



Department of Employee Relations

February 20, 2002

John O. Norquist  
Mayor

Jeffrey Hansen  
Director

Florence Dukes  
Deputy Director

Frank Forbes  
Labor Negotiator

Michael Brady  
Employee Benefits Manager

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

Dear Committee Members:                      Re: Common Council File Number 011502

The following classification and pay levels were approved by the City Service Commission on February 19, 2002:

In Department of Administration, Budget and Management Division, one new position in the 2002 budget was classified as Administrative Services Specialist, Salary Grade 001.

In the Department of Administration, Information and Technology Management Division, one new position in the 2002 budget was classified as City Web Administrator, Salary Grade 005.

In the Employees' Retirement System, one new position in the 2002 budget was classified as Program Assistant II, Pay Range 530.

In the Department of City Development, one position of Mechanical Plan Examiner, Pay Range 796, held by Thomas Cottreau, was reclassified to Mechanical Plan Examiner III, Pay Range 798; and one position of Mechanical Plan Examiner, Pay Range 796, held by Kent Wilde, was reclassified to Mechanical Plan Examiner II, Pay Range 796. (These positions were studied as a result of the 2001-2002 Labor Agreement between the City and Plumbers' Local 75.)

In the Health Department, Consumer Environmental Health Division, one position of Environmental Specialist Supervisor, Salary Grade 004 (underfilled by Julie A. Hults as an Administrative Specialist, Salary Grade 002), was reclassified to Environmental Specialist Coordinator, Salary Grade 002:

In the Health Department, Vital Statistics Division, one position of Office Assistant II, Pay Range 410, held by Janet Flowers-Haslem, was reclassified to Office Assistant IV, Pay Range 445; and two positions of Office Assistant II, Pay Range 410, held by Theresa Hernandez and Lawan Moore, were reclassified to Office Assistant III, Pay Range 425. (These positions were studied as a result of the 1999-2000 Labor Agreement between the City and District Council 48, AFSCME, AFL-CIO.)

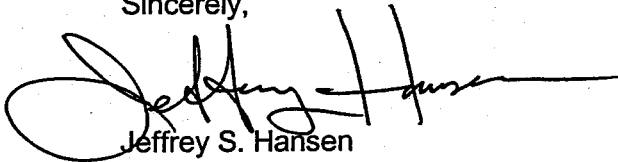
To the Honorable  
The Committee on Finance and Personnel . . . #2

February 20, 2002

In the Department of Public Works, Forestry Division, 25 positions of Urban Forestry Crew Leader were reallocated from Pay Range 260 to 282, and 148 positions of Urban Forestry Specialist were reallocated from Pay Range 245 to 255. No pay range change was recommended for Urban Forestry Specialist Trainee, Pay Range 210. (These positions were studied as a result of the 1999-2000 Labor Agreement between the City and District Council 48, AFSCME, AFL-CIO.)

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

Sincerely,



Jeffrey S. Hansen  
Employee Relations Director

JSH:pb

Attachments: 7 Job Evaluation Reports  
Fiscal Note

c: Frank Forbes, Laura Engan, Randolph Gschwind, Gary Langhoff, Anne Bahr, Gerald Schroeder, Julie Penman, Martha Brown, James Waldera, Thomas Cottreau, Kent Wilde, Dr. Seth Foldy, Maria Monteagudo, Gloria Ward, Janet Flowers-Halsem, Theresa Hernandez, Lawan Moore, Preston Cole, Dan Thomas, Richard Abelson, John Garland, Robert Klaus, John English (DC 48), and Harry Kreuser (Local 75)

### JOB EVALUATION REPORT

City Service Commission Meeting Date: February 5, 2002 (Meeting canceled-resubmitted February 19)

Incumbent: New Position

Department: Administration-Budget and Management Division

Present	Request
Title: New Position	Title: Administrative Services Specialist
Pay Range: Not applicable	Salary: SG 001 (\$31,914 – 44,676)
Step: Not applicable	Source: Department
<b>Recommendation:</b> Title: Administrative Services Specialist Salary: Salary Grade 001: (\$31,914 – 44,676)	
<b>Rationale:</b> This recommendation is based on this position's administrative responsibility for coordinating the overall budget development and review process for the annual city budget, in addition to its supervisory responsibility.	
<b>History of Position:</b> This is a new position in the 2002 budget. Two office support positions were eliminated in the 2002 budget.	

**Action Required:** No action necessary.

**Background:**

In the 2002 budget for the Department of Administration-Budget and Management Division a new position was created which the department is requesting to be classified as Administrative Services Specialist. Discussions about the position were held with Laura Engan, Budget and Management Director.

**Duties and Responsibilities:**

This position is responsible for providing lead administrative management and direction in the coordination of the budget preparation process. Specific duties and responsibilities include:

- 45% Assume lead administrative responsibility for coordination and preparation of vital public information materials under statutory or critical deadlines. Generate complex budget publications (including the annual budget, plan and budget summary, and six-year capital plan); assist Budget Director in the preparation of various multimedia presentation materials for crucial meetings with bond rating agencies, Common Council committee hearings, citizen groups, and others; and maintain and update budget and strategic planning information contained on the Budget Office web page. Assist in development and preparation of budget materials used by city departments in completing their annual budget requests.
- 15% Develop and manage annual budget process calendar, including scheduling public hearings with the Mayor and department heads, and setting timelines for various processes of budget development based on the Mayor's and Common Council schedules.

February 5, 2002

- 20% Coordinate activities of Program Assistant I position (establish work priorities, review work product, provide training) and train and coordinate analytical and support staff in the creation and formatting of figures, graphs, and spreadsheets to be used in official budget documents.
- 5% Respond to requests for information from elected officials, department heads and citizens concerning budget publications and basic budget information and from departments for assistance in completing required budget forms and materials.
- 5% Perform the most complex word processing assignments.
- 5% Process payment of bills and tracks division's expenditures.
- 5% Other duties as assigned.

**Analysis and Recommendation:**

This position will play a key administrative role in coordinating the overall budget development process for the annual city budget. This includes working with significant independence to plan, organize, schedule and prepare the necessary documents needed for the various steps in the budget development and review process. As such, this position has responsibility to coordinate and gather needed information from internal management staff and others so that critical deadlines can be met. Similarly, the position also interacts with City department heads, elected officials and others on issues related to budget documents, the budget process and other related information. This position will also directly supervise the work of a Program Assistant I in the division.

Preparing the City of Milwaukee budget is the primary function of the Budget Office. Given the nature of this position's responsibility for this function, the independence with which it is to be carried out, the significant consequence of error if these duties are not carried out properly and within deadline, plus the position's supervisory responsibility, a classification of Administrative Services Specialist is appropriate.

Given the above information and analysis we recommend the following profile on the factor comparison system used to evaluate and classify management positions:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	1	45
Knowledge and Skills	1	35
Relationships Responsibility	1	15
Working Conditions	1	05
Total Points		100

Salary Grade 001 Points: 100-114

We therefore recommend classifying this position as Administrative Services Specialist in Salary Grade 001, effective Pay Period 1, 2002.

Prepared by: Timothy J. Keeley  
Timothy J. Keeley, Human Resources Representative

Reviewed by: Jeffrey S. Hansen  
Jeffrey S. Hansen, Employee Relations Director

01/24/02

### JOB EVALUATION REPORT

City Service Commission Meeting Date: February 5, 2002 (Meeting cancelled-resubmitted February 19)

Incumbent: New Position Department: Administration-Information & Technology Management Division

Present	Request
Title: New Position	Title: City Web Administrator
Salary Grade: Not applicable	Salary Grade: 005
Step: Not applicable	Source: Department
<b>Recommendation:</b> Title : City Web Administrator Salary: Salary Grade 005 (\$41,182 – 57,658)*  *Note: Maximum rates for the salary grade shown above is effective Pay Period 14, 2002. For Pay Periods 1-13, the maximum rate is frozen at 2001 rates of pay.	
<b>Rationale:</b> This recommendation is based on this position's responsibility for managing and administering the City of Milwaukee's home page. The position will require both technical knowledge and management expertise in coordinating the City's web page with individual department web pages. The position will also respond directly and/or coordinate departmental responses to citizens, businesses, and other website users concerning technical issues and content contained on the City's home page and website. For these reasons we recommend classifying this position as City Web Administrator in SG 005 effective pay period 1, 2002.	
<b>History of Position:</b> This is a new position in the 2002 budget. The Client Services Representative position was eliminated in the 2002 budget.	

**Action Required:** Effective Pay Period 1, 2002 (December 23, 2001)

In the Salary Ordinance, under Salary Grade 005, add the title "City Web Administrator."

#### Background:

In the 2002 budget for the Department of Administration-Information & Technology Management Division a new position was created which the department is requesting to be classified as City Web Administrator in Salary Grade 005. Discussions about the position were held with Randy Gschwind, Chief Information Officer and Gary Langhoff, Information Resources Manager.

#### Duties and Responsibilities:

This position is responsible for managing/administering the City of Milwaukee's home page on the World Wide Web. Specific duties and responsibilities include:

40% Manage and administer the design and operation of the City of Milwaukee home page.

- 25% Work as a liaison between City Departments and the Information & Technology Management Division (ITMD) to ensure the City's home page remains current and topical. Act upon change requests from other departments to enhance the City's Home Page.
- 10% Respond directly and/or coordinate departmental response to citizens, businesses, and other website users concerning technical issues and content contained on the City's home page and website.
- 10% Coordinate activities with technical personnel to implement desired additions and modifications in the operation of the home page.
- 5% Direct or work with contractors as necessary on home page improvements.
- 5% Periodically consult with technical staff to monitor the home page to ensure site integrity from hackers and other unauthorized users.
- 5% Other duties as assigned.

**Analysis and Recommendation:**

This position will play a key administrative and technical role in the management of the City of Milwaukee's web page. This will mean managing the content and design of the main 'City of Milwaukee' home page as well as coordinating the main page with individual City Departments' home pages. For departments without technical web expertise, this position will serve as that department's web administrator and provide technical and administrative assistance in developing and managing those departments' web pages and links. This position will also be integrally involved in the design and development of further e-government functionality (such as proposals to transmit payment for permits and invoices via the Internet). The position will work with internal ITMD technical staff, and if necessary, direct the work of contractors on home page improvements.

In addition, this position will respond directly and/or coordinate departmental responses to citizens, businesses, and other website users concerning technical issues and content contained on the City's home page and website.

The duties and responsibilities of this position will require both technical knowledge and management expertise. Technically the position requires knowledge of programs that are used to produce web pages as well as programs that are used to produce components of web pages. This includes but is not limited to HTML, XHTML, Java-based programs, and programs that run on Oracle databases. The management and coordination responsibilities as well as the public contact responsibilities will require strong public relations skills, the ability to interact effectively with a wide spectrum of people and maintain effective working relationships, as well as solid problem recognition and analysis skills.

Within the City system, positions with duties and responsibilities that are similar in scope include the Public Information Coordinator in the Department of Neighborhood Services (DNS) (SG 005) and Network Coordinator-Associate in Employee Relations (SG 004).

New Position

The Public Information Coordinator position is both technical and managerial in nature. The position is responsible for all DNS communications, coordinating media events, preparing news releases, and designing training materials for inspectors and staff. Approximately one-half of the Public Information Coordinator's responsibilities involve design and maintenance of the DNS website, and communications with the public and media through the Internet.

The Network Coordinator-Associate is more technical in nature. Responsibilities include managing the department's local area network, providing expertise in information systems and data management, and developing and maintaining the department's web page. Web page design involves about 20% of this position's responsibilities.

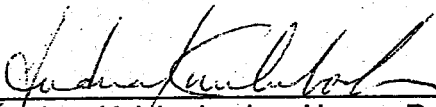
The closest comparable for this new City Web Administrator is the Public Information Coordinator given both the technical and management skills required of this position. The profile for the proposed City Web Administrator using the factor comparison system used to evaluate and classify management positions is as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	5	79
Knowledge and Skills	5	68
Relationships Responsibility	6	38
Working Conditions	1	05
Total Points		190

Salary Grade 005 Points: 175-200

We therefore recommend classifying this position as City Web Administrator in Salary Grade 005.

Prepared by:

  
Andrea Knickerbocker, Human Resources Manager

Reviewed by:

  
Jeffrey S. Hansen, Employee Relations Director

01/30/02

### JOB EVALUATION REPORT

City Service Commission Meeting Date: February 19, 2002

Incumbent: New Position

Department: Employee's Retirement System

Present	Request
<b>Title:</b> New Position	<b>Title:</b> Insurance Benefits Specialist
<b>Pay Range:</b> Not applicable	<b>Salary:</b> PR 530 (\$34,735 - \$39,322)
<b>Current Rate:</b> Not applicable	<b>Source:</b> Department
<b>Recommendation:</b> <b>Title :</b> Program Assistant II <b>Salary:</b> Pay Range 530 (\$34,735 - \$39,322)	
<b>Rationale:</b> This position will have lead worker responsibility for quality assurance for the administration of the Health/Dental and Group Life Insurance programs to retirees and current City employees and ERS membership activities, and will serve as a back up for the insurance programs provided by ERS Membership Services.	
<b>History of Position:</b> This is a new position that was approved in the 2002 budget.	

**Action Required:**

No action required.

**Background:**

This new position was created as a part of the 2002 Budget for the Employee's Retirement System Membership Services section. The department provided a job description and discussions were held with the Membership Services Manager, Gerald Schroeder.



### **Duties and Responsibilities:**

The basic function of this position is the administration of the insurance programs of the ERS including retiree Health Care/Dental and Group Life Insurance. This includes cross coverage, application, processing charges, form review, and on-going correspondence/communication with the member, physicians, ERS Board, staff and other affected personnel. The incumbent of this position must also understand and apply associated rules, regulations and legal opinions governing the process.

Specified duties and responsibilities include the following:

- 30% Assist in administering the retiree Health/Dental and Group Life Insurance programs through the completion of the application forms, changes, interviewing and processing the application through the various steps including verification of accuracy of information, eligibility determination, benefit calculation, and the application of appropriate regulations. Counsel members on available benefits. Participates in the annual open enrollment process. Provides cross coverage to both program areas as back-up support. Maintains an ongoing Health/Dental and Group Life Insurance workload.
- 25% Assist in maintaining the appropriate records and database. Prepares required reports for management, third party administrators, the City, and ERS Board. Advising retiree groups on coverage and premiums. Prepares and processes materials for distribution, and provides back-up coverage. Agency intervention.
- 20% Quality assurance duties relating to administrative controls, monitoring reports, data remediation, statistical reporting, internal audits, program initiatives, lead worker responsibilities and special projects. Trouble shooting, problem solving and program and process restructuring.
- 10% Researches claim status, coverage requirements and other member questions and concerns with third party administrators, providers, etc. Prepares appropriate documentation for applications processing, claims and benefits. Interprets labor contracts and governing rules and laws.
- 5% Review bills from carriers, premium rates and prepares payment requests. Prepares billing to clients or payroll deduction for COBRA and/or insurance benefits. Review life insurance claims from beneficiaries and verify claim information. Compliance with TEFRA, DEFRA, Chapter 285 and 350-25.
- 5% Training, coordination and team building.
- 5% Provides other duties as assigned, including pre-retirement seminars.

This position reports to the Membership Services Manager, Salary Grade 07, and has no supervisory responsibilities.

**Qualifications:**

Must possess a Bachelors Degree in Human Resources, Public Administration, Business, or associated field of study and two years background and experience in insurance or similar benefit processing. However, employees without degrees who have four or more years of significant on-the-job work experience capably perform similar duties.

Other qualifications include ability to effectively communicate orally and in writing and to prepare executive summaries for senior management, and written communications for City staff, sub committees, and the ERS Board, experience with Microsoft Office suite software, Access, Excel and Peoplesoft (HRMS/FMIS).

**Factors Used in Determining Classification of Non-Management Positions:**

The factors that are considered when determining the proper classification and grade for a new position are knowledge, level of responsibility, effort, and working conditions. Titles should be descriptive of the general duties and responsibilities and indicative of its level. Consideration is given to the title and level of position(s) with similar duties and responsibilities.

**Analysis:**

This position is responsible for dependable and effective administration of retiree Health/Dental and Group Life insurance benefit programs and quality assurance. It compares to the current City classification Program Assistant where incumbents have a similar level of responsibility. The Program Assistant series was established for positions that perform a variety of office support and administrative work supporting a program or distinct area of operations within a City department. The term "program," as it is used here, is intended to be broad in application, encompassing the work of a division, section or specific program within a department.

The new position entails program responsibility for assisting in the administration of retiree Health/Dental and Group Life insurance that retirees and current City employees are eligible for as well as ERS membership activities regarding health and dental insurance. This position will serve as a back up to the existing Program Assistants and will have lead worker responsibility for quality assurance of the administration of these insurance programs. The new position will be expected to independently initiate new work projects and improve processes on a continuous basis. The position requires good working knowledge of the policies and procedures associated with both areas of these insurance programs and significant on-the-job

work experience in the area. The duties of the position under study do not exceed the level or scope of responsibility of the Program Assistant II standard.

**Recommendation:**

The level and content of the duties and responsibilities of the position under study are consistent with the existing City classification of Program Assistant II, Pay Range 530. We recommend Program Assistant II, Pay Range 530 (\$34,735 - \$39,322), as the most appropriate title and classification for the new position.

(Prepared by: Sandra R. Wilson  
Sandra R. Wilson, Human Resource Analyst, Sr.

Reviewed by: Jeffrey Hansen  
Jeffrey Hansen, Employee Relations Director

# JOB EVALUATION REPORT

City Service Commission Meeting Date: February 19, 2002

Incumbents: Thomas Cottreau  
Kent Wilde

Department: City Development

Present	Request
Title: Mechanical Plan Examiner	Title: Study of the positions
Salary: P. R. 796 (\$46,743 - 55,446*) *Mechanical Plan Examiners at the maximum of the pay range may be paid up to three per cent more than the maximum for attaining and maintaining approved certifications and/or licenses.	Salary: Study of the positions
Step:5 Cottreau -\$57,110 (3% above maximum) Wilde - \$56,278 (1.5% above maximum)	Source: 2001 - 2002 Labor Agreement between the City and Plumbers' Local 75.
<b>Recommendation:</b> Title : Mechanical Plan Examiner III (Mr. Cottreau) Salary: Pay Range 798 (\$54,157 - 70,122) New Rate: Step 6 (59,027*) Title : Mechanical Plan Examiner II (Mr. Wilde) Salary: Pay Range 796 (\$46, 562 - 61,687) New Rate: Step 3 (58,862*) * Note - Mechanical Plan Examiner II/III will no longer be eligible for a percentage increase over and above the maximum of pay range 796 and the footnotes will no longer apply following approval of this report by the City Service Commission and the Common Council.	
<b>Rationale:</b> Since the incumbents were reassigned to the Department of City Development, Development Center they have been affected by changes in existing state and local codes, plus the implementation of new codes which have required an increase in both the depth and scope of their knowledge and expertise. These changes have also led to an increase in both the number and complexity of the plans reviewed by the incumbents. In addition, two layers of supervision have been removed, so the positions function with minimal supervision and have increased responsibility. The minimum qualification for the position has been elevated from that of a Journey-level Plumber to a Master Plumber. And the incumbents have assumed a broader array of duties consistent with the mission of the Development Center.	
<b>History of Position:</b> These positions were last studied in September of 1988 when they were initially classified in the former Department of Building Inspection. The positions were transferred to the Department of City Development in January of 1999	

## Background:

This study is required by the 2001-2002 Labor Agreement between the City of Milwaukee and Plumbers' Local 75. The department furnished updated job descriptions and each incumbent completed a job analysis questionnaire. Interviews were conducted with Ms. Martha Brown, Permit and Development Center Manager, Department of City Development and with each incumbent.

incumbent completed a job analysis questionnaire. Interviews were conducted with Ms. Martha Brown, Permit and Development Center Manager, Department of City Development and with each incumbent.

### Duties and Responsibilities:

The basic function of the Mechanical Plan Examiner is the examination of plans, specifications and other data pursuant to all the regulations of the State of Wisconsin Plumbing Code, the City of Milwaukee Code of Ordinances, Milwaukee Water Works (MWW), Milwaukee Sewer Engineering, Stormwater Management, Milwaukee Health Department (MHD), Milwaukee Metropolitan Sewerage District (MMSD) and other regulatory agencies for the construction of all types of new structures, buildings, proposed alterations, additions to existing buildings, parking lots, private sewer mains, private water mains, stormwater detention basins and related plumbing type systems. There are slight differences in the specific duties of these positions. They are, as specified in the job descriptions, as follows:

#### Cottreau

- 60% Examine and approve plans for the installation of plumbing and related mechanical systems.
- 10% Review underground and above ground stormwater detention systems to control water quality and the quantity of stormwater discharges from the site; issue related permits and process surety deposits.
- 10% Provide consultation to plumbers, engineers and architects in the design and installation of plumbing and systems. Coordinate the issuance of all private main permits, stormwater management permits and bonds, plumbing permits, department of public works permits, water service permits, variances, easements, road cuts, assessments and street vacations.
- 02% Conduct field investigations of unique plumbing systems and products.
  - a) Troubleshooting of plumbing systems that fail and make recommendations for correcting such systems to conform to code.
  - b) Consult with city and state departments regarding new product, materials and plumbing systems for approval or denial of installation.
- 03% Review and evaluate requests for variances or modifications to the State of Wisconsin Plumbing Code Comm 81 through 87, Milwaukee Water Works, Milwaukee Health Department and Sewer Engineering.
- 05% Coordinate the issuance of permits with other city departments and government agencies, including MMSD, Milwaukee County and the State of Wisconsin.
- 03% Assist in the training of plan examiners, inspectors and permit technicians.
  - a) Train stormwater plan examiners as to the requirements of state and local codes.
  - b) Assist in the training of plumbing inspectors prior to taking the UDC plumbing examination.
  - c) Assist in the training of permit technicians in the issuance of plumbing permits.
- 05% Assist in the writing of policies and procedures.
  - a) Assisting with the writing of the Milwaukee Water Works, Water Service Piping Specifications code revisions.
  - b) Code writing committee for the State of Wisconsin

#### Wilde

- 75% Examine and approve plans for the installation of plumbing and related mechanical systems.
- 02% Conduct field investigations of unique plumbing systems and products.
  - a) Trouble shooting of plumbing systems that fail and make recommendations for correcting such systems to conform to code.
  - b) Consult with city and state departments regarding new product, materials and plumbing systems for approval or denial of installation.
- 02% Review and evaluate requests for variances or modifications to the State of Wisconsin Plumbing Code Comm 81 through 87, Milwaukee Water Works, Milwaukee Health Department and Sewer Engineering.
- 02% Coordinate the issuance of permits with other city departments and government agencies, including MMSD, Milwaukee County and the State of Wisconsin.
- 04% Compile statistical reports on a daily, monthly and yearly basis of plans received and approved.
- 05% Maintain records and other data necessary to the uniform flow of plan processing and the issuance of permits.
  - a) Update and maintain all computer plan entries of plumbing plan data.
  - b) Update and maintain all plumbing plan microfilm files.
  - c) Update and maintain all plumbing product catalogs.
- 05% Serve as a resource regarding new plumbing products, materials and technologies, and installation techniques.
  - a) Training of staff.
  - b) Maintain current library of product information.
- 05% Provide consultation to plumbers, engineers and architects in the design and installation of plumbing and related systems.

Comm 82.36 and the Department of Natural Resources.

- c) Set procedures and policies with the city's Environmental Section in the design and installation of private mains and stormwater detention.

02% Serve as a resource regarding new plumbing products, materials and technologies, and installation techniques.

The qualifications for these positions include a State of Wisconsin Master Plumber license; familiarity with code and requirements related to plumbing and water service installations for the following agencies: MWW, MMSD, MHD and DPW; certification by the State of Wisconsin to perform 13R sprinkler systems plan review; experience using Microsoft Office applications and strong customer service skills, including in-person and telephone contact.

#### **Changes in Duties and Responsibilities:**

Prior to 1999, these positions were located in the former Department of Building Inspection. There they were supervised by the Plan Examination Supervisor (S.G.08) and the Plan Examiner III functioned as a lead worker for the Plan Examiner II positions and Mechanical Plan Examiners. Since the positions were relocated to the Department of City Development, the Development Center Manager, Ms. Brown, supervises them and the Plan Examination Supervisor position has been eliminated. According to the job descriptions and as verified by Ms. Brown and the incumbents, "Supervision is minimal; the mechanical plan examiners assign jobs to themselves and carry through as necessary. In general, the supervisor is involved only for trouble-shooting." In addition, the Plan Examiner III functions in a lead capacity for the Plan Examiner II positions only. This reduction in the level of supervision has brought about a corresponding increase in the level of responsibility for the Mechanical Plan Examiners.

A change in the State Plumbing Code increased the minimum qualification for the positions under study from that of a Journey-level plumber to a Master Plumber License. The Master level license requires at least three consecutive years of work experience as a journey-level plumber or a bachelors degree in civil or mechanical engineering or in a related field.

Other changes in federal, state and local codes have increased both the number and complexity of the plans under review by the incumbents. To meet these challenges, the incumbents enhanced their technical expertise by becoming registered Cross Connection Control Testers and by obtaining state certifications in the following areas, among others:

- Designer of Engineering Systems
- Commercial Building Inspection
- UDC-Plumbing Inspection
- Multipurpose Plumbing Systems

In the past, the incumbents provided consultation, only, for plumbing inspectors, engineers, designers, architects and engineers regarding specific problems. Now, in addition to those duties, they regularly provide training to Plan Examiners, Environment Health professionals, Inspectors and Permit Technicians on a wide range of plumbing related topics. This change required the incumbents to increase their communications and interpersonal skills and to apply their expertise in a different manner.

For over a year, the incumbents have provided assistance in rewriting the Milwaukee Water Works and Water Service Piping Code. For an equal period of time, Mr. Cottreau has served as a member of a standing committee charged with rewriting the State Plumbing Code. In both instances, these functions are new and ongoing.

In 1992, in an effort to control runoff, the Department of Natural Resources (DNR) ordered the City of Milwaukee to begin stormwater management. This responsibility was assigned to Mr. Cottreau after the transfer from the former Department of Building Inspection. He estimates that it took two years to become proficient with the DNR Stormwater Code. The DNR Code overlaps city and state codes. This function required the incumbent to broaden his knowledge base and has increased his level of responsibility beyond that of the other Mechanical Plan Examiner.

#### **Standards for Reclassifying Represented and Non-Management/Non-Represented Positions**

Under the Rules of the City Service Commission, a presumption exists that positions are appropriately classified at the present time. For this reason, except in very rare circumstances, positions must undergo significant changes in the level of work performed, in terms of responsibility, knowledge, and skill required to be eligible for a reclassification to a different title and correspondingly higher level of pay. If a position passes the significant changes "test," we must then determine whether a reclassification is warranted. This is determined through an extensive process of comparison and contrast between the position under study and all others in City government, using job evaluation factors such as knowledge and skill, responsibility exercised, effort required, and work conditions.

More specifically, in evaluating bargaining unit positions, as well as non-management/non-represented positions, the factor of knowledge and skill is considered to be most important, followed by responsibility exercised, expended effort, and working conditions. A significant change is one that has considerably increased a position's level of responsibility and required knowledge and skill.

In terms of knowledge and skill, the key question that must be answered is this: is more knowledge and skill now required of this position? If the answer is "yes", an equally important question follows: is this part of a normal "learning curve" associated with a person filling the job or have the position's qualifications permanently changed? One of the components required for reclassification to a higher level typically stems from permanent changes to a position's minimum knowledge and skill requirements.

Other important questions that must be answered when examining the basis of a request for reclassification include:

Does the position now have a significantly broader scope of responsibility in terms of different kinds of things or areas? A good example of this entails combining two or more distinct responsibility areas into one position. Does the position now have a higher level of responsibility? In other words, does this position have a specific and verifiable financial responsibility that it did not previously have? Does it have bona fide lead worker responsibilities that it did not previously have? Does it now have responsibility for capital equipment that, at one time, was the purview of a higher

level position?

These and related changes to knowledge and skill, as well as level and scope of responsibility, are what lead to a recommendation for a reclassification to a higher level. These and related changes, therefore, alter positions to the extent that their current classifications and pay allocations are no longer representative or appropriate.

**Analysis and Recommendation:**

The level of compensation for the Plan Examiner II and Mechanical Plan Examiner positions were nearly equal prior to a study of the Plan Examiner positions conducted in September 2001 by the Department of Employee Relations. This study was required by the 1999-2000 Agreement between the City of Milwaukee and TEAM. The study analyzed the changes in duties and responsibilities and incorporated pay data from the State of Wisconsin and the City of Madison. The end result of that study was the reallocation of the Plan Examiner II to Pay Range 625 and the Plan Examiner III to Pay Range 629. Like the Plan Examiner positions, the Mechanical Plan Examiner positions have also been strengthened considerably since the move to DCD. Moreover, the level of compensation for both positions (i.e. Plan Examiners and Mechanical Plan Examiners) is identical at the State and nearly equal at the City of Madison. Therefore, the pay data obtained from those employers in the Plan Examiner study are relevant and applicable to the positions currently under study. Finally, the duties performed by Mr. Cottreau as indicated in his job description are broader in scope and higher in responsibility to warrant a distinction between his position and that of Mr. Wilde.

Therefore, we recommend the creation of the new title of Mechanical Plan Examiner III and new Pay Range 798 to be occupied by Mr. Cottreau and creation of the new title of Mechanical Plan Examiner II and restructured Pay Range 796 to be occupied by Mr. Wilde. The pay ranges for the Mechanical Plan Examiner II/III series will parallel those of the Plan Examiner II/III series. Pay Range 796 will mirror Pay Range 625 (Plan Examiner II) and Pay Range 798 will mirror Pay Range 629 (Plan Examiner III). In addition, the percentage increase for attaining various certifications and licenses referred to in Article 9.2 of the Agreement between Plumbers' Local 75 and the City of Milwaukee for Mechanical Plan Examiners will no longer apply.

**New Mechanical Plan Examiner II/III Pay Structure**

In order to effectuate these changes, it will be necessary to amend the Salary Ordinance and Positions Ordinance as follows:

**In the Salary Ordinance:**

Delete Pay Range 796 in its entirety and recreate as follows:

Pay Range 796

Official Rate-Biweekly



Thomas Cottreau, Mechanical Plan Examiner  
Kent Wilde, Mechanical Plan Examiner

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1790.84   1876.84   1966.91   2061.31   2160.22   2263.93   2372.59

Mechanical Plan Examiner II

Create a new Pay Range 798 as follows:

Pay Range 798

Official Rate-Biweekly

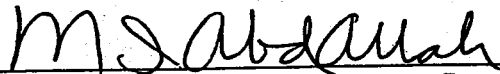
2082.95   2174.60   2270.28   2370.18   2474.47   2583.34   2697.00

Mechanical Plan Examiner III

In the Positions Ordinance

Under Department of City Development, Community Planning & Development Services Unit, Development Center, delete two positions Mechanical Plan Examiner and add one position Mechanical Plan Examiner II and one position Mechanical Plan Examiner III.

Prepared by:



Muhammad I. Abdallah, Human Resources Representative

Reviewed by:



Jeffrey Hansen, Employee Relations Director

## JOB EVALUATION REPORT

City Service Commission Meeting Date: February 19, 2002

Incumbent: Julie A. Hults\* Department: Health  
*\*underfilling position as Administrative Specialist, Salary Grade 002*

Present	Request
Title: Environmental Specialist Supervisor	Title: Environmental Specialist Coordinator
Pay Range: SG 004 (\$38,634 - 54,086*) <i>*Maximum rate above is effective Pay Period 14, 2002. For Pay Periods 1-13, the maximum rate is frozen at 2001 rates of pay</i>	Salary: SG 002 (\$34,007- 47,604)
Step: \$46,172 (Step 11, Salary Grade 002)	Source: Department
<b>Recommendation:</b> Title : Environmental Specialist Coordinator Salary: Salary Grade 002 (\$34,007 – 47,604) Rate: \$46,172	
<b>Rationale:</b> This reclassification reduces this position from Salary Grade 004 to Salary Grade 002. This position requires technical training and experience but is not a supervisory position. Therefore the current title and level are not appropriate. Placing the position in Salary Grade 002 would help create a career ladder in the Consumer Environmental Health Division.	
<b>History of Position:</b> This title was created in 1989 as part of a reorganization in the former Bureau of Consumer Protection and Environmental Health. Position was formerly titled Sanitarian Supervisor, SG 004.	

### Action Required:

In the Salary Ordinance, under Salary Grade 002, add the title "Environmental Specialist Coordinator."

In the Positions Ordinance, under Health, Consumer Environmental Health Division, delete one position of "Environmental Specialist Supervisor (X)(Y)" and add one position of "Environmental Specialist Coordinator (X)(Y)."

### Background:

The Milwaukee Health Department has requested that a position of Environmental Specialist Supervisor, Salary Grade 004, be reclassified to Environmental Specialist Coordinator, Salary Grade 002, based on the duties and responsibilities of the position. Discussions about this position were held with Maria Montegudo, Personnel Officer.

### Duties and Responsibilities:

This position provides leadership and coordination of all temporary event activities for the Consumer Environmental Health Division. The position conducts inspections and enforces the requirements pertaining to new mobile food facilities and new mobile bases, provides assistance to the Environmental Specialist Supervisor on new and remodeled food establishments, and develops and coordinates training activities for the Division.

Specifically, this position is responsible for the following:

- 35% Coordinate and lead all activities associated with temporary events inspections, vendor licensing, staff coverage, vendor training, facility set-up, and compliance.
- 25% Assist and provide back-up support to the Env. Spec. Supv. in plan reviews and inspection of new and remodeled food establishments.

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- 20% Develop and present food safety training programs to the food service industry, other Division personnel, and others as required. Recognize new and emerging trends in the industry and suggest ways to address them in a proactive manner.
- 10% Inspect, review and approve or deny licenses, and enforce code requirements of new and remodeled mobile food establishments and their service bases.
- 5% Collect and assemble statistical data and prepare special reports regarding program activities.
- 2% Assist Env. Health Supv. in office duties as assigned.
- 1% Assemble evidence and act as prosecution witness in court as required.
- 2% Perform other duties as assigned.

This position requires a Bachelor's degree in the biological or natural sciences, one year as an Env. Health Specialist II in the Consumer Environmental Health Division, registration with the State as an Environmental Health Specialist (Sanitarian), and other related knowledges, skills and abilities.

**Analysis and Recommendation:**

This position has traditionally functioned as the department's temporary events coordinator in the Consumer Environmental Health Division. In this capacity, this position is responsible for coordinating and conducting all activities associated with temporary event inspections, vendor licensing, staff coverage, vendor training, facility set-up, and compliance. As the main position responsible for these activities, this position serves as the contact for the industry and it ensures consistent and uniform interpretation of the regulations.

A new title of Environmental Specialist Coordinator in Salary Grade 002 is more appropriate on the basis of the position's coordinator responsibilities. Although technical expertise is important as specific requirements for temporary vendors differ from those for permanent food establishments, the position is not supervisory in nature.

The creation of this new title in Salary Grade 002 will also assist in the Department's efforts to establish a career ladder in the Consumer Environmental Health Division. If this recommendation is approved, it is the Department's intention to consider Environmental Health Specialists II with proper training and experience for promotion to this level.

Given the above information and analysis we recommend the following profile on the factor comparison system used to evaluate and classify management positions:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	2	52
Knowledge and Skills	2	41
Relationships Responsibility	2	18
Working Conditions	3	<u>11</u>
Total Points		122

Salary Grade 002 Points: 115-131

We therefore concur with the Department's request that this position be reclassified to Environmental Specialist Coordinator in Salary Grade 002.

Prepared by:

  
Timothy J. Keeley, Human Resources Representative

Reviewed by:

  
Jeffrey S. Hansen, Employee Relations Director

### JOB EVALUATION REPORT

City Service Commission Meeting Date: February 19, 2002

Incumbents: Janet Flowers-Haslem  
Theresa A. Hernandez  
Lawan Moore

Department: Health

Present	Request
Title: Office Assistant II	Title: Study the position
Pay Range: 410 \$24,928 – 29,332)	Pay Range: Study the position
Current Rate: J. Flowers-Haslem, Step 7 (\$29,332) T. Hernandez, Step 2 (\$25,495) L. Moore, Step 7 (\$29,332)	Source: 1999-2000 Labor Agreement
<b>Recommendation:</b>  Title: Office Assistant III (Ms. Hernandez and Ms. Moore)  Salary: Pay Range 425 (\$28,348 – 31,360)  New Rate: Step 1 \$28,348 (Ms. Hernandez), Step 3 \$29,636 (Ms. Moore)  Title : Office Assistant IV (Ms. Flowers-Haslem)  Salary: Pay Range 445 (\$30,890 – 34,183)  New Rate: Step 1 \$30,890	
<b>Rationale:</b> The work performed by the incumbents has increased in complexity over the years due to changes in state statutes and a reduction in staff. They now possess a far more detailed understanding of Chapter 69, must apply that knowledge to varying situations and advise customers accordingly. They must properly interpret a wide range of confidential and legal documents and adhere to protocols established by the State Division of Health and Health Department policies and procedures. The reduction in staff resulted in higher level functions of a Vital Statistics Supervisor and Clerk IV being reassigned to the Research Analyst Senior and the incumbents, respectively, and the cross training of the incumbents to improve workflow and to increase efficiency and productivity.	
<b>History of Position:</b> These positions were retitled from Clerk Typist II to the present title in 1996 as a result of the General Office Support study.	

**Action Required:** In the Positions Ordinance, Health Department, Vital Statistics Division, delete three positions of Office Assistant II and add two positions of Office Assistant III and one position of Office Assistant IV.

**Background:** The study was conducted as required by the 1999-2000 Agreement between the City of Milwaukee and District Council 48. The department provided updated job descriptions and the incumbents completed job analysis questionnaires. Interviews were conducted with Ms. Maria Monteagudo, Health Personnel Officer, Ms. Gloria Ward, Research Analyst Senior and each incumbent.

### **Duties and Responsibilities**

#### Office Assistant II (Ms. Hernandez and Ms. Moore)

These positions are responsible for all phases of office procedures including provision of customer service in person and via the telephone, and the registration, analysis, certification and processing of birth and death records in compliance with Chapter 69 of the Wisconsin State Statutes. The specific duties as specified in the job description are as follows:

- 50% Provide customer service to clients in person and via the telephone which includes:
  - Explain procedures for obtaining vital records.
  - Verify identity of persons requesting records.
  - Collect fees and process transactions.
  - Respond to information requests from FBI, funeral directors, Wisconsin Division of Health and other vital records offices.
  - Provide customer information including but not limited to changes in legal names or social security number, and how to contact other agencies.
- 40% Register, process and certify birth and death records in accordance with State Statutes; process daily mail and fax requests received for birth and death records.
- 05% Data entry including daily cash, billing, indexes and reports.

#### Office Assistant II (Ms. Flowers-Haslem)

Provide office support for Vital Statistics Manager (Research Analyst – Sr.). Provide customers with information about services, i.e., birth and death certificates and legal documents that are required for compliance with Wisconsin State Statute, Chapter 69. Help train staff. Handle inquiries from funeral directors, elected officials, legal representatives and state and local government vital records staff. Oversee office security and other administrative functions including ordering supplies, maintaining the inventory and helping to compile data for the annual report. The specific duties as specified in the job description are as follows:

- 45% Customer service: Provide information and materials related to Vital Statistics to general public (walk-ins and telephone customers). Act as liaison and attempt to resolve irate customers' problems before referring them to the manager. Provide information about "How to obtain a birth/death record" from other Vital Records offices both in Wisconsin and the rest of the United States and its territories.
- 45% Register and process birth and death certificates in accordance with Chapter 69 of Wisconsin State Statutes. This includes calling hospitals and funeral directors if there is questionable information on the certificate. Must maintain a computerized file of each day's records, make certified copies and file and mail certified copies daily. Amend birth and death records at funeral director's or State's directive, this includes adoptions, legal name changes, legitimations, paternity adjudications, delayed birth registration, and

- paternity affidavits.
- 10% Financial: Balance cash register daily, reconcile funeral director charges, processes funeral director billing for the Health Administration accounting staff, and calculate and record daily payment and daily charge transactions.
- 05% Data entry: Daily cash, funeral director billing, indexes and documents for bodies being shipped out of the country.

This position requires extensive customer contact with the general public, government officials, hospitals and funeral directors. It requires the ability to effectively communicate and deal with irate/disgruntled customers in a professional manner. The position also requires extensive knowledge of Wisconsin State statutes and the ability to interpret and apply various situations. The work is very detailed and requires the ability to handle multiple tasks with many interruptions in a very busy office that processes 16,000 births and 6,500 deaths annually. Confidentiality and trustworthiness is absolutely required as the office receives about \$250,000 in annual revenue. Four years of general office experience, the ability to exercise independent judgement and maintain good working relationships with co-workers and the public, and the ability to operate office equipment including a cash register are also requirements of this position.

#### **Changes in Duties and Responsibilities**

In 1988 the staff in the Vital Statistics Division included a Vital Statistics Supervisor, Clerk IV and five Clerk Typists. The duties performed by those positions are now being performed by the current staff, which is comprised of a Research Analyst Senior and three Office Assistants. The amount of work performed has not decreased, as the number of births and deaths in Milwaukee has remained relatively constant over the years. The Vital Statistics Division processes an average of 16,000 birth and 6,500 death records each year. It became necessary to cross-train the remaining staff to increase efficiency, to manage the workload successfully and to maintain the high customer service standard. The Research Analyst Senior assumed the duties of the Vital Statistics Supervisor and some of the duties of the Clerk IV. The remaining duties of the Clerk IV were shifted to the Office Assistant II position occupied by Ms. Flowers-Haslem, who functions in a lead capacity as previously mentioned in this report. Formerly, each Clerk Typist II (now Office Assistant II) performed a unique job. Those jobs were restructured to form three major components; births/corrections, deaths, and mail/faxes. Each Office Assistant performs a component on a monthly rotational basis.

Each of the three components involves a significant level of customer service. Customers include citizens, funeral directors, law enforcement personnel, armed forces personnel, and the State Vital Records Division. The duties include resolving various problems, not just processing requests for records. For example, they resolve billing discrepancies with funeral directors, answer questions pertaining to birth/death records in compliance with Wisconsin Statutes, provide information and assistance to citizens seeking adjudications, legitimations, legal name changes adoptions, etc., and refer customers to outside resources when necessary. In addition, assistance is provided to law enforcement personnel in cases of identity theft and fraud. The incumbents are required to exercise independent judgement overall and especially when reviewing causes of death and must make referrals to the Medical Examiner when the circumstances appear suspicious.

They must be able to deal with the public efficiently and tactfully even when dealing with those who are distraught, irate, confused or upset and they must successfully manage the stress generated by such encounters. In addition to those duties performed by each of the three Office Assistants, Ms. Flowers-Haslem has the responsibility of training new staff, monitoring their work, answering their questions, and resolving more complex problems.

### **Standards for Reclassifying Represented and Non-Management/Non-Represented Positions**

Under the Rules of the City Service Commission, a presumption exists that positions are appropriately classified at the present time. For this reason, except in very rare circumstances, positions must undergo significant changes in the level of work performed, in terms of responsibility, knowledge, and skill required to be eligible for a reclassification to a different title and correspondingly higher level of pay. If a position passes the significant changes "test," we must then determine whether a reclassification is warranted. This is determined through an extensive process of comparison and contrast between the position under study and all others in City government, using job evaluation factors such as knowledge and skill, responsibility exercised, effort required, and work conditions.

More specifically, in evaluating bargaining unit positions, as well as non-management/non-represented positions, the factor of knowledge and skill is considered to be most important, followed by responsibility exercised, expended effort, and working conditions. A significant change is one that has considerably increased a position's level of responsibility and required knowledge and skill.

In terms of knowledge and skill, the key question that must be answered is this: is more knowledge and skill now required of this position? If the answer is "yes", an equally important question follows: is this part of a normal "learning curve" associated with a person filling the job or have the position's qualifications permanently changed? One of the components required for reclassification to a higher level typically stems from permanent changes to a position's minimum knowledge and skill requirements.

Other important questions that must be answered when examining the basis of a request for reclassification include:

Does the position now have a significantly broader scope of responsibility in terms of different kinds of things or areas? A good example of this entails combining two or more distinct responsibility areas into one position. Does the position now have a higher level of responsibility? In other words, does this position have a specific and verifiable financial responsibility that it did not previously have? Does it have bona fide leadworker responsibilities that it did not previously have? Does it now have responsibility for capital equipment that, at one time, was the purview of a higher level position?

These and related changes to knowledge and skill, as well as level and scope of responsibility, are what lead to a recommendation for a reclassification to a higher level. These and related changes, therefore, alter positions to the extent that their current classifications and pay allocations are no longer representative or appropriate.

**Comparison:**

Based on the duties and responsibilities of the incumbents, positions in the Office Assistant and Customer Service Series will be utilized for the comparison.

**OFFICE ASSISTANT SERIES**

This series includes all clerical and office positions in City government performing general office duties, as distinguished from those working directly with one or a few managers, professionals, or elected officials in a secretarial capacity.

**Office Assistant II**

Performs varied clerical duties in accordance with standard procedures. Applies knowledge of departmental policies and procedures, and uses a general understanding of other department's functions. Screen telephone calls, answers questions and provides information. May work with others on a team to complete special projects. Accesses and inputs information via mainframe applications. Uses office equipment and microcomputer software to prepare standard and complex documents from various sources of written or dictated input.

*Requirements:* Two years of clerical experience with at least six months of experience as an Office Assistant I.

**Office Assistant III**

Performs diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Selects and interprets data, and 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 with others on a team to complete special projects. May guide and check the work of other employees.

*Requirements:* Four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job-related coursework may be substituted for up to six months of the experience requirement.

**Office Assistant IV**

In addition to all of the duties listed for Office Assistant III, and the corresponding knowledge, skills, and abilities associated with them, acts as a group leader for lower level employees. Responsibility as a group leader usually includes basic office management such as monitoring equipment and ordering supplies, monitoring and improving office procedures and practices, and directing a small group of employees. May work with others on a team to complete special projects.

**AND/OR**

Exercises responsibility for a specific function or service area requiring extensive knowledge of technical and/or complex procedures and processes having a significant consequence of error. This requires responsibility for monitoring and improving those procedures on a continuous



basis.

*Requirements:* Four years of clerical experience with at least six months of experience at the Office Assistant III level or above. Job-related coursework may be substituted for up to six months of the experience requirement.

### CUSTOMER SERVICE REPRESENTATIVE SERIES

This series includes clerical and office support positions that provide direct service and assistance to customers, both internal and external to City government, at least 70% of their working time. The significant amount of customer contact, whether written, electronic, or in-person, coupled with working in a designated customer service, and/or computer help desk area is the distinguishing characteristic of this job series.

#### **Customer Service Representative I**

The Customer Service Representative I, while serving as the entry-level for the Customer Service Representative classification, is akin to mid-level classifications in the City's Office Assistant series. Three to five years of experience as an Office Assistant III, or equivalent, are required for this level.

Customer Service Representative I positions are typically called upon to answer internal and external customer questions, perform some rudimentary research and resolve basic customer problems. Other more specific duties often include preparing financial statements and billings, handling and processing cash and related deposits, maintaining various financial accounts, arranging for installment and other special payment provisions, and other related duties.

*Requirements:* Four years of clerical experience including at least one year of customer service-related experience.

#### **Customer Service Representative II**

This is the full performance level for all Customer Service Representatives, except those having responsibility for adjusting bills, payments, or other matters having a direct financial impact upon customers. Employees at this level are expected to independently answer customers' questions about departmental operations, investigate problems, follow-up with customers, and most importantly, resolve customers' problems.

*Requirements:* Four years of office support job experience including at least two years of experience performing customer service-related work at the level of a Customer Service Representative I or above.

#### **Analysis and Recommendation:**

The Vitals Statistics Division places a heavy emphasis on customer service. In fact, customer service accounts for 50% of the duties performed by Ms. Hernandez and Ms. Moore and accounts for 45% of the duties performed by Ms. Flowers-Haslem. However the positions within the Customer Service Representative Series must perform direct service to customers at least

Janet Flowers-Haslem, Office Assistant II  
Theresa A. Hernandez, Office Assistant II  
Lawan Moore, Office Assistant II

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70% of the time and in addition must work in a designated customer service area and these positions require the added emphasis of resolving customer problems. On that basis, the Customer Service Representative series is not the "best fit" for the positions under study. Rather, the higher level Office Assistant positions correspond more closely to the positions under study. Specifically, the duties of the Office Assistant III, which include performing diverse and complex duties, interpreting data, answering questions which may be difficult due to the nature of the questions or customers served. The duties as indicated in the job description for Ms. Hernandez and Ms. Moore very closely matches these criteria. In contrast, the duties of the Office Assistant IV which include the lead worker function and office management as well as the Office Assistant III duties, more closely match those performed by Ms. Flowers-Haslem. She also is responsible for answering more difficult questions and handling the more difficult or distraught customers, resolving more complex problems, monitoring the work of the other two incumbents, filling in for the Research Analyst Senior, office security and she must possess a more in depth knowledge of Chapter 69.

It is our recommendation that the proper classification for Ms. Hernandez and Ms. Moore is Office Assistant III, Pay Range 425, whereas Office Assistant IV, Pay Range 435 is recommended for Ms. Flowers-Haslem.

Prepared by: M. Abdallah  
Muhammad Abdallah, Human Resources Representative

Reviewed by: Jeffrey Hansen  
Jeffrey Hansen, Employee Relations Director

# JOB EVALUATION REPORT

City Service Commission Meeting Date: February 19, 2002

Incumbents: VARIOUS Department: DPW - Forestry Division

Present	Request
<p>Titles and number of authorized positions:</p> <ul style="list-style-type: none"> <li>a) Urban Forestry Specialist Trainee, 0</li> <li>b) Urban Forestry Specialist, 148</li> <li>c) Urban Forestry Crew Leader, 25</li> </ul>	<p>Title: Not specified</p> <p>Source: Labor Agreement</p>
<p>Pay Ranges: a) 210 (\$27,274 - \$31,916)</p> <p>b) 245 (\$32,792 - \$36,253)</p> <p>c) 260 (\$35,013 - \$39,392)</p>	<p>Pay Ranges: Not Specified</p>
<p>Current Rates: Various</p>	<p>Source: Agreement between the City of Milwaukee and Milwaukee District Council 48 (D.C. 48), AFSCME, AFL-CIO, effective January 1, 1999 through December 31, 2000.</p>
<p><b>Recommendation:</b></p> <p>Titles and Pay: a) Urban Forestry Specialist Trainee, 210 (\$27,274 - \$31,916)</p> <p>b) Urban Forestry Specialist, 255 (\$34,448 - \$38,440)</p> <p>c) Urban Forestry Crew Leader, 282 (\$39,486 - \$45,300)</p> <p><i>New Rates: Various</i></p>	
<p><b>Rationale:</b> Pursuant to Section 25.17.d. of the Agreement between the City of Milwaukee and Milwaukee District Council 48 (D.C. 48), AFSCME, AFL-CIO, effective January 1, 1999 through December 31, 2000, the City agreed to complete a study of these classifications. Market analysis was the method used in this study. Pay information was collected for comparable positions from 21 Cities and Counties.</p>	
<p><b>History of Positions:</b> These three classifications were last studied in 1994. At that time, they were new positions being studied in conjunction with a Forestry Division reorganization, which followed recommendations in a study by David M. Griffiths and Associates, Ltd. In 1994, the City and District Council 48, AFL-CIO settled upon recommended rates of pay. The City Service Commission approved the present titles and rates of pay on July 27, 1994.</p>	

### Action Required:

In the 2002 Salary Ordinance, under Pay Range 210, add the footnote number 1/ after the title Urban Forestry Specialist Trainee, and add the following footnote 1/ Recruitment is authorized up to the third step of the range. Under Pay Range 245, delete the title Urban Forestry Specialist 1/ and footnote 1/ in its entirety. Under Pay Range 255, add the title Urban Forestry Specialist 1/ and add the following footnote: 1/ Effective Pay Period 24, 1995, incumbents in this classification who attain and maintain a certification by the International Society of Arboriculture as a Certified Arborist and/or a certification in Professional Grounds Management and/or certification by the State of Wisconsin for pesticide application will advance one step in the pay range. If at the maximum step, the employee will advance one step to \$1,506.29. Under Pay Range 282, add the title Urban Forestry Specialist Crew Leader 3/ and add the following footnote 3/ An employee in this classification who attains and maintains a certification by the International Society of Arboriculture as a Certified Arborist will advance one step in the pay range. If at the maximum step, the employee will be advanced one step to \$1775.24 biweekly.

*Under Pay Range 200, delete the title "Urban Forestry Crew Leader 3/" and delete footnote 3/ in its entirety.*

### Background:

As indicated under "Rationale," above, this study was conducted pursuant to language in a collective bargaining agreement between the City and D.C. 48, AFSCME, AFL-CIO. The Department of Employee Relations received completed job analysis questionnaires and current job descriptions. Discussions about the positions were subsequently held with seventeen Forestry Division employees and supervisors.

*Per  
Pat Boek  
3/5/02*

### Duties and Responsibilities and Minimum Requirements

#### a) URBAN FORESTRY SPECIALIST TRAINEE

Trainees take part in a training program lasting at least six months and are trained to perform various work activities associated with planting, maintaining and removing trees, landscape plants and turf growing on City boulevards and greenspaces. Trainees also function in an emergency capacity to remove broken branches and fallen trees. Trainees may be promoted to Urban Forestry Specialist.

Urban Forestry Specialist Trainees perform these essential functions:

- ◆ Prune trees by means of climbing, rope and saddle while working at great heights.
- ◆ Plant, maintain and remove trees, shrubs, flowers and turf on all City boulevards and greenspaces.
- ◆ Operate and drive large vehicles such as hi-lifts and 2 1/2 ton dump trucks.
- ◆ Operate specialized power equipment and hand equipment, such as mowers, stumpers, chainsaws, chippers, trencher/backhoes, pipe pullers, various types of sprayers and other hand and motorized equipment used in the industry.
- ◆ Construct, repair and maintain concealed irrigation systems.
- ◆ Participate in snow and ice control operation including plowing snow and salting city streets.
- ◆ Record and maintain daily activity reports.
- ◆ Other duties as assigned.

**□ Minimum Requirements:**

1. Strength to climb into and work in City trees and to lift, transport and maneuver more than 50 pounds for long periods of time. Candidates must pass a medical examination including a back fitness test.
2. At least 18 years of age (or have completed high school).
3. Valid driver's license at time of appointment and a good driving record (need Commercial Drivers License (CDL) within six months of appointment).

**□ Supervision Received**

Duties are assigned and methods are outlined by a crew leader or supervisor.

**□ Supervision Exercised**

None.

**b) URBAN FORESTRY SPECIALIST**

Perform various work activities associated with planting, maintaining and removing trees, landscape plants and turf growing on City greenspaces. These positions also function in an emergency capacity to remove broken branches and fallen trees.

Urban Forestry Specialists perform the following essential functions:

- ☒ Prune trees by means of climbing, rope and saddle while working at great heights.
- ☒ Plant, maintain and remove trees, shrubs, flowers and turf on all City greenspaces.
- ☒ Operate and drive large vehicles such as hi-lifts and 2 1/2 ton dump trucks.

- ✕ Operate specialized power equipment and hand equipment, such as mowers, stumpers, chainsaws, chippers, trencher/backhoes, pipe pullers, various types of sprayers and other hand and motorized equipment used in the industry.
- ✕ Construct, repair and maintain concealed irrigation systems.
- ✕ Participate in snow and ice control operations including the plowing and salting of snow on city streets and clearing of sidewalks and intersections, both mechanically and by hand.
- ✕ Record and maintain daily activity reports.

#### ❑ Minimum Requirements

1. Current status and at least six months of experience as an Urban Forestry Specialist Trainee.
2. Satisfactory completion of the Urban Forestry Specialist Training Program.

#### ❑ Supervision Received

Duties are assigned and methods are outlined by an Urban Forestry Crew Leader, Urban Forestry Supervisors or Urban Forestry Managers.

#### ❑ Supervision Exercised

The Urban Forestry Specialist may train or assist in the training of new or seasonal employees, direct the work of Buildings and Fleet equipment operators, and may lead a crew in the absence of a crew leader.

### c) URBAN FORESTRY CREW LEADER

This position acts as crew leader for all activities associated with the planting, maintenance, and removal of trees, landscape plants and turf growing on City green-spaces. This position is also called upon to function in emergency situations.

The Urban Forestry Crew Leaders perform the following essential functions:

- Plan, coordinate and inspect the field activities of one to twelve Urban Forestry Specialists and/or City Laborers.
- Perform or assist in the planting, maintenance and removal of trees, shrubs, flowers and turf on all City green-spaces.
- Perform emergency duties, as needed, for windstorms, snowstorms and irrigation leaks.
- Enforce the Forestry Division's Work Rules and Safe Work Rules and Procedures.
- Plan, monitor and assist in the performance of surveys and notices pertaining to service requests and private property code enforcement.

- Conduct periodic surveys designed to assess pest control, planting, removal and maintenance needs.
- Operate and drive large vehicles such as dump trucks and hi-lifts.
- Operate specialized power and hand equipment including mowers, stumpers, chain saws, chippers, trencher/backhoes, pipe pullers, various sprayers, as well as other industry-specific manually-operated and motorized equipment.
- Construct, repair and maintain concealed irrigation systems.
- Accurately maintain daily records.
- Participate in snow and ice control operations, which include manually and mechanically plowing and salting snow as well as clearing sidewalks and intersections.
- Perform other duties as assigned.

#### **□ Minimum Requirements**

1. Two years of experience in arboriculture, horticulture, general landscaping or a closely related field, including one year as an Urban Forestry Specialist. (Experience as an Urban Forestry Specialist Trainee will be considered as part of this one-year requirement.) Coursework from an accredited college in Horticulture, Urban Forestry, Arboriculture or Landscape Architecture may be substituted for forestry experience. Substitution will be made on the basis of 30 credits = 1 years of experience. Those who meet the experience requirement within two months of the final filing date will be accepted for the examination.
2. Current status as an Urban Forestry Specialist.
3. Valid Commercial Driver's License at time of appointment.
4. Wisconsin Pesticide Certification within 6 months of appointment.
5. Ability to perform moderate to heavy manual labor.
6. An Associate or Bachelor's Degree in Forestry, Horticulture, Arboriculture, Landscape Architecture, Agriculture, or a related field is highly desirable.

#### **□ Supervision Received**

Duties are assigned by Urban Forestry Supervisors and Urban Forestry Managers.

#### **□ Supervision Exercised**

Urban Forestry Crew Leaders supervise up to twelve crew members and direct the work of Buildings and Fleet equipment operators.

## **Market Study Approach**

It was difficult to find positions in the City Service that were closely comparable to the Urban Forestry classifications under study. Therefore, the approach used in this study was an external labor market analysis. The goal of this approach was to examine the external competitiveness of the Forestry classifications by comparing them to similar classifications in other public sector organizations.

## **Methodology**

An external salary survey was conducted to determine the appropriate compensation levels that would support the recruitment and retention of well-qualified employees with required competencies. The resulting survey pay data would be useful in addressing any existing pay inequities. In completing this study, the following resources were used: (a) job descriptions, job analyses, and other job-related information provided by Forestry employees/supervisors, (b) survey data for benchmark positions from other organizations, and (c) Department of Employee Relations classification files and studies.

Survey participants were contacted by phone and through the use of written questionnaires. Participants were informed that individual responses would remain confidential, although summarized results could be made available. The average salary range maximums were used for comparison purposes. Responses were examined for criteria of consistency, comparability and degree of job match. Surveys are subject to the quality of data inputs, survey timing, characteristics of participating organizations, sample size, geographic differences, etc. Geographic differentials were applied to offset cost-of-living differences. Responses that were questionable due to lack of job similarity, inconsistencies, or other problems were not used.

The external market search resulted in useful pay data for comparable positions in 21 organizations. This information is summarized in the table on the next page.



## URBAN FORESTRY MARKET STUDY PAY DATA

DATA SOURCE	Urban Forestry Specialist	Urban Forestry Specialist Trainee	Urban Forestry Crew Leader
City of Milwaukee Pay Range	PR245	PR210	PR260
<b>CITY OF MILWAUKEE PAY RANGE MAXIMUMS</b>	<b>\$36,253</b>	<b>\$31,916</b>	<b>\$39,392</b>
City of Baltimore, MD	\$31,688	\$29,525	\$41,958
City of Chicago, IL	\$42,393		
City of Fresno, CA	\$30,383	\$26,235	\$33,499
City of Kenosha, WI	\$39,334	\$37,642	\$41,563
City of Lacrosse, WI	\$32,586		
City of Louisville, KY			\$48,925
City of Madison, WI	\$37,876		
City of Mequon, WI	\$43,898		
City of Minneapolis, MN	\$41,082	\$28,718	\$45,356
City of Omaha, NE	\$37,811		\$46,552
City of Philadelphia, PA	\$30,595	\$27,164	\$33,004
City of Portland, OR	\$43,948		\$46,081
City of San Antonio, TX	\$31,204	\$29,056	\$64,557
City of Virginia Beach, VA	\$33,378	\$28,780	\$44,888
City of West Allis, WI	\$37,856		\$45,397
City of Wichita, KS	\$37,077	\$32,388	\$40,674
City of Buffalo, NY	\$47,986	\$31,161	
County of Wayne, MI	\$44,926		\$63,157
County of Santa Clara, CA	\$46,151	\$27,447	
County of Cook, IL	\$33,574	\$30,884	\$44,488
County of Milwaukee, WI	\$36,378		\$39,656
	<b>\$38,006</b>	<b>\$29,909</b>	<b>\$45,317</b>

## Duties and Responsibilities

The factors that are traditionally considered when determining the proper classification and grade for a non-management position are knowledge, level of responsibility, effort, and working conditions. Titles should be descriptive of the general duties and responsibilities and indicative of its level. Consideration is given to the title and level of positions with similar duties and responsibilities. Normally these comparables are positions within the City Service. In this study, comparisons were made with the compensation provided for similar classifications in other jurisdictions.

The external market study data did not support an increase in the compensation level for *Urban Forestry Specialist Trainee*. This report recommends no change in the pay range for that classification. However, since this is the entry-level recruitment point for the Urban Forestry Specialist, it is proposed that authorization be provided for recruitment up to the third step of the present pay range, Pay Range 210.

The external data did support an increase for *Urban Forestry Specialist* and *Urban Forestry Crew Leader*. Since this report recommends a pay increase for these classifications, comment is also made on the job classification factors that are considered in a traditional classification study of non-management classifications.

The responsibilities and knowledge and skill level requirements of these classifications have increased. Tasks once performed by arborists and landscape specialists were consolidated in one broader classification of Urban Forestry Specialist. This significant change was made to create a more flexible work force and more efficient and effective field operations. It can take years for the significant restructuring of jobs and operations to mature to the extent that the intended effects are achieved. Incumbents of Urban Forestry Specialist and Urban Forestry Crew Leader positions now have a broader scope and level of responsibilities and higher skill level requirements for the performance and oversight of diverse functions. Responsibilities include concealed irrigation installation and repair; tree climbing with rope and saddle; tree care and removal; planting; landscaping; turf maintenance; pesticide and fertilizer application; aerial lift truck, chain saw, chipper, stump, trencher, backhoe, pipe puller, sprayer, rigging and other equipment operation, etc.; and working conditions that entail hazardous waste removal, storm damage and other emergency call-outs.

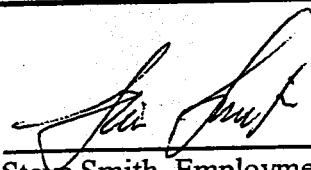
A change also occurred regarding increased training and cross-training requirements and standards. Incumbents of these titles must complete a structured Urban Forestry Specialist Training Program which entails classroom and field training and passing comprehensive examinations. Although the City of Milwaukee program is broader in content, it is modeled after the International Society of Arboriculture (ISA) Arborist Certification Program. The City of Milwaukee Program content includes physical conditioning; tree climbing; aerial rescue; tree pruning; disc chipper operations; chainsaw safety and operation; tree removal; stump removal; aerial lift truck operation; cabling and bolting; tree identification; tree structure and function; tree health care; soil, water and nutrients; and tree planting.

The incumbents of these classifications have a broader range of responsibilities and decision-making in the field. There is a higher level of decision-making particularly for the Crew Leaders in terms of trouble shooting problems that occur with projects, personnel, and equipment in the field.

### Recommendation

After an evaluation of the external labor market pay data and the duties and responsibilities of these classifications, the following recommendations are made for the appropriate classifications and pay ranges for the three classifications under study:

<i>Current Title and Pay Range</i>	<i>Recommended Title and Pay Range</i>
Urban Forestry Specialist Trainee Pay Range 210 (\$27,274 - \$31,916)	Urban Forestry Specialist Trainee Pay Range 210 (\$27,274 - \$31,916)
Urban Forestry Specialist Pay Range 245 (\$32,792 - \$36,253)	Urban Forestry Specialist Pay Range 255 (\$34,448 - \$38,440)
Urban Forestry Crew Leader Pay Range 260 (\$35,013 - \$39,392)	Urban Forestry Crew Leader Pay Range 282 (\$39,486 - \$45,300)

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