



Department of Administration

Cavalier Johnson  
Mayor

Steven L. Mahan  
Deputy Director

March 18, 2026

Board of City Service Commission  
200 E Wells Street, Room 706  
Milwaukee, WI 53202

Re: Request to Extend Temporary Appointment – Ramona Ramos

The Department of Administration respectfully requests to extend the temporary appointment for Ramona Ramos in the position of Operations Policy and Grant Manager. Ms. Ramos's temporary appointment is set to expire April 18, 2026 and we are seeking to extend this appointment from April 19, 2026 until July 18<sup>th</sup>, 2026. This is the first request for an extension request.

This extension is necessary to ensure continuity in departmental operations as the department undergoes a transition to establish itself as a standalone entity. This process includes the restructuring of positions, realignment of operational responsibilities, and the appointment of a new department director, all of which require additional time to complete.

Maintaining this temporary appointment will allow the department to continue its current operations without disruption. In particular, Ms. Ramos has assumed additional responsibilities, including supervising ordinance compliance and community engagement staff, providing strategic guidance to ensure effective program monitoring, and overseeing ongoing process improvements to maintain efficiency and quality. Her leadership is essential in supporting departmental operations, coordinating staff efforts, and ensuring that key initiatives remain on track during this transitional period as the department moves toward establishing itself as a standalone entity.

Mary Reed will be available at the meeting to address any additional questions or concerns you may have. Thank you for your consideration.

Respectfully,



Steven Mahan  
Administration Deputy Director



Department of Employee Relations  
 200 E. Wells Street, Room 706  
 Milwaukee, WI 53202-3554



## NOTICE OF TEMPORARY APPOINTMENT

Rule IX, Section 2 of the Civil Service Rules allows a department to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

When making an employment offer for a temporary appointment, the appointing officer must submit this completed form to DER no later than the close of the pay period in which the temporary appointment has been made. All temporary appointees must meet the minimum requirements established for the position to which the individual is appointed.

**SEND COMPLETED FORM AND SUPPORTING DOCUMENTATION TO DER, CITY HALL, ROOM 706 OR [DERCERTIFICATION@MILWAUKEE.GOV](mailto:DERCERTIFICATION@MILWAUKEE.GOV)**

TEMPORARY APPOINTMENT / APPOINTEE DETAILS			
DEPARTMENT/DIVISION DOA DEI	LAST NAME Ramos	FIRST NAME Ramona	INITIAL
AUTHORIZED POSITION TITLE Operations Policy and Grant Mg	PAY RANGE 2LX	F&P COMMITTEE APPROVAL DATE Aux	REQUISITION # Aux
UNDERFILL TITLE (IF APPLICABLE)	PAY RANGE	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No      If yes, Referral #	
REASON FOR TEMPORARY APPOINTMENT <input type="checkbox"/> During Leave of Absence of an employee who is expected to return <input checked="" type="checkbox"/> To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 4/19/2026	ANTICIPATED EXPIRATION DATE 07/18/2026	T.A. RATE OF PAY \$3556.85
<b>ATTACH A COPY OF THE CURRENT JOB DESCRIPTION &amp; A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW</b>			
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED: This division is in the process of being established as a stand-alone department, which requires restructuring of positions, duties, and responsibilities.			
EXPLAIN HOW THE INDIVIDUAL WAS SELECTED FOR THE APPOINTMENT, INCLUDING THE SELECTION PROCESS USED AND IF NOT FROM AN ELIGIBLE LIST, HOW THE INDIVIDUAL WAS IDENTIFIED AS A POTENTIAL TEMPORARY APPOINTEE: Ms. Ramos currently serves as the Equal Rights Compliance Liaison, and her experience in this role positions her well to assume the additional responsibilities required during this transition. Her current duties demonstrate her capability to manage complex tasks, including process improvement, ordinance compliance, diplomacy, community engagement, and staff oversight. Ms. Ramos' s expertise and proven leadership make her exceptionally well-suited to support the department' s growth and operational effectiveness.			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
TRAINING AND EDUCATION: see resume	WORK EXPERIENCE:	OTHER REQUIREMENTS (i.e. LICENSES)	
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	IF YES, CURRENT DEPARTMENT: DOA DEI	CURRENT POSITION TITLE: Equal Rights Comp Liaison	EMPLOYEE ID NUMBER: 039542
IS THE INDIVIDUAL BEING GIVEN THIS TEMPORARY APPOINTMENT RELATED BY BLOOD OR MARRIAGE TO THE APPOINTING OFFICER, ANY MEMBER OF THE APPOINTING BOARD OR BODY, DIRECT SUPERVISOR, OR TO ANY ELECTIVE OF APPOINTIVE CITY OFFICIAL? (Refer to CSC Rule VIII, Section 10 regarding nepotism.) <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Explain Relationship			
<b>THIS TEMPORARY APPOINTMENT IS MADE IN ACCORDANCE WITH RULE IX, SECTION 2 OF THE CITY SERVICE COMMISSION AND IS LIMITED TO A PERIOD OF 90 DAYS UNLESS AN EXTENSION IS APPROVED BY THE COMMISSION.</b>			
REPORTING OFFICER Mary Reed	SIGNATURE 	TITLE Contract Compliance Officer	DATE 3/18/2026
APPROVING OFFICER Steven Mahan	SIGNATURE 	TITLE Administration Deputy Director	DATE 3/18/2026
<b>THIS SECTION FOR DER REVIEW</b>			
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE



Department of Employee Relations  
 200 E. Wells Street, Room 706  
 Milwaukee, WI 53202-3554



## TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

Rule IX, Section 2 of the Civil Service Rules allows a hiring authority to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

**SECTION I. TO BE COMPLETED BY HIRING AUTHORITY -- PLEASE TYPE OR PRINT LEGIBLY**

<b>APPLICANT NAME (last, first, middle)</b>		<b>DATE</b>
Ramos, Ramona		01/22/2026
<b>POSITION TITLE</b>	<b>PAY RANGE</b>	<b>RATE OF PAY</b>
Operations Policy and Grant Manager	2LX	\$3556.85

**SECTION II. TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING**

I understand that if I am appointed to the position described above on a temporary basis, that I must meet the requirements for the position. I further understand that this temporary appointment may expire at any time and is limited to a period of 90 days, unless an extension at the request of the hiring authority is approved by the City of Milwaukee Civil Service Commission.

I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee who accepts a temporary appointment to a different position retains his/her current benefits and civil service status).

I understand that if I wish to be considered for regular employment I must compete in a Civil Service examination for the position, and must pass the examination with a grade which shall place me among the top five scores on the eligible list in order to be eligible to interview for regular appointment to the position.

I understand that acceptance of a temporary appointment will not affect my rights to certification for permanent appointment to any position for which I am currently on an eligible list for.

In accordance with Civil Service Rule VIII, Section 10, concerning nepotism, I hereby certify that I am not related, either by blood or through marriage, to the appointing officer or to any member of the appointive board or body or to any direct superior or to any elective or appointive City official. (This includes relative of both whole and half blood, and extends to persons as closely related as first cousins when the relationship is by blood, or more closely related than first cousins when the relationship is through marriage, and includes the cases of husbands of sisters-in-law and wives of brothers-in-law).

A Rule IX, Section 2, temporary appointee who is on an eligible list may be considered for future regular appointment when the appointee ranks among the certifiable highest eligible on the list, or compete in a future examination.

Ramona Ramos <i>Temporary Appointment Applicant Signature</i>	01-29-2026 <i>Date Signed</i>
Mary Reed <i>Witness Name (Print)</i>	01/29/2026 <i>Witness Signature</i>

# RAMONA RAMOS, MPA

Seeking a position to leverage my diverse background and skills in a dynamic role that aligns with my passion for equality, leadership, and management.

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Seasoned leader with formal leadership training and a strong background in project planning, program development, and partnership building. Demonstrated success leading complex initiatives from strategy through execution, including staff leadership, training, and cross-functional coordination. Currently a doctoral student with advanced strengths in policy analysis, regulatory interpretation, and systems-level thinking.

Career experience spans nonprofit, state, and national agencies, with a record of effective program oversight, budget management, and performance evaluation. Recognized for a collaborative, accountable leadership style that prioritizes clarity, integrity, and results. Brings deep experience in stakeholder engagement, risk management, quality assurance, and public-sector operations.

## Skills and expertise:

- Effective in data analysis and application associated to staff training, development, and improvement.
- Flexible, seasoned in diverse group training and learning.
- Successfully able to increase production, effectiveness, collaborations and 360 oversight.
- Excellent customer service skills with high rates of notable success in escalated customer contact.
- Proficient in coaching via transformational leadership focused on inclusiveness and problem solving.
- Skilled in meeting project goals with an emphasis in project analysis and process enhancement.
- Adept in supervisory duties and report monitoring to enhance operational project growth processes.
- Expert talent in team training, departmental goal setting, and appropriate application of workflow procedures.
- Proficient in developing and nurturing non-profit partnerships, leveraging contracts, and facilitating strategic collaborations to drive organizational growth and community impact.

## Professional Experience

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### **City of Milwaukee- Equal Rights Commission**

200 East Wells St.

Milwaukee, WI 53202 (Ph.: 414-286-5900)

#### ***Equal Rights Complaints Liaison (Public Sector – Civil Rights & Equity)***

***2025 - Current***

Drive equitable access for residents navigating discrimination concerns by providing culturally responsive complaint pathways and education on civil rights protections. Maintain public trust through transparency, advocacy, and community engagement while actively supporting Milwaukee's equal rights initiatives. Strengthen accountability under local anti-discrimination ordinances by evaluating complaints, documenting evidence, and coordinating with investigative partners. Advance systemic equity through stakeholder collaboration, public education, and compliance-focused service delivery.

- Manage and coordinate discrimination complaints, documentation, and response across employment, housing, and public accommodations driven by protected classes, ensuring accuracy, legal alignment, and timely resolution pathways.
- Represent the Equal Rights Commission through outreach events, trainings, and equity-centered community engagement.

- Support Commission and committee work including issue coordination, communication, and policy action follow-through.
- Partner with city departments and community organizations to reduce access barriers and reinforce civil rights protections.

### **Alverno College**

3400 S. 43<sup>rd</sup> St.

Milwaukee, WI 53234 (Ph.: 414-382-6000)

#### ***Career and Internship Coach (Higher Education)***

*Winter 2025*

As a Career and Internship Coach at Alverno College, I provide individualized career development support to a diverse student population, including first-generation students. I worked closely with faculty and student organizations to create and implement career-focused programs that supported students' professional growth. I also build strong relationships with external partners and employers to increase internship and job opportunities for students. My role required proactive management of internship programs, career coaching, and collaboration across multiple departments to ensure the success of students' career goals.

- Provide comprehensive, individualized career coaching and internship guidance to students, including resume, cover letter, interview, and networking support.
- Collaborate with faculty and student organizations to design career-focused programming and help students identify career paths.
- Manage credit-bearing internships, tracking progress and conducting site visits to ensure student success.
- Develop and maintain relationships with external partners and local businesses to support student career readiness.

### **Public Allies Wisconsin**

PO Box 270244

Milwaukee, WI 53227 (Ph.: 414-395-5894)

#### ***Director of Strategic Partnerships (State & National Program)***

*January 2023 – January 2025*

Successfully spearheaded the establishment of the Public Allies Milwaukee Partner Network through strategic recruitment and engagement, fostering robust stakeholder relationships. Managed and nurtured partnerships to ensure a high retention rate, while collaborating with diverse stakeholders to drive Alumni Mobilization initiatives and advance career and community-change goals. Proficient in event coordination, program management, and relationship-building, with a steadfast commitment to fostering leadership and professional growth among diverse young adults.

- Led recruitment and engagement efforts to establish a robust Public Allies Milwaukee Partner Network, fostering stronger stakeholder relationships.
- Managed and supported partnerships between Public Allies and partner organizations, ensuring a high partner retention rate.
- Collaborated with cross-sector stakeholders to strategize Alumni Mobilization initiatives, supporting career and community-change goals.
- Coordinated Public Allies Wisconsin events and undertook various program-related responsibilities to advance the organization's mission.
- Demonstrated commitment to Public Allies' mission, vision, and core values, with a strong track record of supporting diverse young adults in achieving leadership and professional goals.
- Experienced in building community partnerships, managing relationships, and engaging diverse learning styles through workshops and trainings.

- Proficient in outreach and communication, with a proven track record in developing strong partnerships with community organizations.

### **Centene- Managed Health Services**

801 S. 60<sup>th</sup> Street

West Allis, WI 53214 (Ph.: 888-713-6180)

#### ***Program Coordinator II (Corporate HealthCare)***

*February 2022 – January 2023*

Managed oversight and assistance in activities related to the medical and psychosocial aspects of utilization and coordinated care of participants, while ensuring integrity of patient health information and working relationships with other departments.

- Initiate member outreach to successfully complete Health Risk Assessments to aid in Care Plan creation meeting departmental and organizational goals.
- Maximize member participation and utilization of Mental Health Service benefits by developing effective member goal setting.
- Deliver sufficient community resource referrals and information for participating members in Wisconsin while maintaining effective collaboration with community partners and participate in outreach events.
- Provide technical assistance and training to new Program Coordinators on system and usage and guide staff regarding benefits, authorization requirements and policy and procedures.
- Submit Care Management referrals and collaborate with department staff through various workflow systems.

### **Milwaukee Enrollment Services**

6055 N. 64<sup>th</sup> St.

Milwaukee, WI 53218 (Ph.: 414-289-6252)

#### ***Income Maintenance Specialist Advanced (State Government)***

*September 2011 – February 2022*

A division within The Department of Health Services (DHS) with the state of Wisconsin; promoted the health and safety of recipients, by assessing needs, and ensuring positive health outcomes in the areas of abuse prevention, mental health, public health, family care, and long-term care. Through Milwaukee Enrollment Services (MILES), served Milwaukee County residents to determine eligibility for Medicaid, BadgerCare Plus, FoodShare and other income maintenance assistance programs.

- Managed Wisconsin benefit fraud investigations within the Program Integrity Unit. This included conducting audits, monitoring through audits, case evaluations, completing budget/risk analysis, developing systems for ensuring the accuracy in recoupments of funds, and safeguarding of state funds.
- Assessed recipient level of support by conducting income maintenance eligibility and determination for public benefits screenings.
- Processed, reviewed, and verified case information to determine priority for FoodShare, HealthCare, Caretaker Supplement, Medical Premium Assistance, and Childcare Cases using all Income Maintenance, Economic Support (CARES) and CARES Work Web (CWW) programs.
- Completed a thorough analysis of case details and handled confidential case verification in an appropriate manner to issuing benefits. This included policy compliance and correction of case errors while managing multiple system data exchange sources to resolve discrepancies.
- Supported, coached, and lead staff in daily case benefit processing, policy interpretation, case troubleshooting, and problem resolution techniques for guarantee effective oversight of internal controls, and increased productivity while minimizing errors.
- Initiated and updated internal policies, procedures and guidelines based on department needs.
- Worked in tandem with managerial colleagues, and staff, to ensure all were meeting professional development requirements annually as required by state and county guidelines.
- Identifying developmental and training needs for employees, often initiating trainings, or referring to trainings to increase professional development.

- Submitted Quality Assurance reviews daily for workers including instruction tutorials while maintaining timely case task completion that promoted capacity building.
- Compiled and presented reports conducive to audience.
- Designed presentations based on relevant data – to be presented to internal/external stakeholders, and/ or inter-agency meetings.
- Analyzed individual projects and databases - provided instructional support.
- Tracked, monitored, and evaluated progress or effectiveness based on state criteria.

### **Community Advocates**

728 N. James Lovell Street  
Milwaukee, WI 53233 (Ph.: 414-449-4777)

#### ***Healthcare Advocate***

*June 2008 – September 2011*

#### ***(Human Service Program-Community based)***

Processed applications for eligible Milwaukee County residents to receive one-time, annual payment toward heating and electric bills as part of the state Energy Assistance Program. Instrumental in the development and service delivery of the Healthy Moms Healthy Babies program addressing the fetal mortality rate disparities in the City of Milwaukee. A thorough examination in identifying other variables impacting the participant's needs allowed the agency to apply approaches in program implementation.

- Processed and completed 50+ daily Energy Assistance and Crisis applications.
- Advocated and negotiated on behalf of members regarding utility account needs with We Energies, the Wisconsin energy provider.
- Maintained accurate case records based on program guidelines and recipient eligibility.
- Conducted and facilitated educational workshops for community members on budgeting, conservation, and identity theft.
- Departmental HealthCare Advocate duties including case management services for Community Connect (HMO) members and the High-Risk OB client program -Healthy Moms Healthy Babies
- Ensure analysis, and planning of conferences, in-services, and trainings. Convened with internal and external stakeholders to plan resources and provide a more refined approach to conference planning.
- Prepared and submitted required reports and conducted grant close out activities.

### **La Causa Inc.-Family Resource Center**

PO Box 04188  
Milwaukee, WI 53204 (Ph.:414-647-8750)

#### ***Bilingual Family Support Specialist (Early Childhood Program)***

*November 2007 - June 2008*

Provide leadership and coordination of family and health services for families and their children through collaboration with the Milwaukee County Public Health Department home visiting nurses program.

- Facilitated and led ongoing case management to participants in the Empowering Families of Milwaukee Program.
- Multi-tasked by maintained caseload of 30+ families, including completing weekly home visits, engaging in child developmental activities with children and families utilizing the Parents as Teachers curriculum.
- Assessed family needs, collaborating with Public Health Nurses to promote healthy families, provided resources, including crisis information, and education on positive parenting and child development.
- Used the Ages and Stages assessment tool to complete child developmental assessments and determine milestones.
- Maintained compliance with program guidelines by completing monthly billing hours, and electronic/paper file case note entries.

**United Community Center**

1028 S 9th St.

Milwaukee, WI 53204 (Ph.: 414-384-3100)

***Recovery Support Coordinator******May 2003 – June 2006******(Human Services Program – Community based)***

Human Service department bilingual/bicultural substance use disorder (SUD) treatment program, and grants from federal, state and county funding. Supported the development of long-range strategies and work plans for the program to carry out federal, state, and county goals and priorities aimed at improving effective outcomes. Provided direct services to individuals in residential treatment, day treatment, and outpatient treatment programs.

- Maintained and lead case load of 30+ individuals seeking mental health and substance abuse counseling.
- Ensured and monitored 100+ participants enrolled in drug treatment inpatient and outpatient treatment.
- Secured ongoing collaborations with Milwaukee County AODA Bureau, the Bureau of Milwaukee Child Welfare System, Milwaukee Wraparound system, W2 and various insurance HMO carriers.
- Created capacity building and incorporated professional development opportunities for targeted populations.
- Performed single coordinated care plans which consisted of short- and long-term goals of the participants.
- Administered and provided follow-up to referrals to social service agencies and judiciary systems.
- Analyzed and interpreted state regulations for determination of program and community impact.
- Responsible for grant and agency analysis (county oversight and funding) and ongoing risk analysis, including budget or fiscal analysis.
- Maintained monthly reports and billing compliance and documentation.

**Public Allies Inc., Milwaukee**

PO Box 270244

Milwaukee, WI 53227 (Ph.: 414-395-5894)

***Apprentice, Recruitment Director, Program Manager******September 2001 – April 2003******(State & National Program)***

While employed with Public Allies Milwaukee as a Program Manager and Recruitment Director, I managed a group of 30 staff in addition to conducting outreach in selection of partnering agencies and new applicants. Furthermore, supporting company-wide initiatives as needed, including recruiting, mentoring, alumni engagement, and events.

- Completed 10-month extensive leadership training, implementation and coaching focusing on direct community service.
- Provided instruction within Milwaukee Public Schools directed towards reducing high risk teen behaviors.
- Recruited, managed, and monitored staff development while dedicated to fulfillment of departmental goals.
- Created, facilitated, managed, and enhanced leadership training for adults in a team setting focused on community building and leadership through a social justice lens.

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## Education

- Alverno College, 3400 S. 43rd Street, Milwaukee, WI 53234, Current student in the Doctor of Education Program (EdD), Concentration: Teaching & Learning in Higher Education, Expected Graduation 2027.
- Upper Iowa University, 620 S. 76th Street, Suite 100, Milwaukee, WI 53214, Master of Public Administration with a Public Management emphasis, Graduated 2019.
- Upper Iowa University, 620 S. 76th Street, Suite 100, Milwaukee, WI 53214, Bachelor of Science Degree in Human Services, Cum Laude, Graduated 2012.
- Alverno College, 3400 S. 43rd Street, Milwaukee, WI 53234, Associate of Arts Degree, Community Leadership & Development, Graduated 2008.

## **Community Involvement & Trainings/Certifications**

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### ***Community Involvement***

- Public Allies Inc, Wisconsin Alumni Ambassador 2025 – Current
- Member of the Walker Square Neighborhood Association 2023- Current
- Member of the Milwaukee Metropolitan Sewage District Community Charter Committee 2023-2025.
- Cochair of the Wisconsin Health Watch Community group to support Medicaid members in the state 2022.
- Review COVID19 emergency grant applications for the United Way Racial Equity group 2021.
- Assess grant applications for the Milwaukee Arts Board on a sustaining grant review panel 2021.
- Elected as a representative on the National Ally Council for Public Allies Milwaukee, including planning, policy creation, program improvement, and advocacy with the Department of Homeland Security 2002.

### ***Trainings and Certifications***

- New Politics Leadership Academy – Foundations Course: Campaigning and Leadership Skills, Winter 2025
- Leadership for Educational Equity, Presidential Appointments & Engagement Course, Fall 2024.
- Nationally certified to present the Parents as Teachers curriculum, March 2008.
- Certified in the Milwaukee County Wiser Choice program, over 150 hours of training, 2006.
- AmeriCorps Program training in capacity building leadership skills, 1700 hours, 2002, 2003 & 2024.

# JOB DESCRIPTION

## FOR DER USE ONLY

**Instructions:** Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

<b>Vacancy No.</b>	
City Service Commission: Fire & Police Commission:	Finance Committee: Common Council:

<b>1. Date Prepared/ Revised:</b> 01/08/2026		<b>2. Present Incumbent:</b> Ramona Ramos		<b>Is incumbent underfilling position?</b> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
<b>3. Date Filled:</b>		<b>4. Previous Incumbent:</b> NA			
<b>5. Department:</b> Equity and Inclusion, Dept. of		<b>Bureau:</b>		<b>Unit:</b> 1530	
		<b>Division:</b>		<b>Section:</b>	
<b>6. Work Location:</b> City Hall		<b>Telephone:</b> 414-708-2470 <b>Email:</b> raramo@milwaukee.gov		<b>Work Schedule:</b> Hours: 8 / Days: 5	
<b>7. Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<b>8. Bargaining Unit:</b> Management, General City If in District Council 48, which local?		<b>9. FLSA Status (check one):</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
<b>10. Official Title:</b> Compliance and Engagement Manager		<b>Pay Range</b>		<b>Job Code</b>	
		1JX			
		<b>Underfill Title (if applicable):</b> Operations Policy and Grant Manager		2LX	
<b>Requested Title (if applicable):</b>					
<b>Recommended Title (DER Use Only):</b>			<b>Approved by:</b>		
			<b>Date:</b>		

### 11. BASIC FUNCTION OF POSITION:

Oversee and optimize department operations by analyzing workflows, identifying improvement opportunities, and implementing solutions that advance the Department of Equity and Inclusion's strategic goals.

### 12. DESCRIPTION OF JOB (Check if description applies to **Official Title** or **Underfill Title** ):

#### A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
25%	• Manage, supervisor, and support assigned staff according to City of Milwaukee and Civil Service Commission rules, policies, and guidelines.
15%	• Develop process improvement initiatives to enhance the efficiency, equity, and effectiveness of business operations in accordance with applicable City of Milwaukee Ordinance(s) and State and Federal Law. Analyze workflows, identify gaps, and implement data-informed solutions in alignment with organizational priorities.
10%	• Provide public service, subject matter expertise, and technical assistance to staff, department leadership, and community stakeholders.
10%	• Create, update, and maintain department work rules and internal operating processes and procedures.
10%	• Monitor, evaluate and streamline procedures, facilitate change management, and integrate best practices within the Department.
10%	• Collect, create, and interpret operational data to develop actionable insights. Prepare reports, presentations, and recommendations for division and department leadership to drive strategic decision-making.
5%	• Monitor the progress and impact of implemented initiatives, ensuring continuous improvement. Provide training and support to staff on new and existing processes as well as system changes.
5%	• Engage with the community to share and further the initiatives of the Department.
5%	• Prepare and deliver written and oral public testimony at City Council and Committee hearings.
5%	• Other duties as assigned by the Department Head.
	• Serve as backup and support to the Department Head.

#### B. PERIPHERAL DUTIES:

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	PERIPHERAL DUTY
5%	• Support the development and implementation of special projects, pilots, and departmental initiatives related to equity, inclusion, or operational improvement.
5%	• Represent the Department on committees, workgroups, and cross-departmental teams to gather and share insights and ensure alignment with organizational strategies.
5%	• Research emerging trends, best practices, and technologies to inform policy and program recommendations.
	•

**C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:**

Mary Reed,

**D. SUPERVISION RECEIVED:** (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Performs work duties under the direct supervision of the Director.

**E. SUPERVISION EXERCISED:**

Total number of employees for whom responsible, either directly or indirectly = 9.

**Direct Supervision:** List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
1	Administrative Specialist Senior	a - h
1	Data & Evaluation Specialist	a - h
1	Business Inclusion Program Coordinator	a - h
1	Workforce Grant Specialist / Contract Compliance Support	a - h
1	ADA Coordinator	a - h
1	Workforce Outreach Specialist	a - h
1	Business Analyst Senior	a - h
1	Equal Rights Specialist	a - h
1	REI Coordinator / Contract Compliance Officer	a - h

**F. MINIMUM QUALIFICATIONS REQUIRED:** (Indicate the MINIMUM qualifications required to enter the job.)

i. **Education and Experience:**

Bachelor's degree in public administration, business administration, finance, or a related field from an accredited college or university; one year experience in public service or program management

ii. **Knowledge, Skills and Abilities:**

Experience in operations management and process optimization; demonstrate an ability to apply analytical expertise to support departmental initiatives; ability to collect, interpret, and evaluate data, identify trends, and develop data-informed insights to inform decision-making; demonstrate strong logical reasoning, problem-solving, and prioritization skills while managing multiple assignments to meet organizational goals. Proficiency in general computer applications including word processing, email, and database software; excellent written and verbal communication skills, the ability to conduct effective training sessions, and proven success working collaboratively across diverse teams and departments with sound judgment and subject matter expertise.

*The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.*

- iii. Certifications, Licenses, Registrations:  
NA
- iv. Other Requirements:  
NA

**13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED**

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

**G. PHYSICAL ACTIVITY OF THE POSITION:** (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>Climbing:</b> Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	<b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	<b>Stooping:</b> Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	<b>Pushing:</b> Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	<b>Lifting:</b> Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	<b>Feeling:</b> Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	<b>Talking:</b> Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	<b>Hearing:</b> Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input type="checkbox"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> Minimum standards required by State Law (including license).

**H. PHYSICAL REQUIREMENTS OF THE POSITION:** (List the physical requirements that are essential functions of the job.)

**CHECK ONE:**

<input checked="" type="checkbox"/>	<b>Sedentary Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
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*The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.*

<input type="checkbox"/>	<b>Light Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	<b>Medium Work:</b> Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Heavy Work:</b> Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Very Heavy Work:</b> Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**I. VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

**CHECK ONE:**

<input checked="" type="checkbox"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

**J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:**

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 0%**

**CHECK ALL THAT APPLY:**

<input checked="" type="checkbox"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools (please list):		

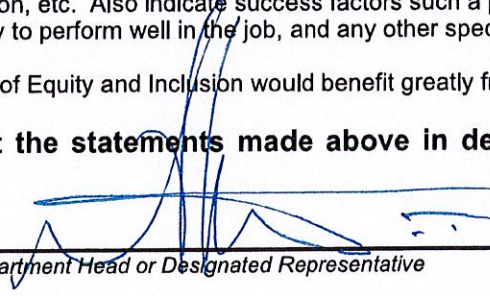
The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

<input checked="" type="checkbox"/> Office Machines ( <i>check all that apply</i> ):	<input checked="" type="checkbox"/> Copier	<input checked="" type="checkbox"/> Facsimile	<input checked="" type="checkbox"/> Calculator	<input type="checkbox"/> Cash register
<input type="checkbox"/> Other ( <i>please list</i> ):				

**L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

The Department of Equity and Inclusion would benefit greatly from the support and

**M. I believe that the statements made above in describing this job are complete and accurate.**

  
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*Signature of Department Head or Designated Representative*

*The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.*