

CITY OF MILWAUKEE
DEPARTMENT OF EMPLOYEE RELATIONS



September 10, 2019

The Honorable
Finance and Personnel Committee
Common Council
City of Milwaukee

Subject: Common Council File No. 190809 - Communication from the Department of Employee Relations relating to bilingual designation for a Customer Service Representative II in the Common Council-City Clerk's Office License Division.

Dear Committee Members:

This communication requests an amendment to the 2019 Positions Ordinance to designate a position as bilingual in the Common Council-City Clerk's Office License Division. Richard Pfaff, Deputy City Clerk has requested this designation for one of two Customer Service Representative II's in the department. These positions are responsible for directing customers to the appropriate staff member or City department either in person or over the phone. The City Clerk's Office has estimated that 15% of these transactions with the public involve interactions with Spanish-speaking customers.

For this reason, one of the department's Customer Service Representatives has historically been filled with a bilingual incumbent. A bilingual designation means that the requirements for the position include the ability to read, speak, and write in both English and Spanish.

The following ordinance change is recommended to approve this bilingual designation:

In the Positions Ordinance

Under Common Council-City Clerk, License Division
Add the designation (E) as follows:
Customer Service Representative II (Y) (E)
(E) One position designated as bilingual.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "M. Monteagudo".

Maria Monteagudo
Employee Relations Director