



Department of Employee Relations

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Job Evaluation Report (Revised March 10, 2026)

City Service Commission Meeting: March 10, 2026

Municipal Court – Courtroom Proceedings

Current	Recommended
Court Social Worker PR 2FN (\$51,250 – \$73,907) FN Recruitment is at \$64,841. (One Position)	Court Social Worker Coordinator PR 2JX (\$66,154 – \$95,390) FN Recruitment rate is at \$84,176. (One Position)
(One New Position)	Office Assistant IV PR 6KN (\$49,095 – 60,681) FN Recruitment rate is at \$49,399. (One Position)

Note: Residents receive a 4% Resident Incentive Allowance.

The Municipal Court has requested the reclassification of Court Social Worker and classification of one new position of Office Assistant IV within the Court Alternative Services Division. Job descriptions were provided and discussions were held with Tea Norfolk, Chief Court Administrator, and Charles Hughes, Deputy Court Administrator.

Background

In the 2026 Budget the Municipal Court is bringing Court Alternative Services (CAS) in-house. The CAS program started in 1983. Since the inception of this program, these services were contracted out to a vendor that provided referral services to defendants and oversaw the administration of the CAS program.

This position will be standing up the CAS program. The Municipal Court provided additional details as it relates to the supervisory and program leadership coordination duties and responsibilities of the position of Court Social Worker. As a result of this information DER Compensation Staff has determined reclassification is necessary. The Office Assistant IV position was created as part of the 2026 Budget Process to provide administrative support to the CAS program.

Court Social Worker Coordinator

Current	Recommended
Court Social Worker PR 2FN (\$51,250 – \$73,907) FN Recruitment is at \$64,841. (One Position)	Court Social Worker Coordinator PR 2JX (\$66,154 – \$95,390) FN Recruitment rate is at \$84,176. (One Position)

The Court Social Worker Coordinator is the lead worker for the CAS program. This position will supervise the work of two (2) Court Caseworkers and one Office Assistant IV. The Court Social Worker Coordinator supports the development, execution, and continued success of the CAS program through program oversight, data tracking, and human services best practices. This position will work with defendants (including juveniles), community partners, and other organizations on diversion initiatives related to: mental health, alcohol and drug abuse (AODA), employability, housing, and other resources. The Court Social Worker Coordinator will utilize these initiatives to further the Courts mission of continuing to provide fair and reliable adjudication of cases.

This position will work independently with special assignments and task being outlined by the Chief Court Administrator, Deputy Court Administrator, and any of the Municipal Judges. Duties and responsibilities include:

60% Case Management Oversight:

- Support the development, integration, and monitoring of program goals, objectives and outcomes in tandem with the Deputy Court Administrator.
- Evaluate staff work performance, provide mentoring, and assist the Deputy Court Administrator with completing annual performance appraisals.
- Oversee the treatment referral process (through needs assessments) for all service options for defendants such as, but not limited to: mental health, AODA, community service, etc.
- Collaborate with Court managers and leadership to regularly assess the program and make recommendations and improvements where necessary.
- Provide leadership, support and training for CAS staff and support the Deputy Court Administrator in addressing CAS staff personnel issues.
- Review and approve/deny defendant referrals (including juveniles) to the CAS program from the Municipal Judges and various partners such as: Milwaukee Police Department (MPD), Milwaukee County Sheriff's Office (MCSO), Marquette Police Department (MUPD), Wisconsin Department of Corrections (DOC), community-based programs and treatment providers, and attorneys (city attorneys or private attorneys).
- Facilitate the Interview/Screening/Assessment process for all potential participants in the program.
- Assess, identify, and support the implementation of appropriate financial alternatives for individuals enrolled in the CAS program.
- Ensure completion of the Statement of Financial Condition for all potential participants in the CAS program.
- Facilitate the treatment referral process for various service options for defendants such as, but not limited to: mental health, AODA, community service, etc.
- Act as liaison between the defendant and the service provider/community service organization (CSO) site to help address issues as they arise.

- Monitor defendant outcomes through ongoing contact and coordination with treatment providers and CSO site supervisors.
- Periodically appear in the various municipal courtroom proceedings in the absence of caseworkers assigned to particular defendant.
- Balance the defendant workload amongst the various caseworkers based on the needs of the department.
- Support the Deputy Court Administrator in addressing issues with the case management process as they arise.

20% Community Linkage and Advocacy:

- Assign caseworkers to attend program meetings, community meetings/events, and/or participate in on-going community advocacy initiatives to further the Courts mission as needed.
- Monitor, review, and ensure the list of the various service providers and community partners of the Municipal Court is updated and accurate.
- Attend program meetings, community meetings/events, participate in ongoing community advocacy initiatives to further the Courts mission and build strategic partnerships and allies of the Municipal Court.
- Serve as a liaison in the absence of the Municipal Judges, Chief Court Administrator, and/or Deputy Court Administrator at various community events, special sessions, or other engagements where the Municipal Court presence is requested.
- Strengthen partnerships with various organizations to support and grow the CAS program based on changing needs.
- Assess the needs of the community and defendants to provide input into CAS program changes/updates where needed.
- Develop relationships between the Municipal Court and the community to enhance partnerships for future CAS programs.
- Provide periodic updates to Court leadership on community advocacy outcomes
- Create and update a list of the various service providers and community partners of the Municipal Court.

10% Reporting and Record Keeping:

- Assist leadership with the tracking of various data metrics regarding the utilization of the program, defendant outcomes, and success rates.
- Support the creation and updating of a recordkeeping system for defendants in the CAS program.
- Track various metrics regarding the utilization of the program, defendant outcomes and success rates.
- Provide regular reports to the Chief and Deputy Court Administrators on program participation and outcomes.
- Support the response to any open records request by providing data and giving detailed feedback as the subject matter expert (SME) for the CAS program.
- Keep case balancing data for all of the Court Caseworkers in the Municipal Court.

10% Peripheral Duties:

- Respond to inquiries from the Municipal Judges regarding the CAS program and provide guidance on best practices, current trends, etc. in regards to court alternatives and community needs.
- Present quarterly reports to the Chief and Deputy Court Administrators, and possibly the Municipal Judges in regards to participation and usage in the CAS program.
- Attend various meetings such as: the Community Justice Council (CJC) and the Common Council Finance and Personnel and Judiciary and Legislative Committees when needed.
- Other duties as assigned including but not limited to assisting the Deputy Court Administrator with staffing matters related to the Court Caseworkers.

Minimum qualifications include a Bachelor’s Degree from an accredited college or university. Four years of experience performing social work. One-year experience presenting information in a courtroom setting is preferred. Equivalent combination of education and experience will be considered. A valid Social Worker certification must be maintained throughout employment.

Analysis and Recommendation

This job evaluation focuses on pay for similar titles in Southeastern Wisconsin. The following table provides wage information from the Economic Research Institute (ERI) for Social Worker Unit Supervisor which has duties and responsibilities similar to the Court Social Worker Coordinator. ERI describes a Social Worker Unit Supervisor as: *"Supervises and coordinates activities of social service agency staff and volunteers or casework staff agency. Assigns caseloads and related duties, and coordinates activities of staff in providing services to assist clients with identified needs. Aids agency staff members through individual and group conferences in analyzing case problems and in improving their diagnostic and helping skills. Reviews case records and evaluates performance of staff members and recommends indicated action."*

Social Worker Unit Supervisor: Eight Years of Experience

Area Name	10th Percentile	25th Percentile	Survey Mean	75th Percentile	90th Percentile
Kenosha	\$70,846	\$75,757	\$82,417	\$88,326	\$94,444
Madison	\$66,816	\$71,130	\$77,049	\$82,395	\$88,017
Milwaukee	\$67,628	\$72,196	\$78,448	\$84,069	\$89,956
Racine	\$66,716	\$71,287	\$77,566	\$83,238	\$89,203

Waukesha	\$67,296	\$71,862	\$78,113	\$83,733	\$89,620
Wauwatosa	\$67,235	\$71,783	\$78,012	\$83,618	\$89,495
West Allis	\$67,467	\$72,021	\$78,252	\$83,850	\$89,713

Source: ERI as of 2/16/2026.

These duties, responsibilities, and requirements are currently comparable to the work performed by the already classified Community Engagement and Achievement Collaborative Manager and Deferred Compensation Plan Coordinator positions throughout the city. Based on this comparison, the recommendation is to classify this new position as a Court Social Worker Coordinator in Pay Range PR 2JX (\$66,154 – \$95,390), with a recruitment rate of \$84,176.

Office Assistant IV

Current	Recommended
(One New Position)	Office Assistant IV PR 6KN (\$49,095 – 60,681) FN Recruitment rate is at \$49,399. (One Position)

Under the Direction of the Court Social Worker Coordinator in collaboration with the Deputy Court Administrator, this position is responsible for the coordinating and scheduling of meetings for the CAS team, updating and maintaining all data metric spreadsheets, and providing high level administrative support to the Court Social Worker Coordinator, Court leadership, and various members of management as needed. The incumbent will also serve as the main point of contact for stakeholders when the CAS team are unavailable due to, courtroom proceedings and attendance at events. Duties and responsibilities include:

40% Program Support:

- Manage calendar appointments for the CAS team and directs calls to appropriate sections/personnel as needed.
- Coordinate, prepare, and distribute correspondence and mailings for the CAS team. Review all outgoing correspondence for signature approval where needed and maintain organized correspondence files.
- Attend all CAS section meetings, take notes/minutes, and save documents to the shared drives for review.
- Review all closed CAS case files to ensure completed files are stored away securely and comply with all record retention guidelines.
- Under the guidance and direction of the Deputy Court Administrator and Court Social Worker prepare section correspondence related to the CAS program as needed.
- Schedule community event meetings for CAS staff and/or the Deputy/Chief Court Administrator.
- Answer calls and/or respond to inquiries on behalf of the Court Social Worker/Deputy Court Administrator where needed.

- Make approved updates to section forms as directed by the Deputy Court Administrator/Court Social Worker.

40% Administrative and Data Entry:

- Review, make entries to, and monitor metrics for the CAS program.
- Assist the Court Social Worker with providing metric data to various stakeholders when needed.
- Assist the Court Case Workers with various data entry metrics as needed.
- Make updates to client contact information for members of the CAS program in collaboration with Court Case Workers
- Support the Court Social Worker with Needs Assessment data tracking
- Verify data in the referral tracking workbook.
- Routinely review the feedback survey data and provide critical updates to leadership and/or the Court Social Worker regarding urgent matters.
- Send out referrals for services to clients under the direction and guidance of the Court Social Worker.
- Provide other administrative support to the CAS program as needed.

10% Management Support:

- Provide administrative support to Court leadership and the management team.
- Schedule, attend, and take notes at various section meetings for the different sections when needed.
- Oversee the scheduling, usage, and booking of the municipal court conference room.
- Attend various meeting with the Chief Court Administrator/Deputy Court Administrator as needed.
- Coordinate and schedule various travel arrangements for Court leadership.
- Provide administrative support to the Court Business Manager when requested.
- Support court management with special projects as needed.
- Provide backup support to the Administrative Specialist - Senior

10% Peripheral Duty:

- Other Duties as assigned.

Minimum qualifications require two (2) years of progressively responsible administrative support experience in an office setting performing duties related to this position. Equivalent combinations of education and experience may be considered.

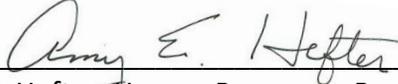
The City of Milwaukee has numerous positions of Office Assistant IV located in various departments. Generally, these positions perform complex administrative tasks requiring a command of automated systems, English writing conventions, and policies and procedures. Other functions may include data and file management, calendar management, mail and supplies processing, and cashiering.

One example is a position of Office Assistant IV located in the Forestry Section of the Department of Public Works, Operations Division. Duties and responsibilities of this position include administrative support including, performing data entry and retrieval, compiling reports, providing support to management, and carrying out general office duties. Essential functions include maintaining personnel records such as timecards using the time entry system, absence analysis calendars, time owed and allowed, vacation schedule, sick leave requests and accident reports; Typing and transcribing reports, letters, and other documents.

This new position has duties, responsibilities and requirements that are comparable to other Office Assistant IV positions in the City. We therefore recommend classifying this new position as Office Assistant IV in Pay Range 6KN (\$49,095 – 60,681). Recruitment rate is at \$49,399.

Action Required – Effective Pay Period 7, 2026 (March 15, 2026)

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

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