



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

November 12, 2013

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

Dear Committee Members: Re: Common Council File Number **130960**

The following classification and pay recommendations were approved by the City Service Commission on November 5, 2013.

In the Health Department, one position of Office Assistant III, Pay Range 6FN was recommended for reclassification to Program Assistant I, Pay Range 5EN.

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, Deborah Ford, Nicole Fleck, Bevan Baker, Joe"Mar Hooper, Yvette Rowe, Barbara Henry, Jessica Gathirimu, Dr. Eric Gass, Lori Hoffmann, Boyd McCamish, Kenneth Wischer, Daniel Panowitz, Calvin Lee, and Penni Secore (DC48)



JOB EVALUATION REPORT

City Service Commission Meeting Date: November 5, 2013

Health Department

Current	Request	Recommendation
Office Assistant III PR 6FN (\$34,373 - \$38,026)	Program Assistant II PR 5FN (\$42,118 - \$47,771)	Program Assistant I PR 5EN (\$40,100 - \$46,261)

Action Required

In the Positions Ordinance, under the Health Department, Family and Community Health Services Division, delete one position of "Office Assistant III" and add one position of "Program Assistant I."

Background

The Milwaukee Health Department (MHD) requested a classification study of this Office Assistant III position that works in the Family and Community Health (FCH) Division and is located at the University of Wisconsin – Milwaukee (UWM) Zilber School of Public Health at 1240 North 10th Street. A new job description was provided and discussions were held with the incumbent; the position's immediate supervisor, Jessica Gathirimu, Interim Family and Community Health Services Director; Dr. Eric Gass, Public Health Research and Policy Director; and Barbara Henry, Health Personnel Officer.

Duties and Responsibilities

The basic function of this position is to provide confidential administrative support to the positions of Family and Community Health Services Director, Family and Community Health Services Manager, and the Public Health Research and Policy Director; serve as a point of contact between programs, MHD staff, and UWM Zilber School of Public Health faculty; assist the Family and Community Health Services Director in providing accurate and timely management of all administrative aspects of the FCH Division; provide direct support of the mission and goals associated with assuring public health of the community, including during emergency events; assist with cost effective and efficient program delivery; provide exceptional customer service and interaction; and serve as the office contact for computer related issues including first-line trouble shooting, end-user support, installing computer hardware and software, and training users. Duties and responsibilities include the following:

- 60% Administrative Support – provide administrative support to senior leaders of the MHD including immediately responding to a variety of needs; manage the MHD office at the UWM Zilber School of Public Health; process mail; maintain supervisors' calendars, schedule appointments and meetings, and coordinate travel arrangements; answer and direct telephone inquiries to appropriate person or department; maintain supplies and equipment inventories; and help plan and orchestrate large events such as conferences and summits including work with vendors, speakers, and volunteers, communications, fee-collection, and table assignment.
- 20% Computer and Office Equipment Support – serve as the MHD contact for computer related issues at the MHD office at the UWM Zilber School of Public Health; perform

first-line troubleshooting for problems with computers and office equipment; and perform routine maintenance of users accounts on-site and end-user support as needed.

20% Data Management and Analysis – analyze, coordinate and prepare statistical summaries related to MHD budgets, program performance data and defined outcome measures; organize, analyze, and process special projects and activities involving sensitive and confidential data, memoranda, reports, summaries and related correspondence for senior leaders of the MHD.

Changes to the Position

There have been many additions to the duties and responsibilities of this position since it was last classified including the following:

- Performing administrative support for senior leaders
- Being responsible for an office and serving as the MHD point of contact for computer related and other issues; and performing routine maintenance of user accounts on-site and end-user support as needed
- Maintaining calendars; and scheduling appointments and meetings
- Assisting with planning and orchestrating conference and summits
- Analyzing, coordinating and preparing statistical summaries related to MHD budgets, program performance data and defined outcome measures
- Organizing, analyzing and processing special projects and activities involving sensitive and confidential data, memoranda, reports, summaries, and related correspondence for senior leaders of the MHD

These changes have resulted in the position working more independently, providing support to senior leaders and having more responsibility for computers and data management.

Analysis

Comparisons were made to several other positions in the City including the following classifications.

Title	PR	Rates of Pay
Office Assistant III	6FN	\$34,373 - \$38,026
Office Assistant IV	6HN	\$37,456 - \$41,449
Program Assistant I	5EN	\$40,100 - \$46,261
Program Assistant II	5FN	\$42,118 - \$47,771


The changes in this position indicate that it should be in the Program Assistant series as it performs a variety of office support and administrative work supporting a program or distinct area of operations within a City Department. The duties and responsibilities of the position under study best match the specification for Program Assistant I as the position performs duties and responsibilities to support the work of professionals and/or managers in the specific area of Family and Community Health Services and other areas as assigned. The work requires a good working knowledge of associated policies and procedures and significant on-the-job work experience in the area. This position has acquired knowledge and experience related to the computers and databases that support the work of Family and Community Health Services so that the managers rely on this position to manage and organize data.

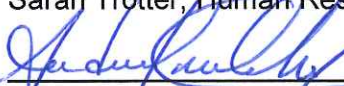
Although this position performs some analysis it is not to the level that would be expected of a Program Assistant II position. A Program Assistant II is expected to spend a significant amount of time on analyzing information in contrast to gathering or compiling information. A Program Assistant II position in the Home Environmental Health Division provides administrative support for all funded lead hazard reduction processes, including but not limited to assigning contracts, assuring eligibility requirement, facilitating processing of contractor payments, estimating scopes of work, and maintaining multiple databases; and maintains productive working relationships with risk assessors, property owners, and lead abatement contractors.

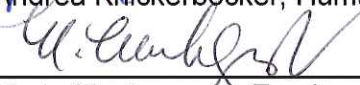
A more similar position is the Program Assistant I in the Immunization Program. This position also provides administrative and operational support activities for a specific program. Duties and responsibilities include responsibility for the integrity of the data entered into the Wisconsin Immunization Registry (WIR), handling inventory control for the department's vaccines, troubleshooting problems regarding WIR, serving as a Clinic Assistant, answering incoming calls, processing clinic paperwork, auditing and reconciling school and childcare immunization records, sending out community wide immunization reminders, and representing the program at community events. The position also requires an extensive knowledge of and ability to interpret and/or apply Immunization laws to ensure compliance.

Recommendation

We therefore recommend this position of Office Assistant III in Pay Range 6FN be reclassified to Program Assistant I in Pay Range 5EN.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director