



Tim Redepenning
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TO: Goodhue County Board of Commissioners
FROM: Tim Redepenning, Facilities Maintenance Director
DATE: August 27, 2024

Summary:

Request for Administrative Assistant – Central Services position in 2025.

Background:

Currently the Government Center door greeter is staffed by a temporary position from an employment agency. The addition of this greeter was implemented during the pandemic when the decision was made to use the ADA doors as the primary entrance to the facility. Since this position began in the Spring of 2021, there have been several different temporary people that have filled this position. Customer service capabilities have varied widely among those individuals. At the time of implementation, the position was coordinated by the Finance department but shortly thereafter the coordination, supervision and payroll approvals were shifted to the Facilities Maintenance Director. The role of the temporary position is to be a door greeter only, and no other duties are being performed or paid for by the County for this person.

A single entrance to the facility has been beneficial by establishing a first point of contact for County services. This position is valuable in directing visitors to the proper department within the Government Center and re-direction to other facilities when visitors are at the wrong location. The 2022 Department of Homeland Security CISA review also identified the importance of limiting entry points of facilities to help minimize threat vulnerabilities.

Request:

Discontinue the use of temporary staff as a door greeter and replace that person with a full-time Administrative Assistant – Central Services position. This position will continue to be located at the lower level entrance and will act as a receptionist and point of contact for County services. The position will also perform a variety of routine or complex administrative tasks supporting the Facilities Maintenance Department and may assist other departments as needed.

The position has been reviewed by DDA and will be paid at salary grade 105 (\$47,923.20 - \$74,276.80), which is comparable to other positions with similar duties and required skills. The position was brought before the Personnel Committee on 8/8/2024 and approved to proceed through the budget process and to the full County Board for approval in September.

*The budgeted cost to continue staffing this position through a staffing agency for 2025 would be \$61,100/year. Adding administrative duties to the temporary staff position would increase the annual cost.

The cost for a full-time employee at step 1 with single coverage benefits will be \$70,915 and family coverage at \$83,726.

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Facilities Maintenance Administrative Assistant – Central Services

Administrative responsibilities that are currently performed by the Facilities Maintenance Director would be shifted to the Administrative Assistant. Department priority duties planned for this position are as follows:

FM Administrative Assistant Responsibilities

- Receives & processes invoices, vouchers and all department credit cards
- Collects receipts and applies direct expenses to coordinating work orders
- Receives staff maintenance requests electronically, by phone and in person and converts the requests to work orders for assignment
- Updates equipment and adds new equipment in the asset management system
- Creates preventive maintenance work orders and maintenance schedules for county assets
- Creates work order and asset management reports
- Coordinates & documents staff training, licenses and certifications
- Documents and files required inspection records: Ex: elevators, fire alarm/sprinkler, smoke detectors, RPZ's, emergency generators, AED/s, forklifts, aerial lifts, etc.
- Assists with scheduling contractors for projects and repairs
- Requests quotes and prepares documents
- Assists FM Director with other tasks as assigned or required

Government Center & Other Department needs/requests

- Acts as Government Center first point of contact and receptionist
- Assists public by directing them to the proper facility or department
- Assists with language interpretation services
- Assists public by providing forms and documents
- Assists with filing and scanning electronic documents
- Assists with receiving mail, packages and deliveries
- Assists with Red Wing area general information

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