



Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Renee Joos
Director
Employee Benefits

Nicole Fleck
Labor Negotiator

Department of Employee Relations

Job Evaluation Report

City Service Commission Meeting: November 7th, 2023

Health – Various Community Health Program positions

Current	Recommended
Medical Assistant PR 5CN (\$32,460-\$41,622) FN: Appointment may be at any rate in the pay range with the approval of DER. (One Position – WIC)	WIC Client Services Supervisor PR 1GX (\$69,119-\$96,768) FN: Recruitment is at \$85,937 (One Position - WIC)
Nutritionist PR 2DN (\$44,217-\$61,902) FN: Recruitment is at \$53,010 (Five Positions - WIC)	Community Health Dietitian 3 PR 2JN (\$64,857-\$90,796) FN: Recruitment is at \$66,353 (Five Positions - WIC)
	Community Health Dietitian 2 PR 2IN (\$60,824-\$85,151) FN: Recruitment is at \$62,012 (Underfill Title)
	Community Health Dietitian 1 PR 2HN (\$57,081-\$79,909) FN: Recruitment is at \$57,955 (Underfill Title)
Dietetic Technician PR 5CN (\$35,444-\$42,331) (Eight Positions – WIC)	Community Health Nutritionist 3 PR 3NN (\$46,765-\$63,772) FN: Recruitment is at \$54,185 (Eight positions – WIC)
	Community Health Nutritionist 2 PR 3MN (\$50,119-\$63,489) FN: Recruitment is at \$51,604 (Underfill Title)
	Community Health Nutritionist 1 PR 3LN (\$44,257-\$61,483) FN: Recruitment is at \$49,147 (Underfill Title)
Program Assistant I PR: 5EN (\$42,137-\$48,611) FN: Recruitment is at: \$44,007 (Five Positions – WIC)	WIC Client Services Assistant 3 PR 5NN (\$55,116-\$66,877) FN: Recruitment at \$58,819 (Seven Positions – WIC)

Medical Assistant PR 5CN (\$32,460-\$41,622) FN: Appointment may be at any rate in the pay range with the approval of DER. (Two Positions – WIC)	WIC Client Services Assistant 2 PR 5MN (\$51,967-\$63,055) FN: Recruitment at \$56,019 (Underfill title)
	WIC Client Services Assistant 1 PR 5JN (\$48,998-\$59,453) FN: Recruitment at \$53,351 (Underfill title)
Clinic Assistant PR 5BN (\$32,460-\$38,970) (Underfill title – WIC)	
Public Health Nurse 3 PR 2IN (\$60,824-\$85,151) FN: Recruitment is at \$76,491 (Four Positions – PNCC)	Doula 3 PR 2HN (\$57,081-\$79,909) FN: Recruitment is at \$72,060 (Four Positions – BOMB Doula)
Public Health Nurse – Senior PR 2KN (\$69,119-\$96,768) FN: Recruitment is at \$81,845 (One Position – PNCC)	Doula Program Coordinator PR 2KN (\$69,119-\$96,768) FN: Recruitment is at \$81,845 (One Position – BOMB Doula)
Doula Senior PR 2KN (\$69,119-\$96,768) FN: Recruitment is at \$81,845 (One Position – BOMB Doula)	Doula Program Coordinator PR 2KN (\$69,119-\$96,768) FN: Recruitment is at \$81,845 (One Position – BOMB Doula)

Note: Residents receive a rate that is 3% higher.

Background

The Milwaukee Health Department has requested a study of existing positions and classification of new or transferred positions within their Woman, Infants, and Children (WIC) Program and the Birth Outcomes Made Better (BOMB) Doula Program. This request comes as a result of an approved layoff plan for the former Parents Nurturing and Caring for their Children (PNCC) Program and from additional funding and position authority provided by the US Department of Agriculture through the State of Wisconsin Division of Health and Family Services. Job descriptions were provided and discussions were held with Lindsey O'Connor, Health Human Resources Administrator and Sarah Wallisch, Human Resources Representative.

The WIC Program has experienced significant turnover in recent years. In conversations with MHD, the employees who resigned and the candidates who refused job offers cited pay as the main reason behind their decision. With significant turnover, there is potential for disruption in program enrollment and provided services, challenges meeting grant objectives, and declining morale within the Community Health Division.

WIC Program, MHD	2021	2022	2023
Resignations	6	5	6
Positions vacated – internal promotion	1	0	4
Total positions	21	21	24
Turnover rate	8.9%	8.9%	10.3%
Current Program Vacancy rate	N/A	N/A	58%
Refused offers	No data	0	1
Accepted offers – new hires	6	3	1
Accepted offers – internal promotion	1	0	4

Recruitment data from MHD, 2023

The primary objective for fiscal year 2024 is to serve a minimum of 95% of the contracted caseload of 9,715 participants on a monthly basis. It is imperative for the WIC program to maintain staffing levels to meet this grant objective and thus retain their grant funding levels. In August of 2023 the Health Department received additional grant funding via an amendment to the WIC Operations Grant which provides three additional Dietetic Technician positions. This additional grant funding and additional position authority reflects how the Milwaukee WIC Program will be receiving a projected 2,363 additional participants after the June 30th, 2023 closure of a different State of Wisconsin WIC program.

In July of 2023, the Health Department sunset it's Parents Nurturing and Caring for their Children (PNCC) Program. The approved layoff plan moved positions from the former PNCC program into the Communicable Disease Program, the Strong Baby Program, and the Birth Outcomes Made Better (BOMB) Doula Program.

Current	Recommended
Medical Assistant PR 5CN (\$32,460-\$41,622) FN: Appointment may be at any rate in the pay range with the approval of DER. (One Position – WIC)	WIC Client Services Supervisor PR 1GX (\$69,119-\$96,768) FN: Recruitment is at \$85,937 (One Position - WIC)

Note: Residents receive a rate that is 3% higher.

The WIC Client Services Supervisor provides day-to-day coordination of the Women, Infants and Children Program (WIC) client services operations. This includes providing support, training, mentoring, consultation, and supervision to WIC Program support staff. The WIC Client Services Supervisor has a critical role in managing the program effectively, and providing, orientation, and ongoing training to ensure staff are competent and that they accurately document information related to the intake process. Job duties also include, but are not limited to: program coordination and evaluation, development and monitoring of program goals, and staff development.

Duties & Responsibilities

Staff Supervision and Program Administration

- Provide program supervision and evaluation of support staff. Assure implementation and compliance of policies and procedures in the State WIC Operations and System Manuals related to client services and clinic operations.
- Conduct performance reviews and annual chart reviews for WIC support staff. Evaluate client services data and reports for quality improvement, planning, needs assessment, coordination/integration, and other management purposes.
- Develop and implement client services work plan, in collaboration with WIC Director.
- Determine training needs, develop training plans and track plan progress for support staff.
- Ensure staff complete and enter registration, health screening, and scheduling information into ROSIE electronic record system, according to WIC regulations, policies, and initiatives. Coach staff as appropriate to meet goal.
- Develop and implement written project policies and procedures related to client services, outreach, and food benefit assignment in order to assure consistency among staff.
- Assist WIC Program Manager with regular staff meetings that promote education, training, service provision and program accountability.
- Develop methods for ongoing assessment of staff development needs.

- Assist WIC Program Manager interview potential candidates for WIC positions, and make hiring and assignment recommendations.
- Institute quality assurance measures within the program to assure quality and consistency of services.
- Attend required WIC sponsored state and regional meetings, as appropriate.
- Conduct annual training related to client services for WIC staff.
- Coordinate direct person-centered client services to participants.
- Assist with the development, integration and monitoring of program goals, objectives and outcomes for the MHD WIC program, and provide direction to ensure that the programs' goals, objectives and outcomes are achieved.
- Assist in coordination of vital clinic services and grant programs such as clinic flow, outreach, Farmer's Market Nutrition Program FMNP), lead prevention.
- Coordinate with other Health Project Supervisors for backup and coverage in their absence or as needed.

Client and Health Screening Services

- Perform complete WIC intake duties including, but not limited to: verify income and eligibility, anthropometric measurement, hemoglobin test, scheduling benefit issuance, as needed.
- Mentor and train all staff to be competent in the use of ROSIE MHD electronic medical record and other relevant applications/software for client services.
- Monitor to ensure that practices and procedures are consistent with WIC regulations, policies, and initiatives.
- Review ROSIE client services report for assessment and planning of client services.
- Oversee communication/ messaging reminders to participants for client services.
- Coordinate outreach efforts for promotion of WIC services.
- Review, track, and follow up with fraud investigation reports.
- Assist with creation of vendor and eWIC transaction complaints.

Community Collaboration

- Participate in community coalitions, task forces, and advisory committees that affect services to WIC-eligible families as advised by WIC Program Manager.
- Identify, support and maintain primary partners around healthy pregnancy and birth outcomes, infant mortality reduction, clinic services and home visiting service delivery.
- Provide professional expertise to related MHD projects, proposals and undertakings, as needed.

Minimum Qualifications include a Bachelor's degree in business, health education, public health, or a related field from an accredited college or university. Two years of experience coordinating public or community health programs. Experience may include community organizing and/or collaboration or health program planning, supervision, development, implementation, and evaluation. at least two years of WIC experience preferred. At least one year of management preferred.

Comparison to Other Position

DER identified the following position from the Health Department that have recently been studied for market rates of pay or evaluated for difficulty in recruitment that are similar to the WIC Client Services Supervisor position:

Classification	Function
Title: Health Project Supervisor - WIC Pay Range: 1GX (\$69,119-\$96,768) FN: Recruitment is at \$85,937 Department: MHD	The basic function of this position is to provide day-to-day coordination of the Women, Infants and Children Program (WIC) nutrition, breastfeeding, and/or clinic operations. This includes providing support, training, mentoring, consultation, and supervision to WIC Program Assistants, Clinic Assistants, Nutritionists, Dietetic Technicians, and Breastfeeding Peer Counselors.
Minimum qualifications: Requirements include a Bachelor's degree in nutritional sciences, dietetics, or a related field from an accredited college or university and two years of progressively responsible experience coordinating public or community health programs. Registration as a Registered Dietitian (RD) by the Academy of Nutrition and Dietetics and Certified Lactation Counselor are required at time of appointment and throughout employment.	

Current	Recommended
Nutritionist PR 2DN (\$44,217-\$61,902) FN: Recruitment is at \$53,010 (Five Positions - WIC)	Community Health Dietitian 3 PR 2JN (\$64,857-\$90,796) FN: Recruitment is at \$66,353 (Five Positions - WIC)
	Community Health Dietitian 2 PR 2IN (\$60,824-\$85,151) FN: Recruitment is at \$62,012 (Underfill Title)
	Community Health Dietitian 1 PR 2HN (\$57,081-\$79,909) FN: Recruitment is at \$57,955 (Underfill Title)

Note: Residents receive a rate that is 3% higher.

The Nutritionist provides client, nutrition, and administrative services to the City of Milwaukee Health Department's (MHD) Women, Infants, and Children (WIC) special supplemental nutrition program. The Nutritionist serves as a lead worker for dietetic technicians, clinic assistants, and WIC office support staff.

Duties & Responsibilities

Client Services

- Perform WIC certifications, including intake and registration, anthropometric measurement, hemoglobin and lead testing, nutrition and breastfeeding assessment, counseling, benefit issuance, immunization assessment, and referral to health care providers and community agencies.

Nutrition Education

- Develop, implement, and monitor nutrition-related educational plans for WIC participants and other grant-related initiatives.
- Serve as the nutrition resource for WIC staff, public health staff, and the community.
- Conduct follow-up nutrition education for high-risk participants.
- Follow the guidelines according to the Nutrition Care Process (NCP) and similar standards set forth by the Academy of Nutrition and Dietetics.

Administrative

- Assure implementation of and compliance with WIC federal, state, and project regulations and policies.
- Attend WIC clinic team meetings to assure continuous quality improvement.
- Assist with training employees (including Breastfeeding Peer Counselors and student interns) in clinical, nutrition, and administrative operations.
- Assure outreach to underserved segments of the community.

Minimum qualifications include a Bachelor's degree nutrition, dietetics, or a related field from a college or university accredited by Accreditation Council for Education in Nutrition and Dietetics (ACEND). Registration as a Registered Dietitian (RD) by the Academy of Nutrition and Dietetics at time of appointment and throughout employment. State of Wisconsin Certified Dietitian (CD) OR CD-eligible at time of appointment; must obtain certification with the State of Wisconsin within six months of appointment date and throughout employment. Must meet State of Wisconsin WIC mandates regarding lactation management and care as noted in 10.23-2 and 10.23-3 of the Wisconsin WIC Operations Manual within one year of appointment and throughout employment.

Market Data - Dietitian

ERI defines a Dietitian as a position which assesses a client's lifestyle, dietary habits, sleeping habits, exercise habits, and overall health, taking a holistic approach. Gives customized nutritional and health advice, proposes special diets, and counsels people on nutrition issues and healthy eating habits. Prepares treatment plans based on realistic needs and goals. Speaks to health professionals and the public about nutrition and the relationship between good eating habits and preventing or managing specific diseases.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Dietitian	Milwaukee, Wisconsin	Level 3	\$77,134	\$84,479	\$91,363
Dietitian	Milwaukee, Wisconsin	Level 2	\$65,261	\$71,500	\$77,295
Dietitian	Milwaukee, Wisconsin	Level 1	\$55,916	\$61,270	\$66,190

ERI as of August 14th, 2023

Comparison to Other Positions

DER identified the following positions from the Health Department that have recently been studied for market rates of pay or evaluated for difficulty in recruitment that are similar to the Nutritionist position:

Classification	Function
Title: Doula 1 Pay Range: 2FN (\$50,245-\$70,347) FN: Recruitment is at \$62,941 Department: MHD	The basic function of this position is to identify families in need and provide home and hospital visitation services for pregnant and parenting City of Milwaukee families. Duties and responsibilities include home visiting services, Public Health education and social support, and outreach and program promotion. <ul style="list-style-type: none"> • Develop and maintain supportive, trusting relationships with clients and their families to promote maternal child health and positive birth outcomes.

	<ul style="list-style-type: none"> Utilize professional training and judgment to complete assessments and screening of clients' physical, social, psychological, and environmental health status in order to develop and implement care plans, make appropriate referrals, and provide in-person connections to community resources.
<p>Minimum qualifications: Requirements include a Bachelor's degree in nursing, social work, public health or a related field from an accredited college or university <i>or</i> Four years of experience in the fields of maternal/child health, labor and delivery and/or doula/birth work performing duties closely related to the position <i>or</i> An Associate degree in nursing, public health services, human services or a related field from an accredited college or university AND two years of experience working in the fields of maternal/child health, labor and delivery and/or doula/birth work performing duties closely related to the position, Doula Certification, and Lactation Counselor Certification within one year of appointment.</p>	

Classification	Function
<p>Title: Disease Intervention Specialist 1 Pay Range: 2DN (\$44,217-\$61,902) FN: Recruitment is at \$55,195 Department: MHD</p>	<p>The basic function of this position is to provide timely, comprehensive, and evidenced-based follow-up of sexually transmitted infections (STIs) and human immunodeficiency virus (HIV). Services are provided in accordance with national standards for reportable cases of chlamydia, gonorrhea, syphilis, and HIV that meet the program's case assignment criteria, to control and prevent the spread of infection by ensuring appropriate diagnosis and treatment, and that persons who are at risk of acquiring an STI(s), receive appropriate medical care and are offered partner referral services.</p>
<p>Minimum qualifications: Requirements include a Bachelor's degree in public health, community health, health education, or a closely related field from an accredited college or university and successful completion of State of Wisconsin HIV Partner Services training.</p>	

Current	Recommended
<p>Dietetic Technician PR 5CN (\$35,444-\$42,331) (Eight Positions – WIC)</p>	<p>Community Health Nutritionist 3 PR 3NN (\$46,765-\$63,772) FN: Recruitment is at \$54,185 (Eight positions – WIC)</p>
	<p>Community Health Nutritionist 2 PR 3MN (\$50,119-\$63,489) FN: Recruitment is at \$51,604 (Underfill Title)</p>
	<p>Community Health Nutritionist 1 PR 3LN (\$44,257-\$61,483) FN: Recruitment is at \$49,147 (Underfill Title)</p>

Note: Residents receive a rate that is 3% higher.

The Dietetic Technician assigned to the Women, Infants and Children (WIC) Supplemental Nutrition Program provides nutritional assessment and determines program eligibility for the Milwaukee Health Department's (MHD) WIC participants.

Duties and Responsibilities

WIC Certification

- Complete the WIC certification process, including performing nutritional assessment and counseling; breastfeeding counseling and promotion; intake and registration; anthropometric measurement (measuring and recording height and weight); and hemoglobin testing.
- Issue WIC benefits.

Client Screening and Referrals

- Screen clients using WIC nutrition criteria to identify high-risk and at-risk clients and to make appropriate referrals to the registered dietitian.

Client Monitoring, Education, and Training

- Analyze nutrient composition and intake for clients.
- Conduct group and individual nutrition education.
- Assist nutritionists in the development of nutritional education classes and programs.
- Assist nutritionists in training students and MHD staff relative to WIC outreach activities.
- Assess immunization records and provide necessary referrals.
- Participate in WIC clinic team meetings to assist in quality assurance initiatives.

Minimum Qualifications include an Associate degree from an Accreditation Council for Education in Nutrition and Dietetics (ACEND)-approved dietetic technician program OR a bachelor's degree in nutritional sciences, dietetics, or a related field from an accredited college or university. Academy of Nutrition and Dietetics registration as a Dietetic Technician, Registered (DTR) at time of appointment and throughout employment. *NOTE: Candidates who possess a related bachelor's degree as described in #1 above are not required to be DTR certified.*

Market Data – Dietetic Technician

ERI defines a Dietetic Technician as a position which assists registered dietitian with creating meal plans for individuals with special nutritional needs. Buys ingredients and prepares food according to guidelines. Monitors client's food intake, calorie counts, and other nutritional metrics.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Dietetic Technician	Milwaukee, Wisconsin	Level 3	\$50,344	\$55,209	\$59,549
Dietetic Technician	Milwaukee, Wisconsin	Level 2	\$42,634	\$46,823	\$50,508
Dietetic Technician	Milwaukee, Wisconsin	Level 1	\$36,419	\$40,048	\$43,209

ERI as of August 14th, 2023

Comparison to Other Position

DER identified the following position from the Health Department that have recently been studied for market rates of pay or evaluated for difficulty in recruitment that are similar to the Dietetic Technician position:

Classification	Function
Title: Medical Laboratory Technician PR 3MN: (\$50,119 - \$63,489) FN: Recruitment is at \$51,911 Department: MHD	The basic function of this position is to perform laboratory testing of clinical samples and provides analytical testing support to the Milwaukee Health Department Laboratory (MHDL). The incumbent in this position primarily supports the outpatient clinic laboratories.
Minimum qualifications: Associate degree from an accredited college or technical school with a major in Medical Laboratory Technician (MLT) or Clinical Laboratory Science (CLS) and Certification by the American Medical Technologists (AMT).	

Position titling and required Credentials

Current	Credentials	Recommended
Nutritionist	<ul style="list-style-type: none"> Registration as a Registered Dietitian (RD) by the Academy of Nutrition and Dietetics at time of appointment and throughout employment. State of Wisconsin Certified Dietitian (CD) OR CD-eligible at time of appointment; must obtain certification with the State of Wisconsin within six months of appointment date and throughout employment. Must meet State of Wisconsin WIC mandates regarding lactation management and care as noted in 10.23-2 and 10.23-3 of the Wisconsin WIC Operations Manual within one year of appointment and throughout employment. 	Community Health Dietitian
Dietetic Technician	<ul style="list-style-type: none"> Academy of Nutrition and Dietetics registration as a Dietetic Technician, Registered (DTR) at time of appointment and throughout employment. NOTE: Candidates who possess a related bachelor's degree in a related, eligible field not required to be DTR certified. 	Community Health Nutritionist

The WIC program requires credentialing as a Registered Dietitian, Certified Dietitian, and lactation management and care training for the current City of Milwaukee Nutritionist title. Throughout the Federal program, a Nutritionist title does not necessarily require Dietitian credentialing but is used interchangeably as a position that may or may not require specific credentials.

Credentialing for the Dietetic Technician is variable based on what minimum qualifications the incumbent or applicant meets. Dietetic Technicians who possess a related eligible bachelor's degree are not required to be credentialed as a Registered Dietetic Technician.

As the current Nutritionist classification requires a Registered Dietitian credential at hire and throughout employment, we recommend including the Dietitian title in the classification. As the Dietetic Technician registration credential is variable we recommend including the Nutritionist title in the classification.

Current	Recommended
Program Assistant I PR: 5EN (\$42,137-\$48,611) FN: Recruitment is at: \$44,007 (Five Positions – WIC)	WIC Client Services Assistant 3 PR 5NN (\$55,116-\$66,877) FN: Recruitment at \$58,819 (Seven Positions – WIC)

Medical Assistant PR 5CN (\$32,460-\$41,622) FN: Appointment may be at any rate in the pay range with the approval of DER. (Two Positions – WIC)	WIC Client Services Assistant 2 PR 5MN (\$51,967-\$63,055) FN: Recruitment at \$56,019 (Underfill title)
Clinic Assistant PR 5BN (\$32,460-\$38,970) (Underfill title – WIC)	WIC Client Services Assistant 1 PR 5JN (\$48,998-\$59,453) FN: Recruitment at \$53,351 (Underfill title)

Note: Residents receive a rate that is 3% higher.

The WIC Client Services Specialist leads the daily participant certification activities of the Milwaukee Health Department Women, Infants and Children (WIC) Supplemental Nutrition Program and provides high-quality and efficient administrative support to WIC management.

Duties and Responsibilities

Client Intake and Health Screening Services

- Answer phone and assist callers' needs utilizing participant-centered customer service skills.
- Accurately assess and documents WIC eligibility criteria including identification, residency and income varication to verify WIC eligibility.
- Ensures compliance with documentation requirements including obtaining necessary signatures and validation of client forms as specified in WIC policy.
- Schedules appointments following WIC policies and procedures for procession standards, re-certification guidelines and benefit issuance.
- Maintains and updates participant information in WIC ROSIE system to assure ongoing program communication and accurate transmission of WIC related information and data to necessary entities.
- Promotes and screens potentially eligible WIC families via telephone, in-person or internet-based inquiries.
- Issues WIC benefits following WIC policy and procedures.
- Disseminates and provides referral information and relevant service information to families.
- Serves as a back-up to perform health screening to WIC participants.

Administrative support

- Collaborates with the WIC team to oversee daily activities of MHD WIC clinics.
- Reports out on daily clinic activities during morning meetings and all-staff meetings as appropriate.
- Assists in analyzing administrative reports related to clinic and phone flow processes
- Monitors and responds to internal referrals in the MHD Electronic Medical Record (EMR) and serves as champion.
- Leads billing for lead testing in MHD EMR per policy and procedures.
- Supports WIC manager with special projects such as lead testing and Quality Improvement projects as requested.
- Assists with coordinating staff training for administrative roles within MHD WIC.
- Assists with the development of workflow process.

- Inventory and stock clerical, outreach, and nutrition supplies. Provide recommendations to WIC manager for reordering.

Minimum Qualifications include four years of progressively responsible experience performing administrative work closely related to patient scheduling, using data bases, computer office skills, phlebotomy, medical assistant, phone interactions, health education.

Market Data – Intake Coordinator

ERI defines a Intake Coordinator as a position which creates, edits and keeps documentation at all stages of the intake process, including administering and filing intake forms and recording patient information. Verifies insurance eligibility and updates client eligibility status accordingly. Arranges assessments and appointments in accordance with client and clinician's availability. Enters patient information into systems or databases accurately and timely.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Intake Coordinator	Milwaukee, Wisconsin	Level 3	\$49,259	\$54,008	\$58,244
Intake Coordinator	Milwaukee, Wisconsin	Level 2	\$43,383	\$47,645	\$51,396
Intake Coordinator	Milwaukee, Wisconsin	Level 1	\$39,355	\$43,280	\$46,709

ERI as of August 14th, 2023

Market Data – Office Coordinator

ERI defines an Office Coordinator as a position which coordinates and performs the administrative and office management functions of an office. Assists office manager in ensuring that onsite functions of the office are running smoothly. Supports teams in administrative tasks as needs arise. Files and organizes office documents, invoices, and manuals. Liaises with vendors of required office supplies and takes inventory.

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Office Coordinator	Milwaukee, Wisconsin	Level 3	\$51,524	\$57,451	\$63,190
Office Coordinator	Milwaukee, Wisconsin	Level 2	\$46,377	\$51,707	\$56,823
Office Coordinator	Milwaukee, Wisconsin	Level 1	\$43,079	\$48,019	\$52,739

ERI as of August 14th, 2023

Comparison to Other Positions

DER identified the following positions that have recently been studied for market rates of pay or evaluated for difficulty in recruitment that are similar to the WIC Client Services Assistant positions:

Classification	Function
Title: Payroll Assistant 3 Pay Range: 5NN (\$55,116-\$66,877) FN: Recruitment at \$58,819 Departments: DPW, MPD, MFD	DPW: The basic function of this position is to support Finance, Planning, and Human Resources functions of the Department of Public Works by, including time entry and reporting.

Title: Payroll Assistant 2 Pay Range: 5MN (\$51,967-\$63,055) FN: Recruitment at \$56,019 (Underfill title)	<ul style="list-style-type: none">• Process payroll and time-entry for an employee group within the DPW.• Maintain employee personnel records, including absences and leave balances.• Process and maintain supporting documentation, such as personnel folders, sick leave applications, and personnel forms.• Provide support to managers and employees regarding departmental policies and procedures.• Answer phone calls, emails and provide written documentation of inquiries from employees.• Provide new employee orientation support.
Title: Payroll Assistant 1 Pay Range: 5JN (\$48,998-\$59,453) FN: Recruitment at \$53,351 (Underfill title)	
Minimum qualifications: Four years of progressively responsible experience as an accounting assistant or personnel payroll assistant. Experience with City of Milwaukee payroll and personnel requirements is highly desirable.	

Analysis and Recommendation

The duties and responsibilities of the WIC Client Services Supervisor position align with the WIC Health Project Supervisor and we recommend the same pay range and recruitment rate for the new title.

The Nutritionist pay rate is fairly competitive in comparison to the market data. The title received a footnote designation for a recruitment rate in February of 2022 but has not been formally studied in recent years. When comparing the title to peer titles that have been studied more recently, we recommend an increase in the recruitment rate and the creation of a tiered title system to provide the same promotional incentives provided to MHD peer titles.

In comparison to other positions provided, the Dietetic Technician recruitment rate is far lower than its peers. Additionally, the current recruitment rate of \$35,444 falls well below the provided market data. We recommend bringing the title up to more competitive market rates and also we recommend the created of a tiered title system.

The WIC Client Services Assistant series is combining the duties, responsibilities, knowledge and experience requirements, skills, and abilities of both the Program Assistant I and Clinic Assistant titles. Based on the added complexity for both positions, as well as the retention of the minimum qualifications of progressively responsible experience in a unique variety of fields – encompassing a range from computer office skills to phlebotomy and health education, we recommend an increase in pay rates that more closely align to positions recently study in the City Attorney’s office and citywide payroll positions.

BOMB Doula Program

Current	Recommended
Public Health Nurse 3 PR 2IN (\$60,824-\$85,151) FN: Recruitment is at \$76,491 (Four Positions – PNCC)	Doula 3 PR 2HN (\$57,081-\$79,909) FN: Recruitment is at \$72,060 (Four Positions – BOMB Doula)
Public Health Nurse – Senior PR 2KN (\$69,119-\$96,768) FN: Recruitment is at \$81,845 (One Position – PNCC)	Doula Program Coordinator PR 2KN (\$69,119-\$96,768) FN: Recruitment is at \$81,845 (One Position – BOMB Doula)

Doula Senior PR 2KN (\$69,119-\$96,768) FN: Recruitment is at \$81,845 (One Position – BOMB Doula)	Doula Program Coordinator PR 2KN (\$69,119-\$96,768) FN: Recruitment is at \$81,845 (One Position – BOMB Doula)
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Note: Residents receive a rate that is 3% higher.

Analysis and Recommendation

The Health Department provided job descriptions for Doula and Doula Program Coordinator titles. They are requesting the change in classification for these vacant positions to assist in the increased volume in referrals that the Doula program has received. The department requested the title change of the Doula Senior position to Doula Program Coordinator as it better represents the duties and responsibilities of the position.

Action Required – Effective Pay Period 25, 2023 (November 26th, 2023)

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

Prepared by: Sarah Wangerin
 Sarah Wangerin, Human Resources Representative

Reviewed by: Andrea Knickerbocker
 Andrea Knickerbocker, Human Resources Manager

Reviewed by: Harper Donahue IV
 Harper Donahue IV, Employee Relations Director