



**ASIAN AMERICAN QUALITY-OF-LIFE ADVISORY COMMISSION
RECOMMENDATION #: 20230321-004**

Date: March 21, 2023

Subject: Asian American Resource Center (AARC) Front Desk Administrative FTE

Motioned by: Commissioner Fang Fang Seconded by: Commissioner Vincent Cobalis

AARC FRONT DESK ADMINISTRATIVE FTE

DESCRIPTION

The Parks and Recreation Department (PARC), Museums & Cultural Programs has an FY 2023-24 Under Resourced Service Expectation for an FTE at the AARC. The Commission would like to request consideration and review of this unmet need for the Asian American community in Austin – a full-time administrative assistant to at the AARC to staff the facility’s front desk and other duties. A permanent staff member will ameliorate the trend of constant turnover in this position that has been filled by temporary contract staff. Having a stable employee in this position will serve to provide better access to city services and quality of customer service for all AARC visitors.

By continuing to provide front desk support without a permanent employee, the Center and its staff will continue to experience the negative consequences of duplicative training of temporary staff, piecemeal scheduling of front desk duties, and double tasking of AARC staff.

The Commission recommended funding for this position last year, but it was not funded. Since then, the need has only grown due to the diversity of the Asian-American community in Austin as well as increased levels of AARC programming, events, and exhibits.

The cost is \$63,000 for salary and bilingual pay, ongoing.

DEPARTMENT

PARC/Museums & Cultural Arts/AARC

ALIGNMENT WITH COUNCIL STRATEGIC PRIORITIES

Culture & Lifelong Learning: Quality of cultural venues, events, programs, and resources; Quality of lifelong learning opportunities.

Government That Works for All: Condition of City facilities and technology; Public engagement and participation; Equity of City programs and resource allocation.

VOTE

For: Kirk Yoshida, Azra Siddiqi, Kuo Yang, Vincent Cobalis, Fang Fang, Mohsin Lari, Meena Mutyala, Hanna Huang, Pramod Patil, and Sarah Chen.

Against: None.

Abstain: None.

Absent: Lily Trieu, Anna Lan, and Zahra Shakur Jamal-Hassan

Attest: Jeremy Garza, Staff Liaison, Equity Office

x: Jeremy Garza