



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

December 6, 2013

To the Honorable  
The Committee on Finance and Personnel  
Common Council  
City of Milwaukee

Dear Committee Members:


Re: Common Council File Number 131099

The following classification and pay levels were approved by the Board of Fire and Police Commissioners on **December 5, 2013**:

In the Fire Department, one position of Office Assistant II, Pay Range 6EN was recommended for reclassification to Office Assistant III, Pay Range 6FN.

The job evaluation report and letter covering the above position, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,

  
Maria Monteagudo  
Employee Relations Director

MM:fcw

Attachment: Job Evaluation Report  
Fiscal Note

C: Mark Nicolini, Jennifer Meyer, James Carroll, Deborah Ford, Nicole Fleck, Michael Tobin,  
Fire Chief Mark Rohlfing, Assistant Fire Chief Gerard Washington and Juliet Battle



## JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: December 5, 2013

### Fire Department

Current	Request	Recommendation
Office Assistant II PR 6EN (\$30,227 - \$35,567)	Office Assistant III PR 6FN (\$34,373 - \$38,026)	Office Assistant III PR 6FN (\$34,373 - \$38,026)

### Action Required

In the Positions Ordinance, under Fire Department, Support Services Bureau Decision Unit, Administration Division, delete one position of "Office Assistant II" and add one position of "Office Assistant III".

### Background

The Milwaukee Fire Department (MFD) sent a letter to the Fire and Police Commission requesting a reclassification of one position of Office Assistant II in the Administration Division. A new job description and job analysis questionnaire were provided. Discussions were held with the position's immediate supervisor, Juliet Battle, Fire Personnel Officer.

### Duties and Responsibilities

The basic function of this position is to perform general to advanced office support duties using word processing, and spreadsheet, database and publishing software; answering telephone inquiries; and handling receptions tasks. Duties and responsibilities include the following:

- 30% Sick, Injury, Family, and Funeral Leave – process paperwork for MFD leaves and maintain records on computer system; create "Tuesday Sick List" and monitor sick call; communicate with Worker's Compensation Division regarding employees on injury leave; receive requests for leave under the Family Medical Leave Act (FMLA), create and distribute related memos, and monitor family and medical leave usage; process employee injury reports for submission to Worker's Compensation; and maintain records of the Return to Work (RTW) program and injury leave for reporting under the Occupational Safety and Health Act (OSHA).
- 15% Phones and Customer Service – answer non-emergency phone line; assist public with inquiries related to the MFD; furnish Fire and Emergency Medical Service (EMS) reports to the public over the phone and in-person; and assist MFD members with inquiries over the phone and in-person.
- 15% Supply Ordering and Inventory Maintenance – order office supplies using a Procard; purchase and maintain inventory of postage for MFD Administration; maintain affiliated portion of operating budget spreadsheet; record procard purchases and submit bi-weekly totals to management; distribute office supplies to battalions and bureaus upon request; and locate and order special print jobs through outside vendors.
- 10% Records – provide copies of Fire and EMS reports to agencies and citizens by email, over the phone or in person; check all reports released for necessary redactions in accordance with the Health Insurance Portability and Accountability Act (HIPAA); make

sure reports are handled in accordance with open records laws and state statutes regarding confidentiality of reports and records; and make entries to maintain log of releases.

- 10% Annual Report – request applicable annual data from all battalions and bureaus; design and create annual report using publishing and photo-editing software; and prepare report for professional printing.
- 10% General Office Support – utilize word processing and spreadsheet software to prepare forms, correspondence, notices, questionnaires, and reports, and publish same on intranet as required; and provide office support to the Assistant Chief of Operations as needed.
- 5% Brochures, Flyers, Questionnaires and Booklets – use various software applications that require advanced graphic skills to create brochures, flyers, questionnaires and booklets such as the “ISO Close Call Newsletter”.
- 5% Mail – sorts, packages, and distributes MFD mail and United States mail.

### **Changes to the Position**

There have been many changes in the duties and responsibilities of this position. In 2010 the Department lost one position of Office Assistant III and many of the duties were delegated to this position. Other changes were added later. Changes in the position include the following:

- Requests and compiles all data from numerous sources for the MFD annual report; and designs and creates the annual report in publishing software preparing it for professional printing.
- Orders and distributes supplies and forms to battalions and bureaus including on-line ordering with a Procard.
- Assists more with leave responsibilities including daily record entries, tracking FMLA usage, and communicating with Worker’s Compensation regarding injured employees.
- Creates and prints forms; maintains the affiliated portion of the operating budget spreadsheet; and maintains an administrative inventory of forms and supplies.
- Creates brochures, flyers, questionnaires, and booklets using various software applications that require advanced graphic skills.

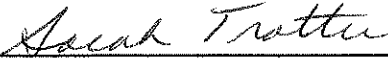
### **Analysis and Recommendation**

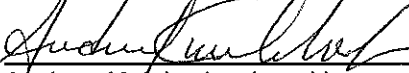
The changes listed above have resulted in this position taking on higher level office support responsibilities that are consistent with the classification of Office Assistant III in Pay Range 6FN. The specification for this classification includes the following description of work:

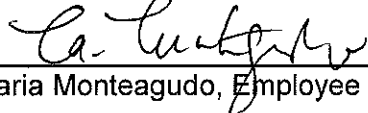
Performs diverse and complex duties involving the application of standard procedures to a variety of clerical assignments; selects and interprets data; demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility; screens telephone calls, answers questions, and provides information; some telephone and in-person work may be difficult due to the nature of questions or customers served; uses advanced features of software packages on a regular basis to produce complex documents; may work on a team to complete special projects; and may guide and check the work of other employees.

The MFD currently has two Office Assistant III positions and one Office Assistant II position in the Administration Division. With the changes to this position that have strengthened it to the level of an Office Assistant III the Department wishes to cross-train all three positions in all major areas of work.

Based on the analysis above we recommend this position of Office Assistant II in Pay Range 6EN be reclassified to Office Assistant III in Pay Range 6FN.

Prepared by:   
Sarah Trotter, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director