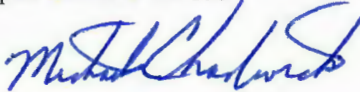


MUNICIPALITY OF ANCHORAGE

MEMORANDUM

DATE: November 12, 2020

TO: Municipal Clerk, Municipal Clerk's Office

FROM: Director, Internal Audit 

SUBJECT: Municipal Clerk's Office, Review of Administrative Functions

At your request we conducted a review of administrative functions at the Municipal Clerk's Office (Clerk's Office). To conduct our review, we interviewed staff from the Clerk's Office, reviewed board and commission membership, assessed cash controls, and reviewed the business license renewal and issuance process. In addition, we contacted some users of the services provided by the Clerk's Office to get their thoughts regarding the administrative functions at the Clerk's Office.

The administrative functions at the Clerk's Office include a variety of tasks such as providing administrative and logistical support to the Assembly, publishing the Assembly's agenda, recording all Assembly meetings and work sessions, and producing minutes of all Assembly meetings, as well as providing public notices of these meetings and other meetings. In addition, the Clerk's office provides administrative support to several Municipal boards and commissions including the Board of Ethics, the Board of Adjustment, the Board of Equalization, the Salaries and Emoluments Commission, and the Election Commission.¹ Moreover, the Clerk's Office maintains the Assembly's calendar, processes business licenses, and coordinates the review of liquor and marijuana licenses. Furthermore, the Clerk's Office provides budgetary and program assistance to the Assembly and responds to information requests from Assembly members. Finally, the Clerk's office assists the public by providing information and/or directing them to where they need to go to find answers to their questions.

Based on our review, we found the Clerk's Office to be well run. During our review we noted that there has been an effort to cross-train staff. Although there may be some disadvantages to cross-training staff, this effort appears to have created a more agile workforce, helped employees learn new things, uncovered hidden talents, and strengthened customer support. We

¹This review did not include a review of the Municipal Clerk's Office's duties pertaining to elections.

encourage the Clerk's Office to continue with this effort since there may be further opportunities to be gained with additional cross-training.

Finally, although we are not manpower experts and we did not perform a manpower study analyzing workloads and forecasting future staffing requirements, it appears that the Clerk's office is busier now than it was in the past. For example, there appears to be more Assembly work sessions than in the past, there seems to be additional requests from the public and Assembly members for information, and the Clerk's Office has additional duties related to marijuana licensing. It appears that the Municipal Clerk has adapted in the past to accommodate the additional work, but additional work in the future may be problematic. Specifically, as additional work duties are added staff may grow frustrated as they try to maintain accuracy, productivity, and output while doing more with the same resources.