



## Department of Employee Relations

**Cavalier Johnson**  
Mayor

**Jackie Q. Carter**  
Director

**Molly King**  
Employee Benefits Director

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Labor Negotiator

### Job Evaluation Report

City Service Commission Meeting: July 21, 2026

#### Department of Public Works – Milwaukee Water Works – Distribution Organization – Field Operations

| Current                                                                                                                                                                                                                                                                                        | Recommended                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Water Repair Worker 3<br>PR 8FN (\$58,215 - \$77,590)<br>FN Recruitment rate is \$58,905.<br>FN Employees who attain and maintain Class A CDL to be paid an additional 1% biweekly.<br>FN An employee assigned to operate a Hydro-Vac to be paid an additional 10% biweekly.<br>(67 positions) | Water Distribution Investigator Helper 2<br>PR 8EN (\$54,407 - \$74,238)<br>(5 Positions)                                            |
| New Underfill Position                                                                                                                                                                                                                                                                         | Water Distribution Investigator Helper 1<br>PR 8CN (\$49,460 - \$67,105)<br>FN Recruitment rate is \$50,987.<br>(Underfill Position) |

Note: Residents receive a 4% Resident Incentive Allowance.

The Water Works has requested the reallocation of five (5) vacant Water Repair Worker 3 positions to the new position of Water Distribution Investigator Helper 2, and underfill position Water Distribution Investigator Helper 1, within the Distribution Section, Field Operations Unit. Job descriptions were provided and discussions were held with Jane E. T. Islo, Water Works Administration Manager and Cynthia Moore, Water Works Human Resources Administrator.

#### Part I. Background

Currently, Water Distribution Investigators are assisted by Water Repair Workers. The Water Repair Workers assisting Water Distribution Investigators by operating City vehicles to travel throughout the MWW retail service area, operating electronic ground microphones, leak correlators and correlating radio loggers and other equipment to locate leaks in the water distribution system. While this is an important role, it does not involve the same type of underground utility work that Water Repair Workers perform and therefore involves different essential functions, knowledge, skills and abilities.

A Water Distribution Investigator Helper position series, while comparable to the positions of Water Repair Worker 1 and 2, will better capture the type and nature of the actual work being performed. These positions will then be assigned to assist Water Distribution Investigators on second and third shift, while first shift would still be used as one of several training rotations for new hires to the position of Water Repair Worker 1.

## Part II. Duties and Responsibilities

Water Distribution Investigator Helper 2 and 1 performs under the direction of Water Distribution Investigators in conducting routine and emergency investigations of water leaks in the Milwaukee Water Works (MWW) distribution system on second and third shift.

### A. Essential functions for Water Distribution Investigator Helper 2 and 1:

#### 35% Leak Investigation:

- Assist with thorough investigation into reports of water leaks and other concerns such as low water pressure, no water service, dirty water, plumbing sound/noise, air in the pipe, water entering buildings, tunnel or sewers.
- Assist with providing appropriate information to customers regarding issues that are traced to the privately owned portion of the water service.
- Operate valves and curb stops to ascertain whether the source of the leak is a water main, joint, valve, hydrant or the public or private side of a water service.
- Conduct flushing and blow-outs of valve and service access boxes, etc., as necessary to thoroughly complete investigations.
- Take water samples.

#### 35% Leak Location and Flow Control

- Assist with leak location using mechanical or electronic means, pipe locating.
- Assist with location and marking of water distribution appurtenances for repair crews and/or contractors.
- Consult maps and other documents to determine customer impacts and possible method for controlling leaks.
- Assist in taking appropriate steps to control leaks in order to reduce hazards and limit property damage and water loss.
- Operate valves for supervisors and contractors, as needed, in conjunction with water construction projects or to control leaks.
- Respond as part of a crew to assist at multiple alarms fires to perform water shutoffs, address hydrant issues and resolve concerns involving the water supply or sources.

#### 15% Preventative and Demand Maintenance Activities

- Locate and make operable access boxes for valves and services for routine maintenance, upon request and during emergency situations.
- Perform valve exercising activities for regulatory compliance and to ensure valves are in proper on/off position, functioning properly and operable, when necessary.
- Perform hydrant flushing for regulatory compliance, to maintain required disinfection levels in a system area and to ensure hydrants are operable, when necessary.
- Maintain equipment and vehicles with proper tools, parts and materials to perform various field activities.
- Monitor water repair worksites to ensure proper safety and traffic control and replace any damaged or missing barricades or lights, as needed.
- Examine previous pavement or sidewalk cuts for settling and report any unsatisfactory conditions.

5% Work Order Management and Recordkeeping

- Communicate with the MWW Control Center, office support staff and/or supervisor regarding investigation results, action(s) taken and required and other information if needed to determine an appropriate course of action.
- Report situations that require immediate corrective action or future follow-up to the MWW Control Center or supervisor on duty.
- Complete work orders and related paperwork, including request forms and activity reports.
- Enter information into enQuesta Link mobile software and the asset management system using a mobile device.
- Note corrections to maps and other utility records.

5% Peripheral Duty

- Other duties as assigned, such as (but not limited to): shuttling vehicles, performing grounds and asphalt jobs, opening manholes, cleaning the shop and yard, etc.

B. Minimum qualifications both positions:

- At least eighteen years of age at time of application.
- Valid State of Wisconsin Driver's License at time of appointment and throughout employment.
- Good driving record at time of application and throughout the selection process and employment.

1. Minimum qualifications Water Distribution Investigator Helper 2:

- Perform essential functions.
- Meet minimum qualifications; additional qualification: One (1) year of experience in general construction or maintenance, at least six (6) months of which involves underground utility construction or maintenance \*or\* utility service line maintenance.

2. Minimum qualifications Water Distribution Investigator Helper 1:

- Perform essential functions.
- Meet minimum qualifications.

C. Special Condition of Employment for both positions:

- Ability to serve as an "essential employee" who is required to report to work regardless of weather conditions or emergency events.
- Ability to work second or third shift.
- Ability to work past the end of a scheduled shift to complete a work assignment, when required.
- Ability to work mandatory overtime and respond to emergency call-outs, including weekdays, weekends and holidays.
- Ability to work outdoors in all types of weather conditions for extended periods of time.

### Part III. Analysis and Recommendation

A. Water Distribution Investigator Helper 2:

These duties, responsibilities, and requirements are currently comparable to the work performed by the already classified Water Repair Worker 2. Based on this comparison, the recommendation is to classify this new reallocated position as a Water Distribution Investigator Helper 2 in Pay Range 8EN (\$54,407 - \$74,238).

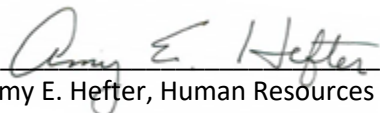
B. Water Distribution Investigator Helper 1:

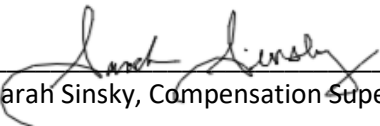
These duties, responsibilities, and requirements are currently comparable to the work performed by the already classified Water Repair Worker 1. Based on this comparison, the recommendation is to classify this new underfill position as a Water Distribution Investigator Helper 1 in Pay Range 8CN (\$49,460 - \$67,105) Recruitment rate is \$50,987.

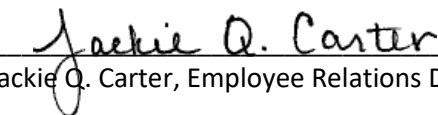
| Current                                                                                                                                                                                                                                                                                        | Recommended                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
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| New Underfill Position                                                                                                                                                                                                                                                                         | Water Distribution Investigator Helper 1<br>PR 8CN (\$49,460 - \$67,105)<br>FN Recruitment rate is \$50,987.<br>(Underfill Position) |

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

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

Prepared by:   
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Reviewed by:   
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