



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

January 31, 2014

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

Dear Committee Members:

Re: Common Council File Number 131351

The following classification and pay recommendations were approved by the City Service Commission on **January 28, 2014**.

In the Board of Zoning Appeals, one position of Secretary, Board of Zoning Appeals, Pay Range 1AX was recommended for reclassification to BOZA Administrative Coordinator, Pay Range 1CX.

In Municipal Court, two positions of Network Analyst-Senior, Pay Range 2HN were recommended for reclassification to IT Support Specialist-Senior, Pay Range 2GN.

In the Department of Neighborhood Services, one new position was recommended for classification as Program Assistant III, Pay Range 5IN.

In the Library, one position of Library Personnel Officer, Pay Range 1DX was recommended for reclassification to Human Resources Officer, Pay Range 1FX.

The job evaluation report covering the above positions, including the necessary Salary and Positions Ordinance amendments, is attached.

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: Job Evaluation Report
Fiscal Note

C: Mark Nicolini, James Carroll, Dennis Yaccarino, Deborah Ford, Nicole Fleck, James Owczarski, Catherine Doyle, Lindsey St. Arnold, Sheldyn Himle, Jane Islo, Arthur Dahlberg, Thomas Mishefske, Lynne Steffen, Donald Schaewe, Paula Kiely, Consuelo Hernandez, Boyd McCamish, Kenneth Wischer, Daniel Panowitz, Calvin Lee, and Penni Secore (DC48)



JOB EVALUATION REPORT

City Service Commission Meeting Date: January 28, 2014

Board of Zoning Appeals

Current	Request	Recommendation
Secretary, Board of Zoning Appeals PR 1AX (\$44,857 - \$62,799)	Study of Position	BOZA Administrative Coordinator PR 1CX (\$50,959 - \$71,349)

Municipal Court

Current	Request	Recommendation
Network Analyst-Senior PR 2HN (\$62,940 - \$76,046) Two positions	Study of Position	IT Support Specialist-Senior PR 2GN (\$56,205 - \$71,349)

Neighborhood Services

Current	Request	Recommendation
New Position	Program Assistant III PR 5IN (\$47,306 - \$54,128)	Program Assistant III PR 5IN (\$47,306 - \$54,128)

Action Required

In the Salary Ordinance, under Pay Range 1AX, delete the title "Secretary, Board of Zoning Appeals" and under Pay Range 1CX, add the title "BOZA Administrative Coordinator".

In the Positions Ordinance, under Municipal Court, Management and Administration, delete two positions of "Network Analyst-Senior" and add two positions of "IT Support Specialist-Senior"; under Special Purpose Account – Board of Zoning Appeals, delete one position of "Secretary, Board of Zoning Appeals" and add one position of "BOZA Administrative Coordinator".

BOARD OF ZONING APPEALS

Requested: Study of Position
Recommended: BOZA Administrative Coordinator PR 1CX

Duties and Responsibilities

The duties and responsibilities of this position include the following:

- Supervise the work of the Board of Zoning Appeals (BOZA) staff including hiring and discipline; prepare and present an annual budget; serve as custodian of records and maintain record retention policy; accept service of papers and provide transcripts and records for cases appealed to Circuit Court; manage the BOZA website and database; implement new technology and processes; seek ways to improve the appeals process, communicate more effectively with appellants, and to explore cost saving measures.
- Confer with the Administrative Officer, BOZA (Chairperson of the Board of Zoning Appeals) on hearings, cases, and schedules; confer with the Assistant City Attorneys and keeps up-to-date on federal and state land use regulations and legislation that may impact BOZA; review and draft requests for City Attorney opinions and advise Board members of changes; and work with Council Members and City departments on the status of appeals to mitigate confusion for appellants.

- Chair the Zoning Administration Group, confer with department heads and City staff, coordinate recommendations, and accept and review all applications; meet with the Plan Examination staff on a regular basis to assist in the interpretation of the zoning code; organize and staff monthly hearings; compile documents for Board consideration; and work with applicants and City staff to obtain necessary materials; prepare legal written decisions for all cases that reflect the conditions agreed to by the Board; and provide consultation and general information to those submitting appeals.
- Represent the Board to City departments, elected officials, and the public; represent the Board at the Zoning Code Technical Committee meetings and provide input on proposed land use regulations; and present information at community summits, seminars and business fairs when needed.

Requirements include a Bachelor's Degree in Urban Planning, Public Administration, or related field and two years of related experience. Supervisory experience is highly desirable. Equivalent combinations of education and experience may be considered and these requirements have not yet been assessed for staffing purposes.

Analysis and Recommendation

The scope of duties and level of responsibility for this position has increased since it was last studied in 1999. The position continues to have responsibility for the work of office staff, administrative operations of the Board, and budgeting. New duties and responsibilities include providing technical expertise on interpretation of the zoning code, staying current with federal and state land use changes, and representing the Board to department heads, elected officials, City staff, and the public.

Comparisons were made to other City positions including Procurement Administrator in the Department of Administration and License Coordinator in the Common Council/City Clerk's Office. Both of these positions are in Pay Range 1CX (\$50,959 - \$71,349). Similar to the position under study the Procurement Administrator and License Coordinator positions are responsible for administrative processes, oversight of the work of staff, and technical knowledge and expertise.

A review of the current title of "Secretary, Board of Zoning Appeals" indicates that it does not reflect well the level of work that is performed. We recommend the title of "BOZA Administrative Coordinator" which links the position to the Board and reflects the administrative responsibilities.

We therefore recommend this position of "Secretary, Board of Zoning Appeals" in Pay Range 1AX be reclassified to "BOZA Administrative Coordinator" in Pay Range 1CX (\$50,959 - \$71,349).

MUNICIPAL COURT

Requested:	Study of Two Positions	
Recommended:	IT Support Specialist-Senior	PR 2GN

Background

On December 17, 2013, we received a request from Sheldyn Himle, Chief Court Administrator for the Municipal Court, to retitle and reclassify two information technology (IT) positions in her department, namely two Network Analyst-Senior positions (Pay Range 2HN) to that of IT Support Specialist-Senior (Pay Range 2GN). After researching the level of work being performed, the department concluded that the duties and responsibilities of these two positions most closely conform to the job classification requested—IT Support Specialist-Senior, Pay

Range 2GN. Both positions, one of which is filled, perform the same essential functions. It should be noted that the incumbent of one of the positions is working in an underfill capacity, as a Network Analyst-Associate in Pay Range 2GN and has been informed of the department's intention to downgrade the position and will experience no change in compensation. In studying this request, the staff reviewed a revised job description prepared by the department and held discussions with Jane Islo, Assistant Court Administrator, and Chaka McGee, the Court's Network Manager.

The information technology environment in the Municipal Court consists of a highly integrated and automated case tracking system called CATS (Court's Automated Tracking System), based upon proprietary software, 13 servers in two locations, and 80 users. Virtually all cases filed with the Court are submitted and maintained electronically. CATS must successfully interface with IT systems in other City agencies—the Milwaukee Police Department, Milwaukee Health Department, Department of Administration, Office of the City Attorney, Department of Neighborhood Services—and the state's Department of Transportation. Another critical aspect of CATS administration is the maintenance and production of highly accurate data.

Duties, Responsibilities and Requirements

The basic function of the positions that are the subject of this report is to ensure the security and optimum functioning of the department's system and all of its components on a day-to-day basis. This includes maintaining security and ensuring that the system functions optimally. The employees performing these jobs must diagnose and resolve network problems and also assist users. They also participate in the upgrade of hardware and software and its configuration. User support is also an integral part of the job. Other duties and responsibilities include maintaining databases; producing statistical and summary reports; maintaining records for all hardware and software; and serving as the Court's webmaster.

The minimum qualifications of the job, as stated on the job description prepared by the department, include a Bachelor's Degree in Computer Science or a closely related field. Equivalent combinations of work experience and education may be considered. These requirements have not been validated for purposes of staffing.

Analysis and Recommendation

In December of 2010, in conjunction with a study of IT and telecommunications positions a new job classification series was established for IT positions engaged in day-to-day network administration and more general IT support work. This series is represented in the following chart.

IT Support Specialist Job Classification Series

Title	Pay Range	Basic Concept
IT Support Associate	5GN	Entry-level IT professional
IT Support Specialist	2EN	An intermediate level. Requires a minimum of one year of related experience
IT Support Specialist-Senior	2GN	The full performance level also referred to as the "journeylevel" of the series. Requires a minimum of one year at the level of IT Support Specialist. Employees at this level are expected to display the most expertise in their area and perform their work in a highly independent manner.
IT Support Specialist-Lead	2HN	Leads, directs, and coordinates the work of other IT employees.

The job analysis indicates that these positions are in fact functioning at the level of an IT Support Specialist-Senior, as identified by the department. For that reason, we recommend that two positions of Network Analyst-Senior in Pay Range 2HN be reclassified to IT Support Specialist-Senior in Pay Range 2GN.

Neighborhood Services

Requested:	Program Assistant III	PR 5IN
Recommended:	Program Assistant III	PR 5IN

Background

Since its creation in 2000, the Department of Neighborhood Services has had responsibility for garbage removal from private properties and the maintenance of publicly owned vacant lots. In 2006, the City transferred responsibility for the administration of these contracts and its two employees, a Program Manager and Program Assistant, to the Department of Public Works. At the same time, the Department of Neighborhood Services retained the responsibility of issuing orders to property owners to remove garbage, adding charges for the removal of garbage to the tax roll, and closing out cases. The 2014 budget for the City returns responsibility for contracted clean-ups on private properties to the Department of Neighborhood Services. The objective of this change is to increase the efficiency and effectiveness of the program by consolidating all work associated with the program into one department.

Duties, Responsibilities, and Requirements

This position will be responsible for all of the administrative, customer service, and field work needed to oversee the work of private contractors who remove garbage from private properties. Approximately 15% of the time of the employee performing the job will be spent in the field.

Duties and responsibilities of this position will include the following:

- Receiving non-compliant orders from Inspectors and supervisors and creating assignments for contractors
- Enforcing contractor compliance with the City's prevailing wage ordinance and SBE/LBE participation requirements; and preparing correspondence and holding contractor payments as necessary.
- Conducting field inspection of work performed, and resolving disputes related to contractor performance
- Processing contractors' invoices for payment, disputing invoices as needed, entering vouchers into the City's Financial Management Information System, and monitoring compliance with the City's prompt payment ordinance.
- Discussing customer concerns and resolving disputes related to charges; and providing appeal information to contractors.
- Functioning as a lead worker when assigned; and coordinating with Special Enforcement and the Milwaukee Police Department when emergency situations arise

The minimum requirements for the job include a Bachelor's Degree in Business Administration or Management and a minimum of four years of office support experience with at least two years at the level of Office Assistant IV or above or an equivalent combination of education and experience. These requirements have not been validated for purposes of staffing.

Analysis and Recommendation

The nature of work associated with this job is primarily administrative, with a field work component. The request to place this position in the Program Assistant series therefore seems appropriate because positions in that series perform administrative work with responsibility for a distinct program or major part of a program. The level of work, in terms of knowledge and skill required, appears equivalent to a high level paraprofessional who works in an administrative capacity.

For these reasons, we recommend that this position be classified as requested, as a Program Assistant III in Pay Range 5IN.

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Laura Sutherland, Human Resources Representative

Prepared by: Sarah Trotter
Sarah Trotter, Human Resources Representative

Reviewed by: Andrea Kniekerbocker
Andrea Kniekerbocker, Human Resources Manager

Reviewed by: Maria Monteagudo st
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: January 28, 2014

Library

Current	Request	Recommendation
Library Personnel Officer PR 1DX (\$54,322 - \$76,046)	Study of Position	Human Resources Officer PR 1FX (\$61,721 - \$86,406)

Action Required

In the Salary Ordinance, under Pay Range 1DX, delete the title "Library Personnel Officer" and under Pay Range 1FX, add the title "Human Resources Officer".

In the Positions Ordinance, under Library, Administration Bureau, Personnel Section, delete one position of "Library Personnel Officer (X)" and add one position of "Human Resources Officer".

Duties and Responsibilities

The basic function of this position is to be responsible for the human resources functions of the Milwaukee Public Library (MPL) including personnel administration; employee relations administration; personnel action appeals to the Library Board of Trustees, Department of Employee Relations, and the City Service Commission; staff development and training; performance evaluation process; organizational development; Employee Handbook and policy adherence; Librarian Internship Program with Library Schools; volunteers and substitute program; Sick Leave Program and Family Medical Leave Administration (FMLA); Equal Employment Opportunity, Worker's Compensation, and employee safety and wellness to work closely with the City Attorney's Office regarding employee actions; and develop strategies and policies to enhance the operations of the Library. Duties and responsibilities include the following:

- 65% Human Resources Administration – serves on the Library Administrative Team with a focus on human resources policies, strategies, and initiatives in support of the Library's vision, mission and core values; develops and maintains Library's Employee Handbook, Library's Personnel Policies and Procedures, and ensures compliance with city-wide personnel practices; oversees interviewing, background investigations, pre-placement requirements, and compliance with civil service rules and policies; manages preparation and maintenance of employee records and personnel files and prepares required reports and forms; remains current with federal and state employment laws, local ordinances, and City Service Commission rules; provides direction to managers and staff; manages and/or conducts employee investigations; represents the department at grievance and disciplinary hearings; assists with development of department budget; and serves as a liaison with other departments in relation to employment issues.
- 20% Staff Training and Development - manages development and training programs; coordinates attendance at conventions, seminars, and external training programs; approves and allocates expenditures; chairs Training Steering team; oversees orientation for new staff; manages Volunteer Program and supervises Volunteer Coordinator; and coordinates Library Staff Development Day.
- 5% Employee Safety and Wellness – serves as department's safety officer; manages employee accident reports and investigations, OSHA (Occupational Safety and Health Administration) reports, injury pay and workers compensation; oversees wellness initiatives; and refers staff to the Employee Assistance Program (EAP).
- 5% Volunteers/Field Placements – oversees recruitment and placement of volunteers including background checks of applicants; oversees the assessment of students seeking field placements and makes referrals to managers; and develops and manages paid Library internships with area colleges and universities.

5% Miscellaneous – represents the Library at Unemployment Compensation hearings; performs special studies and analyses related to personnel as requested by the Library Director; and serves on various library and City ad hoc committees.

Requirements include a Bachelor's Degree in Human Resources Administration, Business Administration, Social or Behavioral Science or closely related field and five years of human resources management experience in the public sector. A Master's Degree is desirable. Equivalent combinations of education and experience may be considered. Other requirements include interviewing, counseling, coaching, mentoring, analytical, and computer skills; knowledge of employment laws and recent court decisions; and an ability to collaborate with colleagues and to serve as a visionary.

These requirements have not yet been assessed for staffing purposes.

Analysis and Recommendation

The Library requested that this position be studied due to a number of changes over the years including the following:

- A broadening of responsibility as an advisor to the Library Director in the areas of human resources, employment law, policy development and strategic planning; and is one of five staff members who serve on the leadership team that reports directly to the Library Director and make critical decisions that affect the Library.
- An expansion of the role of advisor and coach to all managers and staff regarding employment laws, human resources issues, and performance appraisal; works to empower staff to handle difficult situations and to make good decisions.
- An increase in supervisory and oversight responsibilities related to staff training and the new Library Volunteer Program. This includes the additional supervision of one full time position of Library Volunteer Coordinator in Pay Range 2DN, and one part-time position of Librarian III in Pay Range 2DN which serves as a Staff Trainer. The position also supervises a Personnel Analyst – Senior in Pay Range 2FX and a Personnel Payroll Assistant III in Pay Range 5EN.
- An expansion of responsibility in helping to develop the Library's budget as it relates to staffing changes and the impact on operations and services.

To study this position, comparisons were made to other human resources related positions as shown in the table below:

Classification	Pay Range	Department
Fire Personnel Officer	1DX (\$54,322 - \$76,046) (07)	Fire
Human Resources Specialist	1DX (\$54,322 - \$76,046) (07)	Police
Health Personnel Officer	2HX (\$54,322 - \$76,046) (07)	Health
Human Resources Representative	2HX (\$54,322 - \$76,046) (07)	Public Works, Employee Relations, and Fire and Police Commission
Human Resources Compliance Officer	2JX (\$61,721 - \$86,406) (09)	Employee Relations
Labor Relations Officer	2JX (\$61,721 - \$86,406) (09)	Employee Relations
Human Resources Administrator	1HX (\$70,126 - \$98,173) (11)	Police

In making comparisons we considered whether or not a position supervised other staff and if so at what level, whether the position had responsibility for recommending and administering discipline, whether the position was the highest level position for human resources within the department, whether the position had city-wide responsibility, the size of the department, and whether the position was responsible for advising the Department head directly on a regular basis regarding issues of significance such as discipline and department strategies. All of these factors affect the amount of impact and accountability, relationships responsibility, and consequence of error.

With the changes listed above this position has taken on additional responsibilities and now functions at a higher level within the department. A comparison to other human resources positions in the City indicates that the position should be reclassified to a higher level. In reviewing the pay level we also considered other positions in the Library including those listed on the chart below. These titles include positions that are direct reports, receive advice and counsel from this position, and/or serve on the management team that reports directly to the Library Director along with this position.

Title	PR	Rates of Pay
Library Technical Services Manager	1IX (SG 12)	\$74,731 - \$104,623
Librarian V	1FX (SG 09)	\$61,721 - \$86,406
Library Business Operations Manager	1FX (SG 09)	\$61,721 - \$86,406
Marketing and Public Relations Officer	1FX (SG 09)	\$61,721 - \$86,406
Library Personnel Officer	1DX (SG 07)	\$54,322 - \$76,046
Library Branch Manager	1DX (SG 07)	\$54,322 - \$76,046
Personnel Analyst – Senior	2FX (SG 05)	\$47,816 - \$66,946
Librarian III	2DN (SG 03)	\$49,952 - \$58,907
Library Volunteer Coordinator	2DN (SG 03)	\$42,079 - \$58,907

This position is functioning at a level comparable to the Library Business Operations Manager and the Marketing and Public Relations Officer which are both in Pay Range 1FX. These two positions also serve on the leadership team that reports directly to the Library Director, make critical decisions that affect the Library and are considered peers to the position under study. By reallocating this position to Pay Range 1FX it would also be in the same pay range as the Librarian V classification. This classification has responsibility for a Division of the Library and would also be considered a peer. The Library also requested that we review the title and include the term "human resources".

Based on the above comparisons and analysis we recommend the position of Library Personnel Office in Pay Range 1DX be reclassified to Human Resources Officer in Pay Range 1FX (\$61,721 - \$86,406) which would make the position comparable in level to the Library Business Operations Manager, the Marketing and Public Relations Officer and Librarian V.

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Sarah Trotter, Human Resources Representative

Reviewed by: *Andrea Knickerbocker*
Andrea Knickerbocker, Human Resources Manager

Reviewed by: *Maria Montezudo*
Maria Montezudo, Employee Relations Director