



Department of Employee Relations

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Job Evaluation Report

City Service Commission Meeting: July 21, 2026

Municipal Court

Current	Recommendation
Court Services Assistant – Lead PR 5HN: (\$55,728 – \$71,750) Minimum Rate: \$56,842 (One Position)	Administrative Services Supervisor PR 1DX: (\$58,656 – \$83,952) Minimum Rate: \$70,690 (One Position)
Municipal Court Clerk – Lead PR 2IX: (\$62,041 - \$89,460) Minimum Rate: \$67,917 (One Position)	Court Operations Supervisor PR 1HX: (\$75,162 – \$108,380) Minimum Rate: \$86,509 (One Position)

Note: Residents receive a 4% Resident Incentive Allowance.

Background

The Municipal Court leadership has requested a job study related to the proposed restructure of the department. This report recommends repurposing two positions into an Administrative Services Supervisor and a Court Operations Supervisor. The restructure will eliminate the position authority of Administrative Services Manager – Court in pay range 1HX (\$75,162 - \$108,380). The previous oversight responsibilities of that position will be transferred to the Deputy Court Administrator. The proposed Court Operations Division will include the Court Services, Court Clerks, and Court Alternative Services sections. The department submitted new job descriptions for the study of these classifications.

Court Services Assistant – Lead PR 5HN: (\$55,728 – \$71,750) Minimum Rate: \$56,842 (One Position) ¹	Administrative Services Supervisor PR 1DX: (\$58,656 – \$83,952) Minimum Rate: \$70,690 (One Position)
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Under the direction of the Deputy Court Administrator, the Administrative Services Supervisor supports the oversight of the Municipal Court's Court Services Section. Operational support includes contract administration, communications management, court case preparation oversight, and customer service. The Supervisor works with the Chief Court Administrator, Records Custodian, and Court IT Manager to coordinate records management and maintain effective records governance practices.

Responsibilities

50% Section Supervision

- Supervises the Court Services Section under the direction of the Deputy by assigning work, reviewing work, enforcing expectations, and coaching and developing staff members.
- Ensures that appropriate staffing levels are maintained.
- Assists with annual performance appraisals.
- Oversees case preparation for the various case types adjudicated at the Milwaukee Municipal Court.
- Supports the Deputy by reviewing and updating section policies and procedures.
- Serves as the initial point of contact for escalated phone calls and customer service issues.

25% Leadership Support

- Acts as the communication coordinator for Municipal Court overseeing cell phone, land line and other communication operations.
- Assists the Deputy with contract administration.
- Supports the Deputy with administering citation writing schedules for the various organizations that partner with the Municipal Court.

5% Records Retention Support

- Supports records retention efforts as outlined in the policies and procedures manual.

10% Court Operations Division Support

- Supports the Court Operations Supervisor with divisional oversight.
- Ensures that cross-sectional operations policies and procedures are up-to-date.
- Communicates court procedures to external stakeholders.
- Assists the Deputy by ensuring that day-to-day operations are carried out effectively and efficiently.
- Supports the Deputy by approving/denying time-off requests for the entire division.

- 5% Supports the Deputy on special projects. Responds timely to any request for information from any Municipal Judge.

The Administrative Services Supervisor responsibilities reflect the transfer of administrative duties from the former Administrative Services Manager – Court position. The position provides supervisory support to the Court Services Section and operational support to the Deputy Court Administrator.

Other Administrative Services Supervisor positions with comparable level responsibilities are present in the Department of City Development and in the Department of Neighborhood Services. These positions support department leadership, coordinate administrative support functions, prepare correspondence and reports, maintain office documents and open records requests, coordinate department specific processes and programs, provide guidance and direction to other administrative staff, and prepare departmental reports.

The responsibilities of this position are comparable in scope and level of work to those of other Administrative Services Supervisors. Based upon this comparison, the recommendation is to reclassify the Court Services Assistant – Lead in pay range 5HN: (\$55,728 – \$71,750) with a minimum rate of \$56,842 to Administrative Services Supervisor in pay range 1DX (\$58,656 – \$83,952) with a minimum rate of \$70,690.

Municipal Court Clerk – Lead PR 2IX: (\$62,041 - \$89,460) Minimum Rate: \$67,917 (One Position)	Court Operations Supervisor PR 1HX: (\$75,162 – \$108,380) Minimum Rate: \$86,509 (One Position)
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Under the direction of the Deputy Court Administrator, the Court Operations Supervisor oversees the Court Clerk and Court Alternatives Services sections of the Municipal Court and provides auxiliary support to the Court Services Section. The Court Operations Supervisor serves as a subject matter expert on courtroom policies, procedures, and operational changes affecting the Court Clerk section. The position ensures that Court Alternatives Services correspondence complies with established court policies, procedures, and applicable statutory requirements.

The Court Operations Supervisor supports the Deputy Court Administrator in strategic planning and decision-making to advance the Court's mission, vision, and core values. This position supervises the day-to-day operations of courtroom proceedings across the three court branches, and the Court Alternatives Services section. The Supervisor provides leadership and support by managing cross-functional operations, implementing process improvements, and addressing a broad range of section management responsibilities.

Responsibilities

50% Supervision

- Maintains the policy and procedural manual for the Court Clerks Section under direction of the Deputy Court Administrator.
- Oversees the day-to-day operations of the Court Clerks and Court Alternative Services sections.
- Schedules the weekly work flow for the Municipal Court Clerks and Court Alternative Services.
- Assists the Deputy with interviews, probationary reports, and performance appraisals.
- Supports the Deputy Court Administrator by developing, reviewing, and achieving divisional goals.
- Assists in training and developing new division staff.
- Serves as a liaison to the Court management team in the absence of the Deputy Court Administrator.
- Provides guidance and recommendations to the Deputy on division personnel matters.
- Assists in training new clerks on court processing of bankruptcy filings as outlined by the section policies and procedures.
- Supports the Administrative Services Supervisor in the supervision of the Court Services Section.

30% Operational Oversight Support

- Serves as the liaison for the Municipal Judges on courtroom proceeding issues related to both the Court Alternatives and Municipal Court Clerks sections.
- Updates the policies and procedures for the Court Clerks and Court Alternatives Services section under direction of the Deputy.
- Drafts correspondence and prepares court documents as directed by the Municipal Judges, Chief Court Administrator, or Deputy Court Administrator.
- Serves as the subject matter expert on courtroom proceeding matters with the City Attorney's Office, defendant attorneys, defendants, and other court personnel.
- Represents the court in a professional manner with members of the public, vendors of the Court, City Attorney staff, and other elected officials.
- Ensures case outcomes are documented appropriately in the case management system.

10% Division Administrative Oversight

- Supports creating and updating the Citation Writing Schedule for the Municipal Court.
- Maintains administrative calendars for the auxiliary courtrooms (Branch A & Branch B).
- Serves as back-up to the Deputy Court Administrator as system administrator for third party systems used within the division.
- Processes incoming bankruptcy filing in accordance with Municipal Court guidelines, federal and state laws, and other related procedures.

- Supports the compilation of monthly reports for Court leadership and the three elected Municipal Judges.
- Ensures the completion of courtroom administrative functions including branch closures, mass rescheduling, registration matters, etc.
- Drafts correspondence on behalf of the Deputy/Chief Court Administrator.

5% Court Leadership Support

- Completes special projects for the Court leadership and management team.
- Works with the Chief Court Administrator, Deputy Court Administrator, and Municipal Judges on implementation of new laws and ordinal changes that affect courtroom proceedings and Court operations.
- Advises Municipal Judges on complex Court Clerk/Court Alternative section related issues.
- Coordinates with branch assigned clerks, the Court Alternative Services Coordinator, and the Deputy Court Administrator to ensure courtroom operations run effectively and smoothly at all times.
- Supports the Deputy and other members of court leadership in compiling courtroom metrics for budget preparation.

5% Attends Court Clerk Training seminars and other professional development initiatives. Performs duties assigned by the Chief Court Administrator, Deputy Court Administrator, or the Municipal Judges.

The Court Operations Supervisor responsibilities include supervising and developing programs for the Court Alternative Services section; particularly relating to courtroom operations. The position provides leadership, supervision, and administrative support for the Court Clerks section.

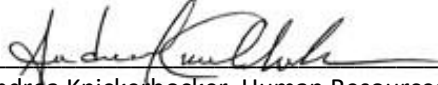
The Municipal Court Operations Supervisor responsibilities are comparable to those of the Common Council Administration Manager in the City Clerk's Office. The Council Administration Manager provides management support to council members and to the City Clerk in the areas of council operations, staff supervision, human resources administration, and general office management.

Based upon this comparison, the recommendation is to reclassify this Municipal Court Clerk – Lead in pay range 2IX: (\$62,041 - \$89,460) with a minimum rate of \$67,917 to Court Operations Supervisor in pay range 1HX: (\$75,162 – \$108,380) with a minimum rate of \$86,509.

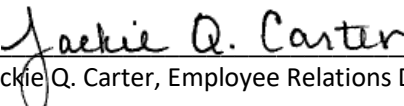
Action Required – Effective Pay Period 17, 2026 (August 2, 2026)

* Please see submitted addendum to CCFN for Salary and Position Ordinance changes.

Prepared by: _____


Andrea Knickerbocker, Human Resources Manager

Reviewed by: _____


Jackie Q. Carter, Employee Relations Director