



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

June 22, 2016

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

Dear Committee Members:                      Re: Common Council File Number **160277**

The following classification and pay recommendations were approved by the City Service Commission on **June 22, 2016**.

In the Department of Employee Relations, one position of Office Assistant II, PR 6EN were recommended for reclassification to Office Assistant III, PR 6FN.

The job evaluation reports covering the above positions, including the necessary Salary and Positions Ordinance amendments, is attached.

Sincerely,

Maria Monteagudo  
Employee Relations Director

MM:fcw

Attachments: Job Evaluation Report  
Fiscal Note

C: Mark Nicolini, Dennis Yaccarino, John Ledvina, Eric Pearson, Jackie Carter, Deborah Ford, Nicole Fleck, Michelle Stein, Maria Roche-Sanders and Kenneth Wischer (AFSCME32)



**Job Evaluation Report**

City Service Commission Meeting: June 22, 2016

**Employee Relations**

Current	Request	Recommendation
Office Assistant II PR 6EN (\$30,529 - \$35,922)	Study of Position	Office Assistant III PR 6FN (\$34,717 - \$38,406)

**Actions Required – Effective Pay Period 1, 2016 (December 20, 2015)**

In the Positions Ordinance, under Department of Employee Relations, Operations Division, Certification and Salary Systems Administrator, delete one position of "Customer Services Representative II" and add one position of "Office Assistant III".

**Background**

A review of this position of Office Assistant II indicates that the duties and responsibilities have expanded and the level of responsibility has increased. A discussion was held with the supervisor of the position, Michelle Stein, Certification and Salary Systems Administrator.

**Duties and Responsibilities**

A summary of the duties and responsibilities is shown below:

- Answer and transfer phone calls at the department's front desk; receive and announce visitors and complainants for staff in Employee Relations or the Fire and Police Commission; and give out Fire and Police Citizen Complaint forms as needed.
- Explain to individuals who come to the office the process for applying for jobs, and job announcements for new positions and transfer/promotional opportunities; assist individuals with applying on the computer; and check identification cards of candidates arriving for oral examinations and have them complete a form before contacting the Examination Analyst.
- Create personnel folders for new employees; organize and file New Employee Acknowledgement of Policy forms; maintain and update folder of all job openings and employee benefit information; and create folders for personnel transaction certifications.
- Pick-up and receive incoming mail at front desk including Federal Express and interdepartmental mail; separate mail for each department – Employee Relations and Fire and Police Commission; and pick up packages from Quicksilver Express and file receipts in date order.
- Copy I-9 forms and documentation (Employment Eligibility Verification) into a flash drive for each employee; train new employees who serve as a back-up at the front desk; train and oversee the work of summer youth program workers as needed; and serve as a backup for taking a picture and completing a form when a City employee applies for a Commuter Value Pass (Photo Identification Bus Pass that provides a discounted rate).

## Analysis and Recommendation

To study this position, comparisons were made to various classifications including the following:

Title	Pay Range	Rates
Communications Assistant I	6FN	\$32,076 - \$38,406
Customer Service Representative I	6FN	\$34,717 - \$38,406
Office Assistant III	6FN	\$34,717 - \$38,406
UCC Customer Service Representative I	6FN	\$32,076 - \$38,406
Communications Assistant II	6GN	\$36,252 - \$39,943
Customer Service Representative II	6GN	\$36,252 - \$39,943
UCC Customer Service Representative II	6GN	\$36,252 - \$39,943

Based on the duties and responsibilities of this position the "Office Assistant" classification series is most appropriate as positions in this series perform a variety of office support duties. Positions in the classification series of "Customer Service Representative" do have a significant amount of customer contact, like the position under study, but also may prepare financial statements and billings, handle and process cash and related deposits, maintain various financial accounts and arrange for installment and other special payment provisions.

In reviewing the different levels within the Office Assistant classification series the Office Assistant III level is the most similar to this position. The specification for Office Assistant III is as follows:

"Performs diverse and complex duties involving the application of standard procedures to a variety of office support assignments; selects and interprets data and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility; and screens telephone calls, answers questions, and provides information. It is noted that some telephone and in-person work may be difficult due to the nature of questions or customers served. These positions use advanced features of software packages on a regular basis to produce complex documents; may work with others on a team; and may guide and check the work of others."

Although the position under study does not produce complex documents on a regular basis it does provide assistance to individuals with the application process for several different job classifications and responds to related questions. The position has a significant amount of customer service responsibility but also performs a variety of office support functions and requires a thorough knowledge of departmental and organizational policies and procedures, especially related to the application process.

Other positions in this classification include an Office Assistant III in the City Attorney's Office. This position is similar in level as it has the basic function of serving as the primary receptionist and initial contact person for the City Attorney's Office and processes complex telephone messages and informational inquiries. Duties include receiving, answering and routing in-coming calls, taking messages and relaying information to attorneys that may be of a very complex, sensitive and/or confidential nature; inspecting the accuracy and completeness of incoming insurance forms, bonds, and bids and referring to attorneys; processing inquiries on performance bonds and certificates of liability insurance; assisting in monitoring interdepartmental contracts and other documents; researching and reviewing information on personal property and property damage judgments as well as processing inquiries on judgments; and training office support staff for back-up receptionist duties.

An Office Assistant III in the Assessor's Office performs office support work that requires a thorough understanding of administrative procedures, attention to detail, independent judgment and customer service. Duties include reviewing and screening real estate transfer returns for valid and invalid transactions; verifying and updating owner name and

mailing address using computer files; recording address changes; assisting in receptionist duties of answering telephones and assisting walk-in customers; assisting in coordinating operations of the office including cross-training of staff; processing and distributing incoming mail; overseeing and participating in the maintenance of established systems for data, filing, records, and report management; and providing customer service assistance to a wide variety of customers over the phone and in-person.

**Recommendation**

Based on the above review and analysis 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*  
Sarah Trotter, Human Resources Representative

Reviewed by: *Andrea Knickerbocker*  
Andrea Knickerbocker, Human Resources Manager

Reviewed by: *M. Montegudo*  
Maria Montegudo, Employee Relations Director