



Department of Employee Relations

Tom Barrett
Mayor

Makda Fessahaye
Director

Renee Joos
Employee Benefits
Director

Nicole M. Fleck
Labor Negotiator

Makda Fessahaye
Department of Employee Relations
City of Milwaukee
200 E Wells St, Room 706

October 25, 2021

The Honorable
Finance and Personnel Committee
Common Council
City of Milwaukee

Common Council File No. 210867 – Communication from the Department of Employee Relations relating to classification studies scheduled for the October 26, 2021 City Service Commission meeting.

Dear Committee Members:

The following classifications and pay recommendations are scheduled to be heard at the City Service Commission meeting on October 26, 2021.

Fire and Police Commission

Current	Recommended
New Position (One Position)	Emergency Communications Director PR 1NX (\$103,841 - \$145,382) Recruitment at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel. (One Position)
New Position (One Position)	Emergency Communications Deputy Director PR 1LX (\$91,404 - \$127,962) Recruitment at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel. (One Position)

Note: Residents receive a rate that is 3% higher.

Health Department

Current	Recommended
Disease Intervention Specialist PR 2AN (\$35,141 - \$49,193) Recruitment at \$42,539 FN: When assigned lead worker duties in the STD/HIV/TB Communicable and Infectious	Disease Intervention Specialist 3 PR 2FN (\$48,294 - \$67,616) FN: Recruitment at \$58,490 /any point with DER approval. (Eight Positions)

Disease Program, one Disease Intervention Specialist will be paid an additional \$45.00 biweekly. (Eight Positions)	Disease Intervention Specialist 2 PR 2EN (\$45,306 - \$63,426) FN: Recruitment at \$55,704 /any point with DER approval. (Underfill Title)
	Disease Intervention Specialist 1 PR 2DN (\$42,500 - \$59,498) FN: Recruitment at \$53,052 /any point with DER approval. (Underfill Title)
Disease Intervention Specialist Coordinator PR 2CN (\$39,881 - \$55,825) Recruitment at \$45,473 (Two Positions)	Disease Intervention Specialist Coordinator PR 2GN (\$51,469 - \$72,063) Recruitment at \$62,584/any point with DER approval (Two Positions)
Disease Intervention Specialist Supervisor PR 1EX (\$58,462 - \$81,844) Recruitment at \$63,807 (One Position)	Disease Intervention Specialist Supervisor PR 1EX (\$58,462 - \$81,844) Recruitment at \$69,739/any point with DER approval (One Position)
Sexual and Reproductive Health Program Manager PR 1GX (\$66,435 - \$93,010) Recruitment at \$74,823 (One Position)	Sexual and Reproductive Health Program Manager PR 1GX (\$66,435 - \$93,010) Recruitment at \$76,887/any point with DER approval (One Position)

Note: Residents receive a rate that is 3% higher.

Milwaukee Public Library

Current	Recommended
Library Education Outreach Specialist PR 2DN (\$42,500 - \$59,498) Recruitment is at \$50,451 Three Positions	Library Education Outreach Coordinator PR 2FN (\$48,294 - \$67,616) Recruitment is at \$63,000/any point DER approval Three Positions
Library Communications Assistant PR 5DN (\$36,252 - \$42,916) Recruitment is at \$37,830 (Two Positions)	Library Communications Assistant PR 5IN (\$46,347 - \$54,669) Recruitment is at \$47,779 (Two Positions)

Note: Residents receive a rate that is 3% higher.

Respectfully Submitted,



Makda Fessahaye
Employee Relations Director



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Job Evaluation Report

City Service Commission Meeting: October 26, 2021

Fire and Police Commission

Current	Recommended
New Position (One Position)	Emergency Communications Director PR 1NX (\$103,841 - \$145,382) Recruitment at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel. (One Position)
New Position (One Position)	Emergency Communications Deputy Director PR 1LX (\$91,404 - \$127,962) Recruitment at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel. (One Position)

Note: Residents receive a rate that is 3% higher.

Background

Since January 2019, the Fire & Police Commission, Police Department (MPD), Fire Department (MFD), Department of Administration, and the Department of Employee Relations have collaborated on implementing the Public Safety Enhancement Program (PSEP) to significantly improve the quality and performance of the 9-1-1/Emergency Communications Center (ECC), MPD, and MFD operations. The initiative is an enterprise-wide program focused on eliminating unnecessary duplication of systems, workflows and business processes, and costs. The most important aspect of the initiative is combining the MPD and MFD Emergency Communications Centers into a single Department of Emergency Communications. PSEP is an operations driven initiative that will leverage new workflows, business processes and technology systems to enhance public safety services to City of Milwaukee citizens and visitors in a cost efficient manner through economies of scale.

The 2022 budget includes a new Department of Emergency Communications (DEC). The Public Safety Enhancement Program has been developing a formal plan to complete implementation of this new department. An Executive Steering Team comprised of leadership from the Police Department, Fire Department, Fire & Police Commission, Department of Administration, and the Department of Employee Relations has provided program direction and is responsible for all relevant PSEP decisions. The Executive Steering Team has also developed and implemented a charter regarding strategic objectives, roles and responsibilities, decision making authority and conflict resolution, and program management.

Funding and position authority has been included in the 2022 budget for a total of twenty-one positions in the Department of Emergency Communications. This includes an Emergency Communications Director and an Emergency Communications Deputy Director. The budget also includes staff for training, quality

assurance, and administrative functions such as accounting and budget. Additional positions will be created during 2022. This will also include a new management team of shift managers and supervisors for 9-1-1 call takers. It is anticipated that current police and fire civilian staff will be transferred into the new department after key transition milestones are complete. The 2022 budget includes funding for all existing 9-1-1 center call staff.

During 2021, the city is issuing a request for proposal to contract out for an interim Emergency Communications Director. The interim position is critical in setting up new workflows and establishing the new department. The 2022 budget includes funding to keep this contracted position in place while the City recruits the permanent Emergency Communications Director and Emergency Communications Deputy Director.

Duties and Responsibilities

Position authority for the Emergency Communications Director and Emergency Communications Deputy Director exist currently within the Fire and Police Commission. These positions will transfer over to the new Department of Emergency Communication in pay period 1, 2022.

The Emergency Communications Director and Deputy Director will lead the new Department of Emergency Communications, which will be the City of Milwaukee's Consolidated Public Safety Answering Point (PSAP). These positions will be responsible for all aspects of emergency communications from handling citizens' 9-1-1 calls for service to communications between first responders. The main areas of responsibility include PSAP and radio governance, personnel oversight, fiscal operations and planning, and communication systems operations. This new department will report to the Fire and Police Commission. Duties and responsibilities for these positions include:

- Chair governance committees in developing policies and procedures to provide the best possible service to callers while maintaining efficient PSAP operations and ensuring the safety of first responders. Ensure that the policies and procedures are fully documented and available, and that all personnel are adequately trained in them.
- Oversee the management of PSAP operations ensuring that supervision is in place and that adequate staffing is maintained at all times.
- Develop short and long-term goals and objectives for the department and a strategic plan to accomplish those goals; evaluate department performance and achievements; reviews and/or develops reports regarding department operations, and monitor compliance with established standards, policies, and procedures.
- Prepare and manage the annual operating budget; monitor and approve expenditures; and when needed, apply for and administer grants and capital funds for improvement projects.
- Plan for equipment and system replacement by staying abreast of new and emerging technologies, researching industry standards and best practices, and evaluating appropriateness for existing PSAP environment.
- Create a professional and effective work environment that can adapt positively to change; oversee all personnel related tasks including recruitment, hiring, retention, commendation, discipline, and termination; oversee the development and implementation of training and evaluate the effectiveness.
- Work to achieve and maintain PSAP accreditation; foster an environment of continuous improvement and education.
- Lead the investigation into citizens' complaints, recommending policy and procedural changes if needed and when necessary, mandate remedial training and/or discipline.
- Maintain a working relationship with other City departments, outside PSAP managers, community groups, and business partners; participate in professional, industry-related conferences, seminars, and workgroups.

- Develop, implement, and maintain the department's Emergency Continuity of Operations Plan (COOP).

Depending on whether it is the Director or Deputy Director, minimum requirements include a bachelor's degree in business or public administration, communications, criminal justice or a related field; three to five years' experience in a leadership role in a consolidated PSAP of a similar size to the City of Milwaukee and professional accreditation as an Emergency Number Professional (ENP) or equivalent APCO or ENT certification. These requirements have not yet been assessed by the Department of Employee Relations Staffing Division for hiring purposes.

Analysis and Recommendation

The Emergency Communications Director and Deputy Director will work closely with senior leadership from the Milwaukee Police Department (MPD) and the Milwaukee Fire Department (MFD) on operational decisions for the Department of Emergency Communications (DEC). A project plan has been developed to transition from current operations to a combined unit. The goal is for a stand-alone and fully operational DEC by the first quarter of 2023. One primary importance is maintaining the ability to provide the public with quality 9-1-1/Emergency Communications Center services during the transition process. The transition process is divided into phases to ensure no conflicts with current operational capacity. Each phase includes multiple projects operating at the same time.

These positions will also work closely with information technology leadership in DOA-ITMD, MPD, and MFD to clearly identify roles and responsibilities for all relevant technology systems. Four key positions were created during 2021 to provide an additional level of support. The positions include a Public Safety Project Manager, a Public Safety Geographic Information Analyst, and two Public Safety Systems Administrators.

As mentioned before, the 2022 budget includes funding and position authority for a total of 21 positions in the Department of Emergency Communications, which include these two positions. The budget also includes staff for training, quality assurance, and administrative functions such as accounting and budget. Additional positions will be created during 2022 which will include shift managers and supervisors. The project plan anticipates that current Police and Fire civilian staff will be transferred into the DEC after key transition milestones are complete. The 2022 budget includes funding for all existing emergency communications staff.

This report recommends classifying the Emergency Communication Director in Pay Range 1NX (\$103,841 - \$145,382) and the Emergency Communications Deputy Director in Pay Range 1LX (\$91,404 - \$127,962) to acknowledge the level of responsibility, required competencies, and the collaborative responsibility critical to leading this department. This report further recommended the ability to recruit at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel. These recommendations classify the Emergency Communications Director comparable to that of the Assistant Chief of Police, Assistant Fire Chief, and Chief Information Officer and these recommendations classify the Emergency Communication Deputy Director in a pay range comparable to that of the Neighborhood Services Operations Director and Deputy Chief, Fire.

Action Required – Effective Pay Period 23, 2021 (October 31, 2021)

In the 2021 Salary Ordinance:

Under Pay Range 1NX

- Add the title 'Emergency Communications Director' and apply footnotes (3) and (8).

Under Pay Range 1LX

- Add the title 'Emergency Communications Deputy Director'

- Create footnotes (3) and (6) and apply to the title ‘Emergency Communications Deputy Director.’
 - (3) Recruitment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel.
 - (6) Recruitment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel.

In the 2022 Salary Ordinance:

Under Pay Range 1NX

- Add the title ‘Emergency Communications Director’ and apply footnotes (3) and (8).

Under Pay Range 1LX


- Add the title ‘Emergency Communications Deputy Director’
- Create footnotes (3) and (6) and apply to the title ‘Emergency Communications Deputy Director.’
 - (3) Recruitment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel.
 - (6) Recruitment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel.

In the 2021 Positions Ordinance:

Under the Fire and Police Commission

- Delete one position of ‘Director of Emergency Communication’
- Delete one position of ‘Assistant Director of Emergency Communication’
- Add one position of ‘Emergency Communications Director’
- Add one position of ‘Emergency Communications Deputy Director’

Prepared by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Makda Fessahaye, Employee Relations Director

Date: 10.22.2021



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REVISED (2) 10/25/2021

Job Evaluation Report

City Service Commission Meeting: October 26, 2021

Health Department

Current	Recommended
Disease Intervention Specialist PR 2AN (\$35,141 - \$49,193) Recruitment at \$42,539 FN: When assigned lead worker duties in the STD/HIV/TB Communicable and Infectious Disease Program, one Disease Intervention Specialist will be paid an additional \$45.00 biweekly. (Eight Positions)	Disease Intervention Specialist 3 PR 2FN (\$48,294 - \$67,616) FN: Recruitment at \$58,490 /any point with DER approval. (Eight Positions)
	Disease Intervention Specialist 2 PR 2EN (\$45,306 - \$63,426) FN: Recruitment at \$55,704 /any point with DER approval. (Underfill Title)
	Disease Intervention Specialist 1 PR 2DN (\$42,500 - \$59,498) FN: Recruitment at \$53,052 /any point with DER approval. (Underfill Title)
Disease Intervention Specialist Coordinator PR 2CN (\$39,881 - \$55,825) Recruitment at \$45,473 (Two Positions)	Disease Intervention Specialist Coordinator PR 2GN (\$51,469 - \$72,063) Recruitment at \$62,584/any point with DER approval (Two Positions)
Disease Intervention Specialist Supervisor PR 1EX (\$58,462 - \$81,844) Recruitment at \$63,807 (One Position)	Disease Intervention Specialist Supervisor PR 1EX (\$58,462 - \$81,844) Recruitment at \$69,739/any point with DER approval (One Position)
Sexual and Reproductive Health Program Manager PR 1GX (\$66,435 - \$93,010) Recruitment at \$74,823 (One Position)	Sexual and Reproductive Health Program Manager PR 1GX (\$66,435 - \$93,010) Recruitment at \$76,887/any point with DER approval (One Position)

Note: Residents receive a rate that is 3% higher.

The Milwaukee Health Department (MHD) has requested a study of the eight positions of Disease Intervention Specialist (DIS) in Pay Range 2AN (\$35,141 - \$49,193 with a recruitment rate of \$42,539) and a market study of the related leadership positions. This includes Disease Intervention Specialist

Coordinator in Pay Range 2CN (\$39,881 - \$55,825 with a recruitment rate of \$45,473), Disease Intervention Specialist Supervisor in Pay Range 1EX (\$58,462 - \$81,844 with a recruitment rate of \$63,807), and Sexual and Reproductive Health Program Manager in Pay Range 1GX (\$66,435 - \$93,010 with a recruitment rate of \$74,823). Job descriptions were provided and discussions were held with Stephanie Zaas, Sexual and Reproductive Health Program Manager, and Sarah Wangerin, Human Resources Analyst - Senior.

Current	Disease Intervention Specialist	PR 2AN (\$35,141 - \$49,193 FN: Recruitment rate is \$42,539 Additional \$45 biweekly when assigned lead worker duties.	Eight Positions
Recommended	Disease Intervention Specialist 3	PR 2FN (\$48,294 - \$67,616 FN: Recruitment at \$58,490 /any point with DER approval.	Eight Positions
	Disease Intervention Specialist 2	PR 2EN (\$45,306 - \$63,426) FN: Recruitment at \$55,704 /any point with DER approval.	Underfill Title
	Disease Intervention Specialist 1	PR 2DN (\$42,500 - \$59,498) FN: Recruitment at \$53,052 /any point with DER approval.	Underfill Title

These positions provide sexually transmitted infection (STI) and human immunodeficiency virus (HIV) partner counseling and referral services (PCRS) to clients, both in the field and in the clinical setting, and to their sexual and needle-sharing partners including risk reduction counseling, epidemiological interviews and investigations, STI, HIV, Hepatitis, and Tuberculosis (TB) screening, assistance with the notification of partners, and referral to a broad range of medical care and other services; serve as a subject matter expert providing consultation and technical assistance to community providers and other agencies; and work to reduce the spread of disease and promote the health of persons with STI/HIV by using scientific public health principles and working collaboratively with other agencies and individuals. Duties and responsibilities include the following:

- 60% Detect, intervene, report, conduct surveillance, and make referrals to persons with STI/HIV infections and their contacts at risk for transmission including contacting all identified and locatable clients who have been exposed to HIV and STIs and provide intensive contact, motivational interviewing, prevention information, risk reduction counseling and education, referral, and follow-up procedures, in accordance with established state and national standards; initiate, maintain, and complete STI/HIV infection investigative report forms and other data collection and reporting materials; conduct STI/HIV-related clinical testing procedures to include collection and processing of laboratory specimens for HIV antibody testing (fingerstick or oral fluid testing), conducting rapid HIV testing analyses, interpreting test results, adhering to laboratory quality assurance standards, conducting and interpreting TB related PPD skin tests, and counseling clients regarding test results and needed follow-up; provide non-English speaking clients access to culturally and linguistically appropriate STI and HIV PCRS, using bilingual or translation services when necessary; and follow established procedures to ensure strict confidentiality of client information in accordance with Wisconsin Statutes and Administrative Code and policies and procedures established by the Wisconsin STI and AIDS/HIV Programs.
- 30% Lead regional education, consultation, technical assistance, and training of public and private health agencies, community-based organizations, and the general community by providing training, consultation, and technical assistance to local health providers on STIs/HIV case detection, case intervention techniques, policies and procedures, quality assurance standards, and data collection tools; co-facilitate annual training for new STI/HIV PCRS workers and present at

regional meetings, as requested by the Wisconsin Division of Public Health; advise local health providers and laboratories on the development and implementation of STI and HIV-related testing, counseling, and diagnostic and treatment services, including encouraging complete and rapid reporting of cases; provide educational presentations and workshops on a range of topics related to STI/HIV to multi-disciplinary community groups; participate in the planning, implementation, and evaluation of STI/HIV prevention demonstration and research projects directed at persons at risk for STI/HIV infection and their sexual and needle-sharing partners and social contacts; represent the MHD by participating in local and statewide task forces and committees, advisory groups, and professional organizations focused on systems of STI/HIV care and prevention services; assist with development and evaluation materials and information resources for individuals and organizations in southeastern Wisconsin including health professionals, community service providers, clients and their contacts and families; review and provide input into statewide educational resources as requested by the Division of Public Health; and assist with the development, implementation and evaluation of curriculums and health education programs that focus on STI/HIV prevention and individual risk reduction.

5% Serve as a primary and backup primary within the Sexual Health clinic(s) to provide disease intervention duties and assist public health nursing staff with walk-in syphilis and HIV reactors per schedule determined by the supervisor.

5% Participate in outreach events and/or special targeted interventions; and assist program leadership with overall grant requirements, reporting, and record keeping in regard to STI/HIV disease intervention activities.

Minimum qualifications include a bachelor’s degree in health education, public health or related field and two years of related experience and/or training. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

These positions were originally created in 2006 with the classification of Communicable Disease Specialist in Pay Range 530. When the Salary Ordinance was revised in 2012, these positions were changed to Pay Range 2AN but there was no change in pay. In 2016, a title change was approved to the current title of Disease Intervention Specialist in Pay Range 2AN (\$35,141 - \$49,193 with a recruitment rate of \$42,539) to better reflect the work that they do.

These positions focus on reducing the spread of HIV and STDs; promoting the health of persons with STDs and HIV by using scientific public health principles; and working collaboratively with other agencies and individuals. Duties and responsibilities include providing partner counseling and referral services; providing risk reduction counseling; conducting epidemiological interviews and investigations; screening for STD, HIV, Hepatitis, and TB; assisting with the notification of sexual and needle-sharing partners; serving as a subject matter expert and providing consultation and technical assistance to community providers and other agencies; and making referrals to a broad range of medical care and other services. These are professional positions that require a bachelor’s degree plus two years’ of experience or equivalent. The level and difficulty of work is comparable to other MHD positions that have been recently upgraded including Social Worker 1, 2 and 3 and Fatherhood Specialist 1, 2 and 3 as shown below.

Fatherhood Specialist 1,2,3 Approved Recommendation			
Fatherhood Involvement Specialist 3	PR 2FN \$48,294 - \$67,616	Recruitment at \$58,490	3 Positions

		Flexibility within range based upon experience/credentials with DER approval	
Fatherhood Involvement Specialist 2	PR 2EN \$45,306 - \$63,426	Recruitment at \$55,704 Flexibility within range based upon experience/credentials with DER approval	Underfill Title
Fatherhood Involvement Specialist 1	PR 2DN \$42,500 - \$59,498	Recruitment at \$53,052 Flexibility within range based upon experience/credentials with DER approval	Underfill Title

Pay comparisons were also made to similar positions in other jurisdictions as shown below. Please note that rates were adjusted for cost of living and that the term “broadband” for the pay data from the State of Wisconsin indicates that a group of pay ranges have been combined. As a result, the range is wider, the minimum may be lower, and the maximum is higher. Despite this difference, it still provides a general comparison for these positions.

Source	Title	Pay Range	Adjusted Pay Range
State of Wisconsin (Broadband)	Public Health Educator-Senior	\$50,253 - \$97,677	\$50,253 - \$97,677
State of Minnesota	Health Educator 3	\$53,244 - \$78,175	\$50,573 - \$73,561
Cincinnati, OH	Health Counselor/Public Health Educator	\$53,073 - \$71,326	\$56,935 - \$72,463
State of Minnesota	Health Program Representative -Senior	\$51,427 - \$75,419	\$45,975 - \$68,963
Nashville and Davidson County, TN	Program Specialist 3	\$50,311 - \$65,401	\$50,520 - \$65,676
State of Minnesota	Health Program Representative - Intermediate/Health Educator 2	\$46,729 - \$67,839	\$41,378 - \$64,366
State of Minnesota	Health Program Representative /Health Educator 1	\$43,660 - \$63,141	\$41,378 - \$59,768
Nashville and Davidson County, TN	Program Specialist 2	\$41,767 - \$54,297	\$40,416 - \$55,572
St. Louis, MO	Public Health Intake Worker	\$33,020 - \$51,610	\$38,575 - \$55,108
Milwaukee, WI	Disease Intervention Specialist	\$42,539 - \$49,193	\$42,539 - \$49,193
Nashville and Davidson County, TN	Program Specialist I	\$35,121 - \$45,658	\$35,364 - \$45,468

The above data supports a reclassification to a higher level with a higher maximum rate. The duties and responsibilities of these positions are comparable to other professional series in the MHD with higher minimum recruitment rates. This report therefore recommends reclassification of these eight positions to

the same pay range series as the Public Health Social Worker 1, 2, and 3 and the Fatherhood Specialist 1, 2 and 3 as shown below.

Recommended			
Disease Intervention Specialist 3	PR 2FN \$48,294 - \$67,616	Recruitment at \$58,490/any point with DER approval.	8 Positions
Disease Intervention Specialist 2	PR 2EN \$45,306 - \$63,426	Recruitment at \$55,704/any point with DER approval.	Underfill Title
Disease Intervention Specialist 1	PR 2DN \$42,500 - \$59,498	Recruitment at \$53,052/any point with DER approval.	Underfill Title

These positions would also be authorized at the “3” level and have the “1” and “2” underfill levels. When the recommendations of this report are implemented, incumbents will be placed into the title of “Disease Intervention Specialist I”. When the recruitment flexibility matrix is finalized, current and new employees will be placed prospectively into the appropriate title and pay rate based upon that employee’s related experience and credentials with approval by the Department of Employee Relations (DER).

Current	Disease Intervention Specialist Coordinator	PR 2CN (\$39,881 - \$55,825) Recruitment at \$45,473	Two Positions
Recommended	Disease Intervention Specialist Coordinator	PR 2GN (\$51,469 - \$72,063) Recruitment at \$62,584/any point with DER approval.	Two Positions

These positions assist the program by auditing and monitoring DIS staff’s epidemiological investigations for completeness and timeliness, ensuring continuous quality improvement and evaluation of established program performance measures, and providing feedback to staff; serve as a team resource, providing leadership and support by assisting in the orientation, training, continuous learning, and professional development of staff; serve as a liaison between the program’s field and clinic operations and the community, providing information and support in preventing and interrupting transmission of STIs and HIV infection; provide STI and HIV partner counseling and referral services (PCRS) to clients and their sexual and needle-sharing partners at high risk for transmitting STIs and HIV including risk reduction counseling, STI, HIV, Hepatitis, and TB screening, assisting with partner notification, and making referrals to medical, social and community based services. Duties and responsibilities include the following:

- 70% Operate as a team lead, managing day-to-day workflow as needed; perform interview and field investigation; provide partner services and case follow-up; follow the more complex cases that staff may have difficulty with and/or unusual cases that are not normally followed per the usual process or criteria; review case records and field records for staff and assist staff with case investigations by offering timely suggestions and constructive assistance; ensure all case activities are completed prior to closure of record; work closely and collaboratively with the program manager, supervisor, federal representatives, and staff to maintain optimal program functions; assist with the professional development of current and new employees; assist the front line supervisory staff in ensuring staff are applying the appropriate disease intervention techniques/activities to prevent or intervene in the spread of infection, including conducting audits (field and pouch) and coaching/mentoring staff; produce written documentation of quality assurance activities using best practice procedures and protocols; communicate information through written documents, presentations, and by maintaining key relationships; regularly communicate concerns of issues, work plans, and objectives; and conduct timely, comprehensive reviews that identify areas for improvement.

- 25% Provide client assistance that follows established precedents, established policy, or accepted practice; proactively identify problems or issues and make recommendations for a solution; and facilitate education and outreach.
- 5% Serve occasionally as the DIS primary and/or back up primary when staffing is low; serve as a backup for the Health Project Assistant with surveillance; and perform other duties as assigned, including responding to a broad impact event.

Minimum requirements include a bachelor’s degree in public health, health education, or related field and one year of experience as a Disease Intervention Specialist. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

These two positions were last studied in 2019 when they were reclassified from Disease Intervention Specialist in Pay Range 2AN (\$35,141 - \$49,193 with a recruitment rate of \$42,539) to Disease Intervention Specialist Coordinator in Pay Range 2CN (\$39,881 - \$55,825 with a recruitment rate of \$45,473). At the time, MHD had ten Disease Intervention Specialists but indicated they wished to have two of the positions reclassified to a higher level to serve as lead workers and to handle the more difficult cases.

As this report recommends reclassification of the positions of Disease Intervention Specialist to a higher level, it is also recommended that these lead worker positions be reallocated to a higher level. This will maintain the distinction between the two classifications of Disease Intervention Specialist and Disease Intervention Specialist Coordinator. To study the leadership positions of Disease Intervention Specialist Coordinator, Disease Intervention Specialist Supervisor and Sexual and Reproductive Health Program Manager, pay comparisons were made to similar positions in other jurisdictions as shown below.

Source	Title	Pay Range	Adjusted Pay Range
State of Wisconsin	Public Health Education Supervisor	\$50,606 - \$116,418	\$50,606 - \$116,418
State of Minnesota	Health Program Manager -Senior	\$76,296 - \$109,766	\$68,963 - \$101,146
Milwaukee, WI	Sexual and Reproductive Health Program Manager	\$74,823 - \$93,010	\$74,823 - \$93,010
State of Minnesota	Health Program Manager	\$70,804 - \$102,333	\$64,366 - \$91,951
State of Minnesota	Health Program Representative Principal	\$67,776 - \$101,122	\$64,366 - \$91,951
Milwaukee, WI	Disease Intervention Specialist Supervisor	\$63,807 - \$81,844	\$63,807 - \$81,844
Nashville and Davidson County, TN	Program Manager 2	\$60,870 - \$79,133	\$60,624 - \$80,832
St. Louis, MO	Public Health Intake Supervisor	\$47,814 - \$69,368	\$55,108 - \$77,151
State of Minnesota	Health Program Supervisor	\$54,246 - \$81,536	\$50,573 - \$73,561
Nashville and Davidson County, TN	Program Manager 1	\$55,402 - \$72,018	\$55,572 - \$70,728

Source	Title	Pay Range	Adjusted Pay Range
Nashville and Davidson County, TN	Program Supervisor	\$50,311 - \$65,401	\$50,520 - \$65,676
Nashville and Davidson County, TN	Program Coordinator	\$45,547 - \$59,211	\$45,468 - \$60,624
Milwaukee, WI	Disease Intervention Specialist Coordinator	\$45,473 - \$55,825	\$45,473 - \$55,825

This market data supports a higher pay range for the two positions of Disease Intervention Specialist Coordinator in Pay Range 2CN (\$39,881 - \$55,825 with a recruitment rate of \$45,473). We recommend they be reallocated to Pay Range 2GN (\$51,469 - \$72,063) which is one level above Disease Intervention Specialist 3 in Pay Range 2FN (\$48,294 - \$67,616 with a recruitment rate of \$58,490). We further recommend a recruitment rate of \$62,584 and recruitment at any point in the range with DER approval.

Current	Disease Intervention Specialist Supervisor	PR 1EX (\$58,462 - \$81,844) Recruitment at \$63,807	One Position
Recommended	Disease Intervention Specialist Supervisor	PR 1EX (\$58,462 - \$81,844) Recruitment at \$69,739/any point with DER approval.	One Position

This position oversees the field epidemiology team responsible for HIV and STI case management, outreach, partner services, linkage to care, prevention, and surveillance. Responsibilities include training, performance monitoring, planning, and more general administrative duties to ensure that the staff is working effectively and efficiently; identifying barriers to effective program outcomes and working with the Sexual and Reproductive Health Manager on developing strategies to reduce or eliminate them; conducting surveillance and analysis, coordinating cluster and social network analysis, and assisting in report development; monitoring local and national STI/HIV trends; and conducting program evaluation and quality improvement. Duties and responsibilities include the following:

- 50% Supervision of Field STI and HIV Epidemiology Team: Train, monitor, and evaluate field operations staff; develop and maintain field epidemiology operations, policies and procedures; ensure compliance with policies and procedures; oversee community collaboration and informational workshops for Community-Based Organizations; and perform related duties as assigned or required.
- 20% Epidemiologic Investigations: Plan and conduct epidemiologic studies, cluster, and social network analysis to address important and practical public health problems, and to plan programs; participate in the planning of epidemiologic investigations; perform cluster analyses; identify and evaluate a wide range of health conditions to recognize public health problems pertinent to the population, and to determine an approach to epidemiologic investigations; collaborate with scientists in the survey or investigation design process, including conducting a search and review of existing literature and data in a scientific area, determining techniques and processes, and designing questionnaires and other data-collecting instruments; design and use databases for analysis of health problems and potential public health impact; conduct epidemiologic outbreak investigations; perform onsite review of facilities and procedures; interview patients, health-care providers, and others involved; collect data from local agencies or other health entities; perform statistical analyses related to complex investigations involving scientific data, in addition to using known techniques for analyzing epidemiologic investigation data, adapt or combine a variety of existing statistical methods to fulfill specific project needs; design and utilize databases for

analysis of health problems; use surveillance systems to collect disease or health outcome data; and generate descriptive analyses of surveillance data for a variety of audiences.

20% Development and Dissemination of Data and Epidemiologic Findings: Conduct literature reviews for program planning, preparation of publications, and evaluation; design and prepare reports from analyses of surveillance data, literature reviews, and other information; make oral presentations to diverse audiences; prepare and present abstracts, technical reports, and briefings on data and programs; write epidemiological reports and professional journal articles related to data and programs; provide technical assistance and training on data management, epidemiological methods, and statistical analysis; and prepare epidemiological information for funding proposals.

10% Program Administration: Participate in writing grants and other funding proposals, and develop requests for proposals and contracts; serve on internal and external committees and workgroups related to areas of expertise; participate in program evaluation and analysis of data to evaluate program progress and effectiveness; coordinate program planning efforts with respect to surveillance and other epidemiologic data and evaluation; develop and conduct training for staff on investigations and appropriate methods of controlling diseases; establish and maintain relationships with a variety of stakeholders, including health departments, community-based organizations, and community members; participate in national epidemiology and surveillance meetings, activities, and consultations with the Centers for Disease Control (CDC), the Health Resources and Services Administration (HRSA), the Health and Human Services Department (HHS), Council of State and Territorial Epidemiologists (CSTE), the American Public Health Association (APHA), and other organizations; and work closely with other governmental agencies, academic and community partners, and service providers to promote use of surveillance data.

Minimum qualifications include a master’s degree in public health, epidemiology, environmental health or related field and two years of experience in epidemiology or public health including data management systems and reproductive health. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

This position was studied in 2014 when it was reclassified from Public Health Educator II in Pay Range 2CN (\$39,881 - \$55,825 with a recruitment rate of \$45,473) to Communicable and Infectious Disease Program Coordinator in Pay Range 1DX (\$54,865 - \$76,806) (2014 Rates) to reflect the functions of the position more accurately, including supervisory duties. In 2017, the position was reallocated from 1DX (\$54,865 - \$76,806) to 1EX (\$58,462 - \$81,844) with a recruitment rate of \$63,807) due to pay compression with those they supervised including Public Health Nurses. In 2019, the title was changed to the current title of “Disease Intervention Specialist Supervisor” to more specifically reflect the duties of the position and to include the word “Supervisor” in the title to distinguish this position from the Disease Intervention Specialist Coordinators who serve as lead workers.

Based on the market data, this report does not recommend a change in pay range but for consistency within the department and to prevent pay compression, it does recommend the recruitment rate of \$69,739 and at any point in the range with DER approval.

Current	Sexual and Reproductive Health Program Manager	PR 1GX (\$66,435 - \$93,010) Recruitment rate is \$74,823	One Position
Recommended	Sexual and Reproductive Health Program Manager	PR 1GX (\$66,435 - \$93,010) Recruitment rate is \$76,887/ any point with DER approval.	One Position

This position is assigned to the STD/ HIV/TB Control Programs of MHD and provides leadership, management and supervisory oversight of the comprehensive STD clinic, HIV program, STD/HIV field operations, Tuberculosis Control Clinic (TBCC) and associated epidemiology and surveillance activities; oversees and promotes prevention programs; and participates in strategic planning with other governmental and/or community organizations to achieve the goals and outcomes of the MHD. Duties and responsibilities include the following:

- 35% Program Management and Development: Establish and monitor program goals, direction and outcomes; analyze local and national data to determine disease trends and design appropriate prevention and intervention services; develop, implement and evaluate STD/HIV/TB strategic plans and outcomes for the MHD and Milwaukee community; provide direction, set priorities and ensure adequate resource allocation that allows Milwaukee's program to move forward in concert with national objectives; keep abreast of STD/HIV/TB initiatives; serve as primary spokesperson for the STD/HIV/TB programs for the MHD; collaborate with a variety of MHD programs to integrate STD/HIV/TB services in the Milwaukee community; collaborate and direct multiple grants in the STD/HIV/TB areas to assure goals, objectives and outcomes are met; and work closely with the MHD Associate Medical Director, STD Public Health Nurse Coordinator, CDC Field Operations Manager, TB Medical Consultant, and TB Public Health Nurse Coordinator to assure clinic, field and surveillance protocols are current and enforced.
- 30% Management and Administration: Assist in preparation and monitoring of grant applications and budgets; Assist with contract negotiations; develop and monitor contracts with professionals and community-based organizations (CBO); prepare reports, briefings and updates as necessary; Facilitate clinical learning experiences and site visits for program partners and grantors; assure appropriate program staff composition; interact with City government units, non-City agencies and CBO's as necessary; provide professional expertise to research projects proposals and undertakings; manage equipment and supply needs of the clinics; develop, implement and maintain all STD/HIV/TB policies, protocols and procedures consistent with State and Federal guidelines; coordinate appropriate enforcement of local and State public health regulations associated with TB control within the community; coordinate appropriate medical oversight, prevention and intervention activities within the TBCC and oversee refugee screening and related medical access and care referrals through the TBCC.
- 30% Supervision: Direct and supervise program staff in the STD/HIV/TB areas; oversee all daily clinical and administrative duties associated with the STD and TB clinics; oversee activities of CDC supervisory staff (3) assigned to the STD/HIV/TB Program including the Field Operations Manager, First Line Supervisor and Special Projects Coordinator; assure appropriate staffing and scheduling to meet the needs of the program; conduct and make recommendations for hiring, evaluation and promotion of program staff; assess work performance and provide mentoring, staff development and training as necessary; promote professional development and accountability in a supportive environment; work with the MHD Personnel Office regarding personnel issues of STD/HIV/TB Program staff; function as the Keenan Health Center building manager; work with maintenance supervisor and maintenance staff (2) to address special events such as press conferences, election commission services, "Shoo the Flu" and internal and exterior building and grounds issues; coordinate and direct security staff (2) assigned to the KHC to assure safety and security of staff, visitors and clients; and provide on-sight supervisory support to assist the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), the Family Health Clinic and Walk-In Clinic activities.
- 5% Community Leadership: Collaborate with the MHD STD/HIV/TB management team, Local Health Departments, State of Wisconsin Division of Health, Medical College of WI, Children's

Hospital of WI, the AIDS Resource Center of Wisconsin, and other community health centers, managed care organizations, physician networks and private physicians to assure program goals are met; provide leadership to the MHD regarding preventive STD/HIV/TB; coordinate efforts with other coalitions and initiatives and draw on available sources for technical assistance; identify, recruit, develop, support and maintain primary partners around STD/HIV/TB awareness and service delivery; advocate for community empowerment and ownership of STD/HIV/TB issues and long term infrastructure improvements; and perform other duties as assigned.

Minimum qualifications include a master’s degree in administration, community health, health education, human services, management, nursing, public health, social work, or a closely related field and three years of experience in community health, education, health education, human services, nursing, public health, social work, or related field with at least two years of program management or supervision in the areas of program planning, budget development and monitoring, contract development, staff development, team management, and quality assurance. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

This position was last studied in 2019 when it was reclassified from Communicable and Infectious Disease Program Manager in Pay Range 1FX (\$62,338 - \$87,270) to the current classification of Sexual and Reproductive Health Program Manager in Pay Range 1GX (\$66,435 - \$93,010 with a recruitment rate of \$74,823). This change was due to an increased level of responsibility including family planning services and expanded HIV prevention services. The new title was recommended to be consistent with the section title of Sexual and Reproductive Health.

Based on the market data, this report does not recommend a change in pay range, but for consistency within the department and to prevent pay compression, it does recommend the recruitment rate of \$76,887 and at any point in the range with DER approval. .

Action Required – Effective Pay Period 14, 2021 (June 27, 2021)

In the 2021 Salary Ordinance:

Under Pay Range 1EX:

- Remove footnotes (9) and (25) from the title ‘Disease Intervention Specialist Supervisor’
- Create and add footnotes (17) and (34) to the title ‘Disease Intervention Specialist Supervisor’

(17) Recruitment is at:

Biweekly	2,682.27
Annual	69,739.02

(34) Recruitment is at:

Biweekly	2,762.74
Annual	71,831.24

- Add footnotes (15) and newly renumbered (32) to the title ‘Disease Intervention Specialist Supervisor’

Under Pay Range 1GX:

- Remove footnotes (9) and (20) from the title ‘Sexual and Reproductive Health Program Manager’
- Create and add footnotes (12) and (24) to the title ‘Sexual and Reproductive Health Program Manager’

(12) Recruitment is at:

Biweekly	2,957.19
Annual	76,886.94

(24) Recruitment is at:

Biweekly	3,045.91
Annual	79,193.66

- Add footnotes (8) and newly renumbered (20) to the title ‘Sexual and Reproductive Health Program Manager’

Under Pay Range 2AN:

- Delete the title ‘Disease Intervention Specialist’
- Delete footnotes (3) and (6) and renumber accordingly.

Under Pay Range 2CN:

- Delete the title ‘Disease Intervention Specialist Coordinator’

Under Pay Range 2DN:

- Add the title ‘Disease Intervention Specialist 1’ and apply footnotes (1) and (19)

Under Pay Range 2EN:

- Add the title ‘Disease Intervention Specialist 2’ and apply footnotes (16) and (36)

Under Pay Range 2FN:

- Add the title ‘Disease Intervention Specialist 3’ and apply footnotes (9) and (19)

Under Pay Range 2GN:

- Create and add footnotes (15) (16) (31) and (32) to the title ‘Disease Intervention Specialist Coordinator’

(15) Recruitment is at:

Biweekly	2,407.08
Annual	62,584.08

(16) Recruitment may be at any point in the pay range with the approval of DER.

(31) Recruitment is at:

Biweekly	2,479.29
Annual	64,461.54

(32) Recruitment may be at any point in the pay range with the approval of DER.

In the 2022 Salary Ordinance:

Under Pay Range 1EX:

- Remove footnotes (9) and (25) from the title ‘Disease Intervention Specialist Supervisor’
- Create and add footnotes (17) and (34) to the title ‘Disease Intervention Specialist Supervisor’

(17) Recruitment is at:

Biweekly	2,682.27
Annual	69,739.02

(34) Recruitment is at:

Biweekly	2,762.74
Annual	71,831.24

- Add footnotes (15) and newly renumbered (32) to the title ‘Disease Intervention Specialist Supervisor’

Under Pay Range 1GX:

- Remove footnotes (9) and (20) from the title ‘Sexual and Reproductive Health Program Manager’

- Create and add footnotes (12) and (24) to the title ‘Sexual and Reproductive Health Program Manager’

(12) Recruitment is at:

Biweekly	2,957.19
Annual	76,886.94

(24) Recruitment is at:

Biweekly	3,045.91
Annual	79,193.66

- Add footnotes (8) and newly renumbered (20) to the title ‘Sexual and Reproductive Health Program Manager’

Under Pay Range 2AN:

- Delete the title ‘Disease Intervention Specialist’
- Delete footnotes (3) and (6) and renumber accordingly.

Under Pay Range 2CN:

- Delete the title ‘Disease Intervention Specialist Coordinator’

Under Pay Range 2DN:

- Add the title ‘Disease Intervention Specialist 1’ and apply footnotes (1) and (19)

Under Pay Range 2EN:

- Add the title ‘Disease Intervention Specialist 2’ and apply footnotes (16) and (36)

Under Pay Range 2FN:

- Add the title ‘Disease Intervention Specialist 3’ and apply footnotes (9) and (19)

Under Pay Range 2GN:

- Create and add footnotes (15) (16) (31) and (32) to the title ‘Disease Intervention Specialist Coordinator’

(15) Recruitment is at:

Biweekly	2,407.08
Annual	62,584.08

(16) Recruitment may be at any point in the pay range with the approval of DER.

(31) Recruitment is at:

Biweekly	2,479.29
Annual	64,461.54

(32) Recruitment may be at any point in the pay range with the approval of DER.

In the 2021 Positions Ordinance:

Under Health Department, Clinical Services Division, Sexual & Reproductive Health:

- Delete 4 positions of ‘Disease Intervention Specialist (B) (F) (X)’
- Add 4 positions of ‘Disease Intervention Specialist 3 (B) (F) (X)’
- Delete 1 position of ‘Disease Intervention Specialist (B) (F) (X) (D)’
- Add 1 position of ‘Disease Intervention Specialist 3 (B) (F) (X) (D)’
- Delete 3 positions of ‘Disease Intervention Specialist (X)’
- Add 3 positions of ‘Disease Intervention Specialist 3 (X)’

In the 2022 Positions Ordinance:

Under Health Department, Clinical Services Division, Sexual & Reproductive Health:

- Delete 4 positions of ‘Disease Intervention Specialist (B) (F) (X)’
- Add 4 positions of ‘Disease Intervention Specialist 3 (B) (F) (X)’
- Delete 1 position of ‘Disease Intervention Specialist (B) (F) (X) (D)’
- Add 1 position of ‘Disease Intervention Specialist 3 (B) (F) (X) (D)’
- Delete 3 positions of ‘Disease Intervention Specialist (X)’
- Add 3 positions of ‘Disease Intervention Specialist 3 (X)’

Prepared by: Sarah Trotter
Sarah Trotter, Human Resources Representative

Reviewed by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Makda Fessahaye, Employee Relations Director



Department of Employee Relations

Tom Barrett
Mayor

Makda Fessahaye
Director

Renee Joos
Employee Benefits
Director

Nicole M. Fleck
Labor Negotiator

REVISED 10/25/2021

Job Evaluation Report

City Service Commission Meeting: October 26, 2021

Milwaukee Public Library

Current	Recommended
Library Education Outreach Specialist PR 2DN (\$42,500 - \$59,498) Recruitment is at \$50,451 Three Positions	Library Education Outreach Coordinator PR 2FN (\$48,294 - \$67,616) Recruitment is at \$63,000/any point DER approval Three Positions
Library Communications Assistant PR 5DN (\$36,252 - \$42,916) Recruitment is at \$37,830 (Two Positions)	Library Communications Assistant PR 5IN (\$46,347 - \$54,669) Recruitment is at \$47,779 (Two Positions)

Note: Residents receive a rate that is 3% higher.

The Department of Employee Relations has received a request from the Milwaukee Public Library to reclassify three positions of Library Education Outreach Specialist currently in Pay Range 2DN (\$42,500 - \$59,498 with a recruitment of \$50,451) and to reallocate two positions of Library Communications Assistant currently in Pay Range 5DN (\$36,252 - \$42,916 with a recruitment rate of \$37,830). Job descriptions were provided and discussions were held with Deputy Library Director Jennifer Meyer-Sterns; Human Resources Officer Victoria Robertson; and Human Resources Analyst-Senior Danielle Wroblewski.

Current	Library Education Outreach Specialist	PR 2DN (\$42,500 - \$59,498) Recruitment is at \$50,451	Three Positions
Recommended	Library Education Outreach Coordinator	PR 2FN (\$48,294 - \$67,616) Recruitment is at \$63,000/any point DER approval	Three Positions

A Library Education Outreach Coordinator is responsible for assisting the Library Services Manager in delivery of materials to child care centers, schools and other sites, such as senior housing complexes. This position coordinates requests from the community for library presentations, such as Back to School Fairs, KidsFest, and other community events. Assists in the development and delivery of literacy outreach efforts to schools and community agencies. Schedules and develops special project training and programs, manages contracts for consultants associated with grant projects, and coordinates outreach requests and delivery of materials to schools and other child serving agencies. These positions supervise the work of the three new Library Now Program Specialists that coordinate the new LibraryNow outreach program in which community youth outreach workers support academic achievement. Duties and responsibilities include:

- Manages the Teacher in the Library CDBG grant program: oversees workflow, develops new programs, prepares for scheduled programs, and oversees consultants associated with program,

including recruitment of consultants and managing the budgets associated with the consultants and the program.

- Serves as a liaison between the Milwaukee Public Library and all schools in the City of Milwaukee.
- Coordinates and works with library staff on the library’s Library Card Campaign.
- Coordinates mailings, contacts, and classroom visits to distribute library cards to first graders in Milwaukee Public Schools.
- Maintains statistics for the Library Card Campaign.
- Works with Milwaukee Public Schools to develop and expand the program.
- Oversees the delivery of materials to community agencies.
- Assists manager in directing workflow of the department.
- Acts as liaison for request from the community requesting outreach services.
- Prepares regular narrative and statistical reports as needed.
- Works frequently with the Communications and Marketing department to promote programs and to develop promotional materials.
- Attends meetings to further accomplish library goals and objectives. Participates in discussion of policies, plans, programs, and problems.
- Writes articles for publication. Compiles bibliographies for public distribution. Assists with grant development, budgets, and new initiatives related to departmental goals.
- Keeps abreast of educational literature, especially that which relates to literacy. Contributes to the growth and development of the library and of the profession by participation in conferences and in the work of professional associations and by becoming involved in community affairs. Provides training to library staff related to literacy and child development.
- Performs other duties as assigned.

Minimum requirements include a Bachelors of Arts or of Science in education, and five years of classroom teaching experience, of which at least three have been in work with elementary or early childhood students.

This report recommends reclassifying these three Library Education Outreach Specialists to Library Education Outreach Coordinators in Pay Range 2FN (\$48,294 - \$67,616) with a recruitment rate of \$63,000 and recruitment flexibility at any rate in the pay range with DER approval. This recommendation places these positions in the same pay range as that of the Librarian II in Pay Range 2FN but with a higher recruitment rate to acknowledge the higher experience requirements of the classification.

Current	Library Communications Assistant	PR 5DN (\$36,252 - \$42,916) Recruitment is at \$37,830	Two Positions
Recommended	Library Communications Assistant	PR 5IN (\$46,347 - \$54,669) Recruitment is at \$47,779	Two Positions

The Library Communications Assistant is a vital link in Library Security communications and operations throughout the Milwaukee Public Library system. The Library Communications Assistant provides internal operational communications and security system monitoring services for the Milwaukee Public Library during open hours. Service includes responding to emergency calls from the 13 MPL Libraries, the public, other city departments, and outside agencies and providing support for emergency situations. Duties and responsibilities include:

- Monitor internal security systems at MPL Central Library and 13 Branch locations, including cameras, alarms, and radios.
- Assist staff and patrons by troubleshooting security or facility concerns and then determining the appropriate MPL responder.
- Provide professional and courteous assistance for both emergency and routine calls from general staff, administrators, and contractors.

- Dispatch appropriate assistance as necessary based upon the circumstance at hand, under the guidance of the Library Security Manager.
- Notify supervision of emergency situations, and communicate information of needs and status to various parties.
- Monitor all radio transmissions continuously while on shift, and communicate with supervisors and staff members as needed.
- Provide assistance, coordination and information to all MPL facilities staff as required.
- Coordinate with other MPL divisions and departments related to emergency building closures or service disruptions.
- Document security incidents, maintain records, reports and files, draft policies and procedures related to MPL security.
- Maintains security procedures and informational resources.
- Provides and maintains a variety of logs and documentation as requested.
- Maintains organized files for ease of access.
- Assists in preparation of other statistical reports for use in budgeting, reporting, research, billing, etc.
- Assist and coordinate water distribution field activities during non-business hours, and prepare a detailed and accurate time-stamped log of activities.
- Continually assesses processes for improvements, initiates projects as appropriate, and recommends/implements changes as needed.
- Performs other related duties as assigned.

Minimum requirements include four years of administrative experience that must include two years of customer service experience in communication environments including direct telephone or dispatch activities.

This report recommends reallocating the two Library Communications Assistants into Pay Range 5IN (\$46,347 - \$54,669 with recruitment at \$47,779) to recognize the job’s higher-level coordination responsibilities. These positions are an integral part of the communications that support security throughout the library system and are similar in level of responsibility to that of the Library Circulation Services Representative-Lead in Pay Range 5IN.

Action Required – Effective Pay Period 12, 2021 (May 30, 2021)

In the 2021 Salary Ordinance:

Under Pay Range 2DN:

- Delete the title of ‘Library Education Outreach Specialist (9) (28)’
- Delete footnotes (9) and (28) in their entirety and renumber accordingly.

Under Pay Range 2FN:

- Add the title of ‘Library Education Outreach Coordinator’
- Create footnotes (10) and (20)

(10) Recruitment is at:

Biweekly	2,423.08
Annual	63,000.08

(20) Recruitment is at:

Biweekly	2,495.77
Annual	64,890.02

- Add footnotes (5), (10), (15), and (20) to the title ‘Library Education Outreach Coordinator’

Under Pay Range 5DN:

- Delete the title ‘Library Communications Assistant (6) (12)’
- Delete footnotes (6) and (12) in their entirety and renumber accordingly.

Under Pay Range 5IN:

- Add the title ‘Library Communications Assistant’ and apply footnotes (1) and (6)

In the 2022 Salary Ordinance:

Under Pay Range 2DN:

- Delete the title of ‘Library Education Outreach Specialist (9) (28)’
- Delete footnotes (9) and (28) in their entirety and renumber accordingly.

Under Pay Range 2FN:

- Add the title of ‘Library Education Outreach Coordinator’
- Create footnotes (10) and (20)

(10) Recruitment is at:

Biweekly	2,423.08
Annual	63,000.08

(20) Recruitment is at:

Biweekly	2,495.77
Annual	64,890.02

- Add footnotes (5), (10), (15), and (20) to the title ‘Library Education Outreach Coordinator’

Under Pay Range 5DN:

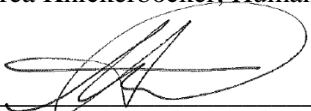
- Delete the title ‘Library Communications Assistant (6) (12)’
- Delete footnotes (6) and (12) in their entirety and renumber accordingly.

Under Pay Range 5IN:

- Add the title ‘Library Communications Assistant’ and apply footnotes (1) and (6)

Prepared by: Andrea Knickerbocker

Andrea Knickerbocker, Human Resources Manager

Reviewed by: 

Makda Fessahaye, Employee Relations Director

F

Assumptions used in arriving at fiscal estimate. Please see attached spreadsheet.

G

For expenditures and revenues which will occur on an annual basis over several years check the appropriate box below and then list each item and dollar amount separately.

1-3 Years 3-5 Years

1-3 Years 3-5 Years

1-3 Years 3-5 Years

H

List any costs not included in Sections D and E above. _____

I

Additional information. _____

J

This Note Was requested by committee chair.

**Department of Employee Relations
Fiscal Note Spreadsheet**

City Service Commission Meeting of October 26, 2021
Finance and Personnel Committee Meeting of October 27, 2021

NEW COSTS FOR 2021

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Fire and Police Comm	New Position	N/A	Emergency Communications Director*	1NX	N/A	N/A	N/A	Included in 2021 Budget*	
1	Fire and Police Comm	New Position	N/A	Emergency Communications Deputy Dir	1LX	N/A	N/A	N/A	To be filled in 2022	
5	Health	Disease Intervention Specialist	2AN	Disease Intervention Specialist 1**	2DN	N/A	N/A	N/A	Grant Funded Positions	
1	Health	Disease Intervention Specialist	2AN	Disease Intervention Specialist 1**	2DN	\$44,076	\$54,643	\$5,284	\$922	\$6,205
2	Health	Disease Intervention Specialist	2AN	Disease Intervention Specialist 1**	2DN	\$42,539	\$53,052	\$10,513	\$1,835	\$12,348
1	Health	Disease Intervention Specialist Coord	2CN	Disease Intervention Specialist Coord**	2GN	\$46,837	\$64,462	\$8,813	\$1,538	\$10,350
1	Health	Disease Intervention Specialist Coord	2CN	Disease Intervention Specialist Coord**	2GN	\$49,410	\$64,462	\$7,526	\$1,313	\$8,839
1	Health	Disease Intervention Specialist Sup	1EX	Disease Intervention Specialist Sup**	1EX	\$63,807	\$69,739	\$2,966	\$415	\$3,381
1	Health	Sexual and Reproductive Hlth Prog Mgr	1GX	Sexual and Reproductive Hlth Prog Mgr**	1GX	\$74,823	\$76,887	\$1,032	\$144	\$1,176
2	Library	Library Education Outreach Specialist	2DN	Library Education Outreach Coord***	2FN	\$58,268	\$64,890	\$7,641	\$1,333	\$8,974
1	Library	Library Education Outreach Specialist	2DN	Library Education Outreach Coord***	2FN	\$60,295	\$64,890	\$2,651	\$463	\$3,114
1	Library	Library Communications Assistant	5DN	Library Communications Assistant***	5IN	\$43,156	\$49,213	\$3,494	\$610	\$4,104
1	Library	Library Communications Assistant	5DN	Library Communications Assistant***	5IN	\$37,830	\$47,779	\$5,740	\$1,002	\$6,741
19								\$55,659	\$9,575	\$65,234

Assume effective date is Pay Period 23, 2021 (October 31, 2021) unless otherwise indicated.

*During 2021, the city is issuing a request for proposal to contract out for an Interim Emergency Communications Director.

**Assume effective date is Pay Period 14, 2021 (June 27, 2021). Additional grant funding is expected for DIS positions which will reduce O&M costs.

***Assume effective date is Pay Period 12, 2021 (May 30, 2021).

NEW COSTS FOR FULL YEAR

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Fire and Police Comm	New Position	N/A	Emergency Communications Director	1NX	N/A	N/A	N/A	Included in 2022 Budget	
1	Fire and Police Comm	New Position	N/A	Emergency Communications Deputy Dir	1LX	N/A	N/A	N/A	Included in 2022 Budget	
5	Health	Disease Intervention Specialist	2AN	Disease Intervention Specialist 1	2DN	N/A	N/A	N/A	Grant Funded Positions	
1	Health	Disease Intervention Specialist	2AN	Disease Intervention Specialist 1	2DN	\$44,076	\$54,643	\$10,567	\$1,844	\$12,411
2	Health	Disease Intervention Specialist	2AN	Disease Intervention Specialist 1	2DN	\$42,539	\$53,052	\$21,026	\$3,669	\$24,695
1	Health	Disease Intervention Specialist Coordinatr	2CN	Disease Intervention Specialist Coordinator	2GN	\$46,837	\$64,462	\$17,625	\$3,076	\$20,701
1	Health	Disease Intervention Specialist Coordinatr	2CN	Disease Intervention Specialist Coordinator	2GN	\$49,410	\$64,462	\$15,052	\$2,627	\$17,679
1	Health	Disease Intervention Specialist Superviso	1EX	Disease Intervention Specialist Supervisor	1EX	\$63,807	\$69,739	\$5,932	\$830	\$6,762
1	Health	Sexual and Reproductive Health Prog Mg	1GX	Sexual and Reproductive Health Prog Mgr	1GX	\$74,823	\$76,887	\$2,064	\$289	\$2,353
2	Library	Library Education Outreach Specialist	2DN	Library Education Outreach Coord	2FN	\$58,268	\$64,890	\$13,244	\$2,311	\$15,555
1	Library	Library Education Outreach Specialist	2DN	Library Education Outreach Coord	2FN	\$60,295	\$64,890	\$4,595	\$802	\$5,397
1	Library	Library Communications Assistant	5DN	Library Communications Assistant	5IN	\$43,156	\$49,213	\$6,057	\$1,057	\$7,114
1	Library	Library Communications Assistant	5DN	Library Communications Assistant	5IN	\$37,830	\$47,779	\$9,949	\$1,736	\$11,685
19								\$106,111	\$18,241	\$124,352