



Department of Employee Relations

May 22, 2002

John O. Norquist
Mayor

Jeffrey Hansen
Director

Florence Dukes
Deputy Director

Frank Forbes
Labor Negotiator

Michael Brady
Employee Benefits Manager

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

Dear Committee Members: Re: Common Council File Number 011650

The following classification and pay levels were approved by the City Service Commission on May 21, 2002:

In the Health Department, Disease Control and Prevention Division, One position of Disease Control and Prevention Manager, Salary Grade 009, held by Paul Biedrzycki, was reallocated to Salary Grade 011.

In the Health Department, Maternal and Child Health Division, one position of Office Assistant III, Pay Range 425, held by Ruth Gomez, was reclassified to Program Assistant I, Pay Range 460.

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

Sincerely,



Jeffrey S. Hansen
Employee Relations Director

JSH:pb

Attachments: 2 Job Evaluation Reports
Fiscal Note

c: Frank Forbes, Laura Engan, Dr. Seth Foldy, Maria Monteagudo, Bevan Baker, Paul Biedrzycki, Ruth Gomez, Richard Abelson, John Garland, Robert Klaus, and John English

JOB EVALUATION REPORT

City Service Commission Meeting Date: May 21, 2002

Incumbent: Paul Biedrzycki Department: Health

Present	Request
Title: Disease Control and Prevention Manager	Title: Study of Position
Pay Range: 009 (\$51,610-72,251)	Salary: Study of Position
Step: 12 (\$72,251)	Source: Department
<p>Recommendation:</p> <p>Title: Disease Control and Prevention Manager Salary: Salary Grade 011 (\$58,638 – 82,090) New Rate: \$74,890</p>	
<p>Rationale: Due primarily to a major department reorganization in 1999-2000, this position has taken on responsibility for Communicable Disease Control and Prevention and emergency incident planning and management, including serving as the Health Department's point person on bioterrorism.</p>	
<p>History of Position: When the incumbent assumed this position in April, 1989, it was titled Environmental Health Technical Supervisor in Salary Grade 008. A reorganization resulted in a title change to Environmental Health Technology Manager in July, 1989. The position was studied and reallocated to Salary Grade 009 in July, 1994. The title was changed to Disease Control and Prevention Manager as a result of the 1999-2000 reorganization of the Health Department.</p>	

Action Required:

In the Salary Ordinance, under Salary Grade 009, delete the title "Disease Control and Prevention Manager." Under Salary Grade 011, add the title "Disease Control and Prevention Manager."

Background:

A completed Job Analysis Questionnaire and revised job description accompanied the request, which was received on June 26, 2001. The request was placed on hold because of the freeze on job reclassifications by the Finance and Personnel Committee of the Common Council. After discussions with the department, the study commenced in March, 2002.

In addition to the incumbent, discussions were held with Maria Montegudo, Health Personnel Officer and Bevan Baker, Health Operations Director.

Duties and Responsibilities:

As manager of the Disease Control and Prevention (DCP) Division, the basic purpose of this position is to develop, implement, manage and evaluate public health programs that eliminate or reduce adverse environmental exposure and the spread of communicable disease within the community during emergency and non-emergency events.

Program areas administered by this position include: Environmental Health (air, water, and toxic materials), Tuberculosis Control and Prevention, Sexually Transmitted Disease Control and Prevention, Communicable Disease Surveillance and Reporting, and Weapons of Mass Destruction Emergency Response.

According to the job description provided by the Health Department, approximately 75% of the incumbent's time is spent in the planning, direction and management of the above programs. Another 20% is spent as the Health Department's technical representative with department heads, mayoral staff, Aldermanic offices, outside public agencies and officials, community groups as well as through participation on various committees, task forces, workgroups and professional organizations. This includes serving as Deputy Director of Environmental and Public Health Emergency Services for Milwaukee County. A portion of this 20% is also spent as Health Department media contact with regard to environmental, communicable disease and emergency preparedness and response issues.

From a program standpoint, approximately 60% of the incumbent's time is spent in the area of Disease Control and Prevention, 25% in Environmental Health, 10% in Emergency Preparedness and Response, and 5% as liaison with the Department of Neighborhood Services regarding environmental health field programs, license/permit issuance and ordinance enforcement.

These percentages can fluctuate quite dramatically depending on current events and priorities. For example, at the present time approximately 50% of the incumbent's time is being spent on Emergency Preparedness and Response primarily related to bioterrorism following the rash of anthrax incidents in late 2001. For example, the department is currently receiving grant money to create a Milwaukee Center for Emergency Public Health Preparedness, the scope of which is still being defined. The incumbent is taking the lead in the planning and administration of this project.

Minimum Qualifications:

Based on the current job description provided by the department, the position requires a Master's degree in Environmental Health, Engineering, the Sciences, Business or Public Administration, knowledge of chemistry or chemical principles, at least five years of experience in program management, administration and supervision, registration as an Environmental Health Specialist through the State of Wisconsin, and certification at the Master Level as a Hazardous Material Manager (CHMM).

The position also requires excellent written and oral communication and interpersonal skills, ability to plan, develop, direct and coordinate a variety of projects and programs and to analyze scientific data, assimilate and interpret research and prepare detailed reports, and ability to wear personal protective equipment including self-contained breathing apparatus, air purifying respirators, and fully encapsulated protective clothing.

These qualifications are basically the same as they were listed on the incumbent's 1993 job description.

Standards Used in Determining Reclassification for Management Positions

The City uses a qualitative factor comparison system to evaluate management positions. This system requires that each position be compared to all other positions in the Management Pay Plan separately on each of four job evaluation factors:

▪ Impact and Accountability	Weighted	45%
▪ Knowledge and Skill	Weighted	35%
▪ Relationships Responsibility	Weighted	15%
▪ Working Conditions	Weighted	5%

Once an appropriate comparison has been made, the Job Evaluation staff assigns a level and corresponding number of points according to a chart. In analyzing any position for proper classification, it is critical to assess any changes that have taken place in the nature of work performed and level of responsibility, knowledge, skill and effort required. Changes in working conditions are also assessed, although this factor is considerably less important for management positions.

Changes in Duties and Responsibilities:

The incumbent's position was last studied in 1994 at which time it was reallocated from Salary Grade 008 to Salary Grade 009. The present study assesses changes in the incumbent's duties and responsibilities since the 1994 study.

The most significant changes since that time, as reported by the department, have resulted from a major departmental reorganization in 1999-2000 and the elimination of the Consumer Protection and Environmental Health Director position in 1999 to whom the incumbent previously reported. The reorganization consolidated four bureaus into one, while placing all service delivery areas under one manager, the Health Operations Director. Under this new structure, the position under study is one of five division directors under Family and Community Health Services, heading the Disease Control and Prevention Division.

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Pre-Reorganization

Prior to the 1999-2000 reorganization the incumbent headed the Environmental Health Technology Division in the Bureau of Consumer Protection and Environmental Health. His position title was Environmental Health Technology Manager.

The main focus of the division was to oversee initiatives aimed at improving environmental quality within the City and to respond to complaints and interagency referrals of suspected adverse environmental exposures. The division performed investigations, inspections, technical consultation, assessments and environmental monitoring covering a broad range of environmental health concerns involving air, water and land use management. They also assured proper issuance of permits, registration and operating licenses while enforcing local ordinances and associated regulation. Program areas included the following:

- Childhood Lead Poisoning Prevention
- Toxic Material Management and Hazardous Material Emergency Response
- Occupational Health and Safety Consultation
- City Hazardous Waste Disposal
- Asbestos Hazard Control
- Surface and Drinking Water Quality
- Air Quality and Odor Control
- City-wide Noise-Light Nuisance Abatement
- Environmental Assessments of Abandoned Properties
- Tire and Commercial Sanitation Enforcement
- Public and Private Swimming Place Design and Operation

In 1998, the year before the reorganization, the incumbent supervised 32 positions, 14 of which were in the area of Childhood Lead Poisoning Prevention. The staff consisted of an Environmental Health Technology Coordinator (S.G. 006), an Environmental Field Supervisor (S.G. 005), eight Environmental Hygienists (P.R. 555), approximately 17 Environmental Health Specialists I/II (P.R. 530/541), and several support staff. As mentioned above, the incumbent reported to the Consumer Protection and Environmental Health Director, a Bureau head position.

Post-Reorganization

As a result of the reorganization, personnel and functions were transferred to other areas within the Health Department as well as outside the department in some cases. As it relates to the incumbent's position, staff and areas of responsibility, the following summarizes the major changes that took place:

Environmental Health

The Environmental Health Technology Coordinator, several Environmental Hygienists, and several Environmental Health Specialists I/II were transferred to the Department of Neighborhood Services (DNS). Through a unique Memorandum of Understanding the Commissioner of Health remains "meaningfully accountable for service planning, coordination and quality" from a public health standpoint relative to the enforcement functions performed by

the Nuisance and Environmental Health Division of DNS. The incumbent serves as the Commissioner's liaison/contact person with DNS when public health issues arise and reviews relevant data provided by DNS on a periodic basis.

The incumbent, however, continues to be directly responsible for environmental health in terms of air, water and toxic materials and for responding to emergency hazardous materials (HazMat) incidents along with the Milwaukee Fire Department and County Division of Emergency Management.

In 1999 the incumbent was appointed by the County Executive to serve on the Milwaukee County Local Emergency Planning Committee. Prior to 1999 he served as an alternate to the Health Department's representative on the committee.

Childhood Lead Poisoning Prevention Program

The environmental component of the Childhood Lead Poisoning Prevention Program (14 positions) was transferred from the incumbent's division to a separate division within the Health Department.

Communicable Disease Control and Prevention

Programs associated with communicable disease control and prevention were transferred to the incumbent's division. These programs include:

- tuberculosis control and prevention
- sexually transmitted disease control and prevention
- HIV case management and outreach activities
- communicable disease surveillance and reporting

Approximately 27 positions comprise this area including two Communicable & Infectious Disease Program Supervisors (S.G. 007) and 14 Public Health Nurses. Other positions are in the area of technical and office support.

These communicable disease functions were previously under the supervision of an Epidemiologist (S.G. 009) who headed the Division of Epidemiology and Planning prior to the reorganization.

Emergency Incident Planning and Management

With the reorganization, the incumbent has assumed expanded responsibility for emergency incident planning and management. Previously, the position performed this function for hazardous materials incidents and emergencies (HazMat). Now it organizes and directs staff in response to natural and man-made emergency events including but not limited to hazardous materials, severe weather events, vectorborne/waterborne/enteric disease outbreaks, and acts of terrorism involving weapons of mass destruction such as chemical or biological agents.

In January, 2000 the incumbent assumed county-wide responsibilities with his appointment as Deputy Director of Environmental and Public Health Emergency Services for Milwaukee County. This designation is activated as necessary during community disasters and catastrophes and requires county-wide public health emergency management.

Supervision Exercised

In terms of supervision exercised, the number of employees under the incumbent's direct and indirect supervision has not changed dramatically when making a comparison before and after the reorganization. The incumbent directly or indirectly supervised 32 positions in 1998 and currently he supervises 36. The composition of these employees, however, has significantly changed including the addition of an Epidemiologist (S.G. 009) and an Environmental Scientist (S.G. 010). It is possible that additional staff may be hired as part of the previously mentioned Milwaukee Center for Emergency Public Health Preparedness.

Analysis According to Job Evaluation Factors

This position's present profile on the job evaluation factors is as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact & Accountability (IA)	10	158
Knowledge & Skills (KS)	8	111
Relationships Responsibility (RR)	8	55
Working Conditions (WC)	2	<u>7</u>

Total Points: 331

Salary Grade: 009 = 306 - 351 points

Impact and Accountability

Overall, it appears that the changes described above have increased the impact and accountability of the incumbent's position. Previously, the focus of the incumbent's position was on the management of environmental health staff and services. While overall responsibility for environmental health has basically been retained, the area of communicable disease control and prevention has been added which includes responsibility for tuberculosis and sexually transmitted disease control and prevention. At the same time, however, the incumbent is no longer involved in childhood lead poisoning prevention.

The incumbent's position has been given an expanded role in the area of emergency incident planning and response. The latter has been evidenced most recently in responding to over 300 incidents of perceived anthrax exposure in cooperation with the Milwaukee Fire Department, Police Department, County Emergency Management, U.S. Postal Inspector and the FBI. Examples of other emergency events over the last couple of years have included extreme heat episodes, West Nile Virus emergence, E.coli outbreaks and public beach closures.

As mentioned earlier, the incumbent has also assumed county-wide responsibilities with his appointment as Deputy Director of Environmental and Public Health Emergency Services for Milwaukee County. While this designation has been officially activated only once or twice, the incumbent (and the Health Commissioner as the Director) have used their roles informally for purposes of regional emergency planning. The incumbent is on-call 24 hours a day, 7 days a week and is listed first on the department's emergency contact list for public health emergencies, environmental emergencies and communicable disease issues.

Within the areas described above the position requires a high level of independent decision-making and judgement in day-to-day program management as well as in public health emergency situations such as outbreaks, environmental hazards, and related health advisories or alerts to the community. The position has the authority to independently coordinate and deploy available resources in "routine" emergency response situations and would make recommendations for such action in major emergency situations.

Based on the above, it is recommended that the position's rating on Impact and Accountability be increased from level 10 to 12. This rating is consistent with the incumbent's level of responsibility, the degree of independent judgement involved and the significant consequence of error.

Knowledge and Skills

Additional knowledge is now required of the incumbent's position, particularly in the areas of communicable disease control and prevention and bioterrorism. At the same time, it should be pointed out that 75% of the incumbent's position is in management, direction and planning which does not require the depth of technical knowledge as the trained technical staff that he oversees.

Also, in comparing the incumbent's position before and after the reorganization, it appears that the basic skill set required has not significantly changed. The job descriptions are very similar in terms of actual duties and responsibilities, though the program areas have changed as discussed in this report. In terms of responding to emergency situations, the incumbent handled this responsibility in the past with respect to hazardous materials (HazMat) incidents.

Also, the minimum requirements as listed on the current job description are basically the same as they were prior to the reorganization.

Based on the above, it is recommended that the rating on Knowledge and Skill be increased one level, from 8 to 9.

Relationships Responsibility

In comparing the Job Analysis Questionnaire completed for the 1994 study with that completed for the current study, both are very similar in terms of contacts with others. This is not surprising that many of the key players involved when the job was primarily environmental health are still the same key players now that the job has expanded to also include communicable disease and emergency preparedness on a broader scale.

It should be noted, however, that there is now more direct interaction with the Commissioner of Health than before given that his role in emergency response and bioterrorism and that he is now a division head. Also, the communicable disease component has expanded the incumbent's contacts with public health officials in other municipalities.

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Also, while the incumbent has served as media contact on environmental health issues in the past, this role has expanded with his involvement in communicable disease control and prevention, bioterrorism, and other emergency situations.

Based on the above, it is recommended that the rating on Relationships Responsibility be increased from 8 to 10.

Working Conditions

It is recommended that the current rating on Working Conditions, level two, remain the same. The incumbent directs staff in responding to emergency situations but is often not required to personally be present in the field.

Summary and Recommendation:

The recommended profile for this position is as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact & Accountability (IA)	12	209
Knowledge & Skills (KS)	9	130
Relationships Responsibility (RR)	10	80
Working Conditions (WC)	2	<u>7</u>

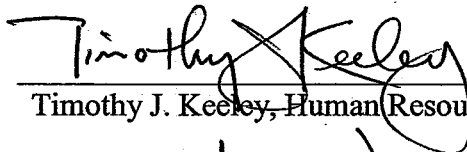
Total Points: 426

Salary Grade: 011 = 405 - 465 points

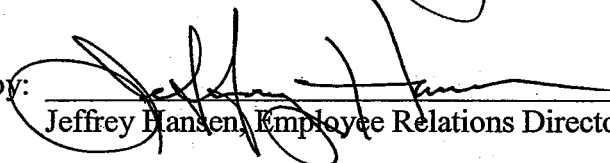
The recommended ratings on the job evaluation factors discussed above would place this position in Salary Grade 011. An increase to Salary Grade 011 is appropriate given the level of authority, breadth of responsibility, positions supervised and decision making required in emergency situations. None of the other existing division head positions that are at Salary Grade 009 appear to be comparable in terms of scope and level of responsibility.

We therefore recommend that this position be reallocated to Salary Grade 011 based on the changes in duties and level of responsibility as summarized in this report.

Prepared by:


Timothy J. Keeley, Human Resources Representative

Reviewed by:


Jeffrey Hansen, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: May 21, 2002

Incumbent: Ruth Gomez

Department: Health

Present	Request
Title: Office Assistant III	Title: Study of position
Pay Range: 425 (\$28,348 - \$31,360)	Salary: Not stated
Current Rate: Step 5 (\$31,360)	Source: Department
Recommendation:	
Title :	Program Assistant. I
Salary:	Pay Range 460 (\$33,071 - \$37,063)
New Rate:	Step 1 (\$33,071)
Rationale: This grant funded position has evolved from providing clerical and operational support for the Immunization Program and the Milwaukee Immunization Record System (MIRS) to a leadership role of providing administrative and operational support of data collection and reporting activities for the Immunization Program and the Wisconsin Immunization Registry tracking system (WIR).	
History of Position: This position was created in the 1996 budget and has not been studied since the initial classification.	

Action Required:

In the Positions Ordinance, Health Department, Maternal and Child Health Division, Immunization Action Plan Grant (DD), delete one position of Office Assistant III and add one position of Program Assistant I.

Background: On December 12, 2001, we received a request from Seth Foldy, M.D., Commissioner of Health, to conduct a study for this position. The Department of Employee Relations received the job description for this position and a completed Job Analysis questionnaire. Interviews were held with the incumbent and Ms. MaryJoyce Hotelling, Public Health Nurse Supervisor.

Duties and Responsibilities:

The basic function of this position is to perform administrative and operational support activities in conjunction with service provided by the Immunization Program of the Milwaukee Health Department. This position is responsible for the integrity of the data entered in the Wisconsin Immunization Registry (WIR) and for the preparation and analysis of reports associated with immunization services performed by the department. It handles inventory control for the department's vaccines and distribution at four locations. Developer of training materials for internal Wisconsin Immunization Registry training needs. Maintains user access/rights to use of WIR, including issuing passwords for WIR. Troubleshooter for department regarding use of WIR. Answers all incoming calls from general public, private providers, community based organizations and provide appropriate services to each.

Specified duties and responsibilities include the following:

- **60% Wisconsin Immunization Registry (WIR) Support Responsibilities**
 - Receive and review immunization consent forms processed by staff at all MHD health care centers; identify inaccuracies, create log, and forward to Public Health Nurse Coordinator for processing.
 - Perform WIR data entry including demographic information, insurance, historical immunization data, and vaccinations administered by MHD personnel.
 - Establish and maintain WIR user profiles for MHD staff and clinicians.
 - Troubleshoot, provide instruction and prepare documentation for WIR users.
 - Develop training materials for WIR training internally.
 - Create and maintain table of primary care providers in Milwaukee County.
 - Create log of WIR users, those interested, those not interested, barriers, etc.
 - Maintain Vaccine inventory at all MHD locations and maintain records of lot numbers, expirations dates, vaccine type, manufacturer, and doses administered.
 - Log inventory of vaccines distributed through MOUs with community partners for City of Milwaukee (Silver Spring Neighborhood House, Aurora, etc).
 - Prepare usage reports to be submitted to the State of Wisconsin.
 - Run quarterly reports to generate reminder/recall notices by geographic areas to clients needing vaccinations.
 - Run various clinical assessment vaccinations reports using CASA software for immunization coverage of children in Milwaukee.
 - Respond to immunization inquiries from primary care providers and serve as advocate for the Wisconsin Immunization Registry on behalf of the State of Wisconsin.
 - Run monthly reports for program manager regarding vaccine usage per site, invalid doses, transfers of vaccine to various sites, wasted doses, expired vaccines.
 - Creates/maintains logs of all services (educational) done by Immunization Team. (Travel to WIR user meetings required)

- **40% Administrative Support Responsibilities**
 - Conduct the School Retrospective Survey by visiting suburban public and private schools and Milwaukee private schools to gather immunization information for the survey. Perform data entry associated with survey, analyze results and generate reports to be submitted to the department and the Centers for Disease Control and Prevention in Atlanta, Georgia.
 - Coordinate activities and communications associated with the State School Checkpoint Program. Compile information to be sent to the State and develop and distribute follow-up letters for schools out of compliance with State immunization laws.
 - Order all supplies (pamphlets, forms, consents, etc.) which are utilized by all health centers in the department.
 - Responsible for keeping fax, printers and computers, laminating and binding equipment operating for program area.
 - Take minutes and distributes to Flu Program Committee members.
 - Answer and handle all incoming calls to Immunization Program area. Assist private providers, community health centers, schools, public, etc. with information on childhood vaccinations, flu, school checkpoint requirements, lost immunization records.
 - Answer all incoming calls from general public, private providers and health clinics regarding international travel vaccinations/health issues. Develop and distribute information packets to same.
 - Help coordinate satellite learning conferences.

- Perform other administrative and office support duties for the Immunization Program staff, prepare communications, correspondence, confidential reports, spreadsheets and graphical presentations, and order supplies and materials for the program.

This position reports to the Public Health Nurse Supervisor, Salary Grade 07, and has no supervisory responsibilities.

Qualifications:

Must have four years of progressively responsible administrative/office support experience at the OA III level or above.

Other qualifications include ability to work independently and exercise initiative, judgement and discretion, ability to work appropriately with confidential information, ability to work in a multi-disciplinary and multi-cultural environment, ability to work under pressure of deadlines and be adaptable to changes and ability to plan and prioritize work. Must have strong written and oral communications skills. Must have excellent customer service skills and the ability to work with community partners, primary care providers and other clinicians effectively. Must have knowledge of modern office practices, procedures and equipment including personal computer and word-processing, database, spreadsheet and presentation software. Must have knowledge of office layout, phone systems, computer systems and basic end-user LAN procedures.

Changes in Duties and Responsibilities

The level of duties and responsibilities of this position have increased as a result of the expanded service levels of the Immunization Program and the Wisconsin Immunization Registry System. Initially, this position's basic function was to provide clerical and operational support for the All Kids Count Immunization Program (AKCIP) and the Milwaukee Immunization Record System (MIRS).

This position has evolved from a general support position providing a variety of office duties such as computer data entry, answering MIRS help desk and other telephones, arranging staff travel and meetings and producing minutes to that of a leadership role that provides administrative and operational support of Wisconsin Immunization Registry (WIR) reporting activities for the Immunization Action Plan Program.

This position is responsible for the integrity of data entered in the WIR. The Wisconsin Immunization Registry is a propriety database management software package developed by the State that has the capacity to be customized and expanded for specific program needs. This position acts as a liaison for program data issues of the WIR with primary care providers, public and private schools. This position's responsibility includes on site collection, analysis and data entry of immunization information from a variety of suburban private and public schools, Milwaukee private schools, community partners, primary care providers and other clinicians for reports submitted to the Center for Disease Control and Prevention. This position is responsible for coordination activities and communications with the State School Checkpoint program to ensure compliance with State immunization laws.

Standards for Reclassifying Represented and Non-Management Non-Represented Positions:

City Service Commission rules specify that reclassification can occur only when "major changes have occurred in level, duties and responsibilities on the job."

The standard for reclassifying jobs to a higher level is not merely the fact that some changes have occurred. The significance of the change(s) and the impact on the position's level of responsibility,

overall impact, and required knowledge and skill are what determine whether there is an acceptable basis for a reclassification request. The factor of knowledge and skill is considered to be most important, followed by responsibility exercised, expended effort, and working conditions. A significant change is one that has considerably increased a position's level of responsibility and required knowledge and skill.

Comparison:

Based on the duties and responsibilities of this incumbent, positions in the Office Assistant and Program Assistant Series will be utilized for the comparison.

Office Assistant Series

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

Office Assistant III

Performs diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in an assigned area of responsibility. Screens telephone calls; answers questions, and provides information. Some telephone and in-person work may be difficult due to the natures of questions or customers served. Uses advanced features of software packages on a regular basis to produce complex documents. May work with others on a team to complete special projects. May guide and check the work of other employees.

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

Office Assistant IV

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

AND/OR

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

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

Program Assistant Series

The Program Assistant series was established for positions that perform a variety of office support and administrative work supporting a program or distinct area of operations within a City department. The

term "program," as it is used here, is intended to be broad in application, encompassing the work of a division, section or specific program within a department.

Program Assistant I

Performs duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. Requires good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job experience in the area. Carries out duties and responsibilities very independently. Consults with managers and professionals regarding unusual situations requiring the interpretation of policies.

Requirements: Four years of office support experience performing duties related to the occupational area in which the position is assigned, with at least one year of experience at the Office Assistant III level or above. Equivalent combinations of education and experience may be considered.

Program Assistant II

In addition to the knowledge and skill required of the Program Assistant I level, positions assigned to the Program Assistants II level require the equivalent knowledge and skill normally obtained with a bachelor's degree. Some Program Assistants II function as group leaders for other employees. A hallmark of the Program Assistant II is the analysis of information, in contrast to gathering or compiling information. In analyzing information, the employee is required to draw conclusions and make recommendations for information presented. Program Assistants II are expected to independently initiate new work projects and improve processes on a continuous basis.

Requirements: Four years of clerical experience performing duties related to the occupational area to which the position is assigned, with at least one year of experience at the Office Assistant III level or above. The knowledge and skills required are equivalent to a bachelor's degree. Equivalent combinations of education and experience may be considered.


Analysis and Recommendation:


When this position was classified in 1996 its major function was to provide clerical support for the Immunization Program and of MIRS tracking system. Since 1997, the service levels of the Immunization Program have expanded significantly and the Wisconsin Immunization Registry (WIR) replaced Milwaukee Immunization Registry System in 2000. Under the old tracking system immunization data activity was performed at the Health Centers (5) and then downloaded into MIRS. The quality of data entered was the responsibility of IT staff. Public Health Nurses performed troubleshooting. Promotion of MIRS outside the Milwaukee Health Department and creation of a physician's list was also the responsibility of Public Health Nurses. This positions' responsibility have been broadened to include the aforementioned duties as well as on-site collection, monitoring and analyzing of immunization data from the Health Department, Suburban public and private schools, Milwaukee private schools, community partners, primary care providers and other clinicians. This position also provides on-site demonstrations and group presentations to market WIR to prospective users. This position now requires extensive knowledge of and ability to interpret and/or apply Immunization laws to ensure compliance with CDC, State and City Epidemiologist mandates.

The MHD places a heavy emphasis on Immunization Program activities. In fact, immunization activities account for 60% of the duties. A comparison could be made to the Office Assistant series; however, these positions are primarily responsible for performing a variety of complex clerical duties including but not limited to data entry, phone contacts, monitoring and improving procedures, monitoring equipment, etc.

On that basis, the Office Assistant series is not the "best fit" for the position under study. Rather, the Program Assistant I position corresponds more closely to the position under study. Specifically the duties of the Program Assistant I include a variety of office support and administrative work supporting a program or distinct area of operations within a City department.

In light of the foregoing, we recommend that the proper classification for this Office Assistant III is Program Assistant I, Pay Range 460.

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

Reviewed by: 
Jeffrey Hansen, Employee Relations Director