry Terminal Operations Manager.

Minimum Qualifications

Minimum qualifications must relate to the knowledge, skills, and abilities needed to perform the work of a job class and must not create an artificial barrier to employment of individuals in protected classes. Training requirements should be limited to the basic formal training that customarily prepares individuals for work in the field. Experience requirements are intended to ensure new employees can successfully perform the work after a period of orientation or familiarization. Required experience should be directly related to the actual duties of positions in the class and should not be equivalent to the work to be performed.

The interim reservations classes' minimum qualifications are written to allow for recruiting candidates with the necessary knowledge and skills in customer service and electronic

reservations/ticketing systems. This will enable the agency to fill a vacancy before a study of the section is conducted, should the need arise.

Several influences were considered when setting the minimum qualifications for the terminal job classes. These included the positions typical location in small communities with limited pools of potential applicants; the mixture of office, physical labor, and customer service tasks; and the desire to provide an opportunity for advancement to encourage a career service, while allowing the recruitment of people with appropriate skills from outside the organization.

The experience requirements of the Ferry Terminal Assistant II are written to allow for recruiting candidates with experience performing similar duties in other industries, such as the travel/tourism industry or commercial shipping. A high school diploma is a desirable level of training, but the scope and level of duties performed indicates it cannot be deemed essential to the successful performance of the assigned work.

The experience requirements of the Ferry Terminal Manager I build on the requirements of the Ferry Terminal Assistants by requiring a greater amount, but leave the range of experience broad to provide a reasonable candidate pool. A high school diploma or GED can be required for this job class, because such training should provide the communication knowledge and skills required to perform the work.

The qualifications for the Ferry Terminal Manager II progress from the Ferry Terminal Manager I, requiring a higher level (supervisory or lead experience) and narrower range of experience. Non-travel/tourism experience must have been at a ferry terminal rather than a commercial dock. Successful performance of the higher level work of this job class requires knowledge and skills that support this narrowing of the candidate pool.

The qualifications for the Ferry Terminal Operations Manager progress from the Ferry Terminal Manager II, requiring a higher level and narrower range. The experience must have been at the management and supervisory level in the travel industry. The nature, scope and level of administrative duties performed by an incumbent, coupled with the knowledge and skills required to ensure successful performance, supports restricting the qualifying experience. Requiring post-secondary education was considered for this job class. Examination of the typical preparation of the occupation, and the history of the job class, compared to the knowledge and skills normally acquired through post-secondary education indicated such training could not be deemed essential to the successful performance of the work.

Class Code

Class Codes are assigned based on placement of the job class in the classification schematic of Occupational Groups and Job Families. Occupational Groups consist of related Job Families and encompass relatively broad occupations, professions, or activities. Job Families are groups of job classes and class series that are related as to the nature of the work performed and typically have similar initial preparation for employment and career progression.

The study classes have been in the Business Finance job family (P21XX) of the Business, Industry, and Land Management Group. This family includes classes of positions that

administer, supervise, or perform work concerned with contractual agreements, loans, and investments. This is one of three job families in which non-vessel ferry system job classes have been placed. (The others are the General Administrative (P19XX) and Specialty Engineering (P86XX) families.)

The basis for placing these classes in the Business Finance family is not in the available records. The family's use for a variety of non-vessel AMHS classes, the use of other families for similar non-vessel AMHS classes, and the lack of a job family specific to ferry system administration indicates the family was chosen as the best available option. Grouping the study classes into a family with similar job classes at this time would require creating and defining a new job family.

The Classification Outline is being revised. In the new schematic the study classes are placed in the Ferry System Administration job family with other non-vessel AMHS classes. Since the new outline will resolve the family placement for these classes, no change to job families in the current outline is necessary. The Ferry Terminal classes remain in the Business Finance job family until the new outline becomes effective and retain their current class codes. The interim Ferry Reservations Agent and Ferry Reservations Supervisor classes are placed in the Business Finance job family with other reservations classes and assigned class codes P2142 and P2143, respectively.

Fair Labor Standards Act

The minimum wage and maximum hour provisions of the Fair Labor Standards Act of 1938, as Amended, (FLSA) cover the positions in this study. The specific circumstances of an individual employee, on a workweek basis, determine exemption status under the Act. However, general aspects of the classes and their influence on the exemption of bona fide executive, professional, or administrative employees can be addressed in general. Full time employees in these job classes typically meet the salary requirement of the Part 541 exemptions; therefore, the exemption status is determined by the employee's primary duty.

The incumbents of the interim reservations classes do not perform predominantly intellectual work requiring advanced knowledge, which is required to meet the exemption criteria for professional employees. The duties are not in an administrative function because making reservations and selling tickets is an integral line function of a ferry system; therefore, the incumbents do not meet the exemption criteria for administrative employees. The Ferry Reservations Agent position does not have supervisory responsibilities, which are required to meet the criteria for the executive exemption. The Ferry Reservations Supervisor has more than two full-time subordinates and has the authority to act or effectively recommend actions affecting subordinates' employment status. However, examination of the full scope of duties does not conclusively indicate the incumbent's primary duty is management as defined by the FLSA and, therefore, does not meet the criteria for exemption as an executive employee at this time.

The Ferry Terminal Assistants II and Ferry Terminal Managers I and II do not meet the criteria as professional employees because they do not perform predominantly intellectual work that requires advanced knowledge in a field of science or learning which is typically acquired through post-secondary education at the baccalaureate level. The employees do not meet the

criteria as administrative employees because their primary duty is the performance of work that is a line function of the agency, not an administrative function that enables the agency to perform a line function.

Ferry Terminal Assistants II do not meet the criteria as executive employees because their primary duty is not management of a recognized subdivision of the organization and they do not have supervisory authority over two or more full-time employees.

The Ferry Terminal Managers I and II are in charge of recognized units with a permanent status and ongoing function. With the additional positions created to perform the security duties, the Managers, except in Hoonah and Sitka, regularly direct the work of two or more full-time employees. Each of the Ferry Terminal Managers have the authority to act or effectively recommend action in hiring and other changes to subordinates' employment status. However, careful examination of the types of duties performed, the amount of time spent on different duties, the independence in performing duties, and the decisions and control that are reserved to the Ferry Terminal Operations Manager, indicates the Ferry Terminal Managers' primary duty currently does not fully meet the criteria for the executive exemption under the FLSA.

The Ferry Terminal Operations Manager's primary duty meets the description of management required for the executive exemption. The position is in charge of the terminal operations section, which has permanent status and an ongoing function. The incumbent supervises more than two full-time employees and has authority to act in changing the employment status of subordinates. The employee in this job class meets the primary duty criteria for the executive exemption.

Internal Alignment:

Salary ranges are determined based on internal consistency within the state's pay plans in accordance with merit principles. The goal of internal consistency is to provide fair and reasonable compensation for services rendered and maintain the principle of like pay for like work. To evaluate internal consistency the difficulty, responsibility, knowledge, skills, and other characteristics of a job are compared with job classes of a similar nature, kind, and level in the same job group and family or related job families.

The salary ranges of the Ferry Reservations Agent and Ferry Reservations Supervisor are exceptions to the internal alignment procedures. These interim classes are set at the ranges the incumbents have been paid to prevent compounding any impact from the reservations study. When the reservations study is completed, the interim classes will be replaced and these positions allocated to new job classes at salary ranges determined by internal alignment of the reservations body of work.

To accurately evaluate the internal alignment of the variety of work performed by positions in the Ferry Terminal classes, comparisons were made with a wide variety of other job classes. Classes for comparison were selected based on similarity in many different areas: the combination of manual and office work; the type of duties or responsibilities in a specific function (such as customer service, procurement, maintenance, etc.); the scope and level of supervisory responsibility; the organizational scope of managerial control; the type and level of

security duties; the difficulty in determining appropriate actions; and the nature and scope of controls over independent judgement and decision-making.

The type and level of duties and responsibilities assigned the Ferry Terminal Assistant II was compared to the characteristics of the Ferry Terminal Assistant I (Rg 12), Fish and Wildlife Technician series (Rgs 7, 9, 11, 13, 14), Supply Technician II (Rg 12), Commercial Vehicle Enforcement Officer series (Rgs 12, 14, 16), Boat Officer series (Rgs 13, 15, 17, 19), Motor Vehicle Customer Service Representative series (Rgs 15, 17, 20, 21), Information Officer series (Rgs 14, 17, 20), Building Management series (Rgs 14, 19), Vessel Technician series (Rgs 14, 17), Motor Vehicle Office Manager series (Rgs 15, 17, 20, 21), and Reservations Specialist (Rg 16).

The Ferry Terminal Assistant II's type and scope of manual and office work, lead level responsibilities, level of independence, type and level of customer service duties, and difficulty and authority of security duties, indicates assigning salary range 14 will align the class with the classes with the greatest similarities. Standard practice is to assign lead level classes one range higher than the highest class regularly led. Assigning range 14 would part from this practice and place the class two ranges higher than the class led. However, comparison of the lead responsibilities and level of independence with other lead level classes supports assigning the higher range.

The type and level of duties and responsibilities assigned the Ferry Terminal Manager I was compared to the characteristics of the Ferry Terminal Assistant II (Rg 14), Commercial Vehicle Enforcement Officer series (Rgs 12, 14, 16), Boat Officer series (Rgs 13, 15, 17, 19), Motor Vehicle Customer Service Representative series (Rgs 15, 17, 20, 21), Information Officer series (Rgs 14, 17, 20), Building Management series (Rgs 14, 19), Vessel Technician series (Rgs 14, 17), Motor Vehicle Office Manager series (Rgs 15, 17, 20, 21), Reservations Specialist (Rg 16), Consumer Service Specialist (Rg 18), Employment Service Manager series (Rgs 16, 17, 19, 20), Park Ranger series (Rgs 16, 18, 20), Passenger Services Inspector (Rg 17), Vessel Scheduling Coordinator (Rg 17), Airport Operations series (Rgs 18, 19, 21), and AMHS Security Officer (Rg 19).

The Ferry Terminal Manager I's type and scope of managerial and supervisory work, difficulty and controversy of customer service work, independence and authority in security work, organizational scope of control and hierarchy, and type and level of administrative responsibilities, indicates assigning salary range 15 will align the class with the classes with the greatest similarities. Standard practice for supervisory classes is to provide a two-range interval over the range of the highest level supervised. Assigning range 15 would part from this practice and place the class three ranges higher than the class supervised. However, comparison of the scope of managerial responsibilities, and the assigned authority and responsibility with other managerial classes supports assigning the higher range.

The type and level of duties and responsibilities assigned the Ferry Terminal Manager II was compared to the characteristics of the Ferry Terminal Manager I (Rg 15), Commercial Vehicle Enforcement Officer series (Rgs 12, 14, 16), Boat Officer series (Rgs 13, 15, 17, 19), Motor Vehicle Customer Service Representative series (Rgs 15, 17, 20, 21), Information Officer series

(Rgs 14, 17, 20), Building Management series (Rgs 14, 19), Vessel Technician series (Rgs 14, 17), Motor Vehicle Office Manager series (Rgs 15, 17, 20, 21), Reservations Specialist (Rg 16), Consumer Service Specialist (Rg 18), Employment Service Manager series (Rgs 16, 17, 19, 20), Park Ranger series (Rgs 16, 18, 20), Passenger Services Inspector (Rg 17), Vessel Scheduling Coordinator (Rg 17), Airport Operations series (Rgs 18, 19, 21), and AMHS Security Officer (Rg 19).

The Ferry Terminal Manager II's type and scope of managerial and supervisory work, difficulty and controversy of customer service work, independence and authority in security work, organizational scope of control and hierarchy, and type and level of administrative responsibilities, indicates assigning salary range 16 will align the class with the classes with the greatest similarities. Standard practice for supervisory classes is to provide a two-range interval over the range of the highest level supervised. Assigning range 16 provides a two-range interval over the Ferry Terminal Assistant II and maintains the integrity of the internal alignment.

The type and level of duties and responsibilities assigned the Ferry Terminal Operations Manager was compared to the characteristics of the Ferry Terminal Manager II (Rg 16), Commercial Vehicle Enforcement Officer series (Rgs 12, 14, 16), Boat Officer series (Rgs 13, 15, 17, 19), Information Officer series (Rgs 14, 17, 20), Building Management series (Rgs 14, 19), Vessel Technician series (Rgs 14, 17), Motor Vehicle Office Manager series (Rgs 15, 17, 20, 21), Reservations Specialist (Rg 16), Consumer Service Specialist (Rg 18), Employment Service Manager series (Rgs 16, 17, 19, 20), Park Ranger series (Rgs 16, 18, 20), Passenger Services Inspector (Rg 17), Vessel Scheduling Coordinator (Rg 17), Airport Operations series (Rgs 18, 19, 21), AMHS Security Officer (Rg 19), Marine Pilot Coordinator (Rg 20), Assistant Traffic Manager (Rg 20), Vessel Supervisor (Rg 20), Ship Services Manager/Port Steward (Rg 21), Assistant Port Captain (Rg 21), and Marine Traffic Manager (Rg 23).

The Ferry Terminal Operations Manager's type and scope of managerial and supervisory work, organizational scope of control and hierarchy, type and level of administrative responsibilities, and role and responsibility in other areas of the organization, indicates assigning salary range 18 will align the class with the classes with the greatest similarities. Standard practice for supervisory classes is to provide a two-range interval over the range of the highest level supervised. Assigning range 18 provides a two-range interval over the Ferry Terminal Manager II and maintains the integrity of the internal alignment.

After reviewing the draft internal alignment results, AMHS recommended the Ferry Terminal Operations Manager class be assigned a higher salary range. Following receipt of the agency's comments we re-examined the internal alignment of the job class.

The duties currently performed by the Ferry Terminal Operations Manager represent a range of difficulty and responsibility that are comparable to work performed by job classes at a range of salary levels. In Whole Job Classification a job is evaluated in its entirety. The purpose of positions, the predominant duties and responsibilities, the primary duty, and the required knowledge, skills and abilities drive the personnel administration decisions for the job class. The Ferry Terminal Operations Manager's management and coordination of terminal operations is most similar to classes at ranges 17, 18, 19 and 20. The supervisory duties over Ferry Terminal

Managers are most similar to classes at ranges 16, 17 and 18. The general administrative duties are most similar to classes at ranges 13, 14, 15 and 16. Evaluation of the full range of duties and responsibilities, with the proper weight given the management and supervisory duties and the knowledge, skills, and abilities required to perform those duties, indicates the class is appropriately aligned with classes in the higher ranges. The salary range most representative of the current duties, responsibilities, and required knowledge, skills, and abilities is range 18.

Conclusions:

The positions in the Reservations Section are not appropriately grouped with the positions in Terminal Operations; therefore, leaving them in the classes with the terminal positions is not appropriate. Other existing job classes do not accurately reflect the scope and level of duties and responsibilities assigned. Providing classifications for these positions that accurately reflect the reservations organization will require a full study of the Reservations Section. Rather than allocating the positions to a “best fit” job class which could affect the salary range and then have the impact on the employees compounded by another study, two interim classes have been established: Ferry Reservations Agent and Ferry Reservations Supervisor. The classes are placed at salary ranges that will have no impact on the incumbents (13 and 15, respectively). These classes serve to place the positions in limbo, minimizing negative impacts on the incumbents and avoiding misuse of other job classes. The classes are assigned class codes P2142 and P2143, respectively.

The remaining positions in the Ferry Services Manager I-IV classes are grouped into a lead level class and three management level classes.

Ferry Services Manager I, as a lead level class, is placed in a class series with the Ferry Terminal Assistant and retitled to Ferry Terminal Assistant II. The range is changed to salary range 14.

Ferry Terminal Assistant is retitled to Ferry Terminal Assistant I to reflect the creation of a class series.

Ferry Services Manager II and III remain a managerial class series and are retitled to Ferry Terminal Manager I and II. The ranges are changed to salary range 15 and 16, respectively.

Ferry Services Manager IV is not part of a class series. The class is retitled to Ferry Terminal Operations Manager and the range changed to salary range 18.

The revised and interim job classes are effective May 1, 2006.

Attachments:

Final class specifications

cc: John Falvey, General Manager
Alaska Marine Highway System
Department of Transportation & Public Facilities

James Beedle, Marine Transportation Services Manager
Alaska Marine Highway System
Department of Transportation & Public Facilities

Nancy Slagle, Director
Division of Administrative Services
Department of Transportation & Public Facilities

Judy Porter, Senior Management Consultant
Management Services – Transportation Group

Technical Services – Transportation Group

Employee Records