



Department of Employee Relations

February 19, 2003

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 021542

The following classifications and pay levels were approved by the City Service Commission on February 18, 2003:

In the DPW-Water Works one new position was classified as Water Marketing Specialist, Salary Grade 005; and in the Health Department, one new position was classified as Microbiologist III, Pay Range 644.

In the Election Commission, two vacant positions of Office Assistant III, Pay Range 425, were reclassified to Program Assistant I, Pay Range 460.

In the DPW-Infrastructure Services Division, one position of Engineering Technician II, Pay Range 602, held by Geraldine Schmidt, was reclassified to Engineering Technician IV, Pay Range 620.

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

Sincerely,

Florence H. Dukes  
Employee Relations Director

FHD:pb

Attachments:    3 Job Evaluation Reports  
                         Fiscal Note

c: Frank Forbes, Sandra Rotar, Dr. Seth Foldy, Bevan Baker, Maria Monteagudo, Dr. Stephen Gradus, Dr. Ajaib Singh, Mark Zemke, Julietta Henry, Victoria Robertson, Mariano Schifalacqua, Dan Thomas, Jeffrey Polenske, Clark Wantoch, Jeffrey Mantes, Geraldine Schmidt, Carrie Lewis, Dale Mejaki, Chris Rute, Richard Abelson, John English, John Garland and Robert Klaus

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: February 18, 2003

This report recommends appropriate classifications and compensation levels for two positions approved by the Mayor and Common Council in the City's budget for 2003. This report contains recommendations for positions in DPW-Water Works and the Health Department.

In reviewing these positions, staff analyzed job descriptions and held discussions with management representatives from the affected departments. The following chart summarizes the recommended classifications and pay levels.

Department	Current	Requested	Recommended
DPW-Water Works	New	Economic Development Specialist-Senior SG 007 (\$46,785-\$65,496)	Water Marketing Specialist SG 005 (\$41,182-\$57,658)
Health	New	Molecular Microbiologist PR 644 (\$44,862-\$54,513)	Microbiologist III PR 644 (\$44,862-\$54,513)

**Action Required:**

In the Salary Ordinance, under Salary Grade 005, add the title "Water Marketing Specialist."

In the Positions Ordinance, under Health Department, Epidemiology Section, Bioterrorism Grant (Q), delete one position of Molecular Microbiologist (Q) and add one position of Microbiologist III (Q). Under Department of Public works-Water Works, Business Organization, Commercial Services, delete one position of Economic Development Specialist-Senior, and add one position of Water Marketing Specialist.

**DPW-Water Works**

**Request:** Economic Development Specialist-Senior SG 007  
**Recommendation:** Water Marketing Specialist SG 005

The purpose of this position is to (a) encourage water-intensive industries to relocate to Milwaukee by raising awareness nationally, regionally and locally of the benefits of Milwaukee's water quality, quantity and value, and (b) serve as a liaison with existing large water users.

Duties, responsibilities, and requirements include:

- 40% Outreach to businesses and industries that can benefit from a supply of high quality, abundant, and reasonably priced water to achieve their business objectives. Devise a communications strategy and marketing materials and identify candidates to receive these materials. Make presentations at meetings and conventions to appropriate audiences. Act as liaison with the Department of City Development and work with them as new opportunities become available through their leads.

- 40% Outreach to Milwaukee area businesses and industries to reinforce the benefits of Milwaukee's water. Regularly meet with large customers of the Water Works to facilitate exchange of information and any concerns. Prepare educational materials for various age groups and technical levels. Present strengths and benefits of Milwaukee water, as it relates to economic development, at water-related meetings and activities by verbal presentations and by staffing informational booths.
- 15% Develop interface for customer evaluations of Milwaukee Water Works' service. Prepare and evaluate surveys for various types of customer contacts. Oversee customer compliment and complaint data and identify areas for improvement.
- 5% Other duties as assigned.

In terms of qualifications, the job description submitted by the department lists Bachelor's degree in Business, Public Administration, Economics or Communications or closely related field and three years of experience related to development, project management, marketing or communications. Excellent written and verbal communications skills are required. Knowledge of water-intensive industries and familiarity with Milwaukee Water Works organization and attributes would be desirable.

The requested classification for this position is Economic Development Specialist-Senior. While the intended end result of this position's efforts would be increased economic development in Milwaukee, the duties of this position as listed above are primarily marketing in nature, i.e., to identify businesses and industries that could benefit from Milwaukee's water supply and "sell" them on the advantages this resource offers. While the work of the Economic Development Specialist-Senior and Economic Development Specialists in the Department of City Development do involve some marketing, their responsibilities are broader and more technical in nature. They manage multi-faceted development and redevelopment projects and work with legislators, attorneys, real estate brokers, appraisers, engineers and bankers to set up the loan packaging or other financing mechanisms needed for a successful transaction and resolve complex economic development issues relating to tax law, environmental affairs (e.g., clean air act), real estate financing and real estate and redevelopment law.

Management of the Water Works does not foresee this position getting involved in these areas. Rather, they expect that when a private business has expressed an interest in moving to Milwaukee based on the marketing efforts of this position, the expertise of the Department of City Development Economic Development staff would be relied upon to assist in resolving the real estate, financial, legal and other issues that may be present. The level of duties and responsibilities and knowledge and skills required of Economic Development Specialist-Senior are higher than the position in the Water Works. Therefore the requested title and salary grade would not be appropriate for this position.

Other classifications within City government may be closer to this position in terms of level of responsibility and knowledge and skill requirements. A Marketing Program Coordinator position in Salary Grade 004 provides marketing and special event staff support to special projects in the Department of City Development. In addition, this position works with neighborhoods and small business groups to assure their involvement in public programming efforts, researches, analyzes and develops for presentation data and material related to the Department's economic development efforts, and performs other related support activities.

Two other related positions were identified, both in Salary Grade 005. Public Information Coordinator in the Department of Neighborhood Services performs public relations functions, serves as the Department's liaison for the media and general public, develops and coordinates promotional campaigns for departmental programs and produces informational and educational brochures, videos, newsletters, etc. The Permits and Communications Specialist in the Department of Public Works assists the Communications and Permits Manager with media relations, writing and producing electronic and print materials for public education and community outreach, developing and implementing public information programs and media strategy, and implementing a strategic marketing plan focusing on services provided, contributions to the quality of life and its role in economic development.

Salary data was also obtained regarding outside market rates for positions such as this. A salary survey entitled "Compensation in the Marketing & Sales Field" was conducted in 2000 on behalf of the American Marketing Association by Abbot, Langer & Associates Inc., a Crete, IL-based marketing research firm. According to this survey, marketing communications specialists, who perform a variety of writing, advertising, sales promotion and public relations activities, received a median total compensation of \$42,500. Marketing specialists, responsible for marketing support, analysis and research for programs and services, received \$37,200 in median total compensation. The position in the Water Works contains elements of both areas. Therefore, averaging these two salaries and adjusting by the consumer price index (CPI) for 2001 and 2002 results in a median total compensation of \$41,621. The current (2002) rates for Salary Grade 005 are \$41,182 to \$57,658. While the salary survey reported median rates (half receiving above, half receiving below), it also found that marketing positions in the northeastern and north central states received the highest levels of compensation.

Overall, Salary Grade 005 appears appropriate both from the salary survey data and from the comparison with other existing City positions. The position in Salary Grade 004 described above is more of a support position whereas those in Salary Grade 005 function more independently with a level of responsibility more comparable to the Water Works position.

It is therefore recommended that this position be placed in Salary Grade 005. As no existing titles in Salary Grade 005 accurately reflect the nature of this position, a new title of Water Marketing Specialist is recommended with a profile on the job evaluation factors for management positions as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact & Accountability (IA)	5	79
Knowledge & Skills (KS)	4	57
Relationships Responsibility (RR)	7	46
Working Conditions (WC)	1	5

Total Points: 187

Salary Grade: 005 = 175 - 200 points

**Milwaukee Health Department (MHD)**

**Request: Molecular Microbiologist Pay Range 644**  
**Recommendation: Microbiologist III Pay Range 644**

In evaluating this position, discussions were held with Dr. Stephen Gradus, Public Health Laboratory Director, and Dr. Ajaib Singh, Chief Microbiologist. This position was created in conjunction with the Bio-terrorism Grant from the Centers for Disease Control and Prevention (CDC) through the State of Wisconsin Division of Public Health. The purpose of the grant is to enhance the department's capacity to prepare and respond to bio-terrorism.

The primary purpose of this position is to process and examine specimens for the presence of microorganisms using appropriate biochemical, immunological and molecular methods and to distinguish and characterize pathogens that are of public health importance or can potentially be employed in acts of bio-terrorism.

**Duties, responsibilities, and requirements include:**

- 30% Perform complete diagnostic tests for the presence of emerging pathogens of public health importance and those that can potentially be employed in acts of bio-terrorism.
- 30% Use pulsed-field gel electrophoresis in discriminating strains associated with accidental or intentionally caused (bio-terrorism events) disease outbreaks.
- 15% Employ conventional biochemical and Polymerase chain reaction (PCR) techniques in the early diagnoses of microbiologic agents. Possess intimate knowledge of multiplex, quantitative and real-time PCR and other molecular methods in detection of bacterial and viral agents in clinical or environmental samples.
- 10% Adopt diagnostic methods developed by the Centers for Disease Control and Prevention and assist in the validation of new methods, maintain quality control in accordance with quality assurance, and participate in continued education and Proficiency Evaluation programs.
- 5% Help in keeping the MHD laboratory's bio-terrorism preparedness program in alliance with the CDC guidelines.
- 5% Perform assigned duties such as laboratory diagnosis of diseases of public health importance transmitted through an infected individual, food, air, water, milk and milk products.
- 5% Conduct other microbiology work-related duties which may be assigned to accomplish a specific task or project.

According to the job description submitted by the department, the position requires a Graduate degree (Ph.D. or Masters with at least two years of experience) in Microbiology or closely related discipline. It also requires strong basic and bench-level knowledge of current biochemical, immunological and molecular methods used in microbiology; skills in conventional and multiplex PCR; familiarity with bacterial source tracking methods using antibiotic resistance markers, ribotyping or pulsed field gel electrophoresis; knowledge of molecular methods used for the detection of microorganisms in clinical or environmental samples; good verbal and written communication skills; and ability to work as a team in a multi-disciplinary and multi-cultural environment.

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The Health Department has another grant funded position working in the area of bio-terrorism preparedness that is classified as Microbiologist III, the same level as that requested for this new position. While the new position will be focusing on different techniques to identify potential threat agents (e.g., pulsed-field gel electrophoresis), the overall level of duties and responsibilities, as well as the minimum requirements, are similar to the existing bio-terrorism position. In addition, the level of qualifications and duties to be performed are beyond that of the Microbiologist II level.

It is therefore recommended that this position be placed in Pay Range 644. The department has requested a new title of Molecular Microbiologist for this position. We recommend using the already existing title of Microbiologist III with the understanding that it is permissible for the Health Department to use unofficial "working titles" at their discretion.

Prepared By: Timothy J. Keeley  
Timothy J. Keeley, Human Resources Representative

Reviewed By: Florence Dukes  
Florence Dukes, Employee Relations Director

February 12, 2003

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: February 18, 2003

Incumbent: (a) vacant position  
(b) vacant position

Department: Election Commission

Present	Request
Title: (a) Office Assistant III (b) Office Assistant III	Title: (a) Program Assistant II (b) Program Assistant II
Pay Range: (a) 425 (\$28,348-\$31-360) (b) 425 (\$28,348-\$31-360)	Salary:(a) 530 (\$34,735-\$39,322) (b) 530 (\$34,735-\$39,322)
Step: not applicable	Source: Department
<p><b>Recommendation:</b></p> <p>Title : (a) Program Assistant I (b) Program Assistant I</p> <p>Salary: (a) 460 (\$33,071-\$37,063) (b) 460 (\$33,071-\$37,063)</p> <p><i>New Rate: not applicable</i></p>	
<p><b>Rationale:</b></p> <p>These positions are now designed to function independently in an "ownership" capacity for distinct components of the election process. These positions fit the criteria for Program Assistant I.</p>	
<p><b>History of Position:</b></p> <p>Both positions were upgraded from Clerk Typist II to Office Assistant III in 1996 as part of the Citywide clerical study.</p>	

**Action Required:**

In the Positions Ordinance, under Election Commission, General Office, delete two positions of "Office Assistant III", and add two positions of "Program Assistant I."

**Background:**

On January 22, 2003 the Department of Employee Relations received a request to study two vacant positions of Office Assistant III in the Election Commission. One job description accompanied the request. The second job description was received on February 5, 2003. In evaluating this request, detailed discussions were held with Julietta Henry, Executive Director, and Victoria Robertson, Election Services Manager.

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**Duties, Responsibilities and Requirements:**

In the request letter, these two Office Assistant III positions are referred to as the "Absentee Coordinator" and "Poll Worker Coordinator" respectively. The duties and responsibilities of each position are summarized below.

Absentee Coordinator

The Absentee Coordinator supervises and coordinates all activities needed to ensure that absentee ballots are distributed to voters in the City of Milwaukee according to Federal and State election laws. This includes maintaining an accurate master registration list of over 10,000 absentee voters, coordinating absentee voting in the Election Commission office, compiling and maintaining daily statistical reports, responding to constituent concerns and questions, coordinating the processing of absentee ballots on Election Day through the supervision of 20 temporary employees to ensure delivery of ballots to 314 wards in the City of Milwaukee, assisting with the creation of the Biennial Report which tabulates election data and results, and maintaining an accurate inventory of the State prescribed absentee materials. This position has also been assigned responsibility to coordinate the Department's compliance with the new Help America Vote Act (HAVA) of 2002 and performs other administrative duties.

Poll Worker Coordinator

The Poll Worker Coordinator supervises and coordinates all activities pertaining to the work assignments of 1,600 Election Inspectors in accordance with State election laws and the compilation of informational reports regarding the Election Inspectors at 200 polling locations in the City of Milwaukee. This includes maintaining an accurate database of all poll workers, training and supervising temporary clerks to coordinate the poll worker selection to staff the 314 wards at 200 polling places for each election, coordinating the scheduling of the numerous Chief and Election Inspector training sessions conducted prior to each election, and compiling and maintaining reports necessary to track scheduling. This position is also responsible for processing payroll in FMIS for chief, regular and registrar inspectors after each election, interviewing and hiring new or replacement inspectors, researching and analyzing recruitment methods, and resolving problems related to scheduling and work performance. Finally, this position conducts biennial election for each polling location to elect a Chief Inspector and processes poll workers 2-year statutory appointments and performs other administrative duties.

Requirements of these positions include excellent written and verbal communication skills, strong interpersonal and customer service skills, computer, database, and data entry skills, ability to work independently, prioritize and work accurately under deadlines, ability to use good judgment and discretion, and ability to identify a challenge, analyze options and identify a resolution to the issue. Public contact experience and knowledge of election processes were also listed as being important to these positions.

These positions supervise a group of temporary clerks during election periods. They both report to the Election Services Manager (Salary Grade 06).



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### **Analysis and Recommendation:**

The reclassification requests are based on a need by Election Commission management for both positions to function at a higher level than they have in the past. In addition, the department has experienced turnover in both positions and feel this is a symptom of the positions not being properly classified.

In the past, these positions have generally functioned in the context of performing a set of higher-level clerical duties in support of the absentee ballot and poll worker processes, respectively. Management would often need to become involved at various points to tie things together and plan for changes and improvements. According to the Election Commission, what is needed and is thus reflected in the new job descriptions, is for these positions to move beyond performing a set of specific clerical tasks to taking ownership responsibility for the planning, administration, problem solving, and improvement of these processes under the general supervision of the Election Services Manager.

There have also been some recent changes that have impacted these positions, though the basic functions of each position remain the same. The Absentee Coordinator has been assigned to coordinate compliance with the Help America Vote Act of 2002 and will now supervise the delivery of absentee ballots to the various wards on Election Day, a function previously performed by the Election Services Manager. The Poll Worker Coordinator is responsible for administering a significant change in processing payroll for the inspectors. The inspectors are now listed as vendors instead of employees on FMIS, making the process significantly more complex and requiring much greater attention to detail. Both positions will be involved to a greater extent in developing and maintaining tracking spreadsheets to capture and analyze post-election data.

The department is requesting these positions be classified as Program Assistant II. The first question to be addressed is whether the Program Assistant series is appropriate, as reclassification to either Program Assistant I or Program Assistant II would represent a significant increase over the current classification. Based on the specifications, positions assigned to the Program Assistant series perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. This criterion appears to fit the function of these two positions and given the higher level of functioning expected, a change to Program Assistant appears justified. The question then becomes what level of Program Assistant best fits these positions.

Positions at the Program Assistant I level require good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job work experience in the area. Positions carry out duties and responsibilities very independently and consult with managers regarding unusual situations requiring the interpretation of policies. Positions at the Program Assistant II level are characterized by the analysis of information, in contrast to gathering or compiling information. While some analysis of information is present in these positions, the processes are primarily administrative versus technical in nature and require a high level of planning, organization and attention to detail.

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Overall, the Program Assistant I level is the best fit. In addition, based on a review of the history of these positions, the reclassifications to Office Assistant III in 1996 were primarily based on the critical nature and scope of each position's responsibilities that have not significantly changed apart from the change in emphasis described above.

We therefore recommend that both of these positions be classified as Program Assistant I in Pay Range 460.

Prepared by: Timothy J. Keeley  
Timothy J. Keeley, Human Resources Representative

Reviewed by: Florence Dukes  
Florence Dukes, Employee Relations Director

February 11, 2003

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: February 18, 2003

Incumbent: Geraldine Schmidt Department: DPW-Infrastructure Services

Present	Request
Title: Engineering Technician II	Title: Engineering Technician V
Pay Range: 602 (\$31,444 - \$38,516) includes technical "M" steps	Salary: 622 (\$43,765 - \$56,846) includes technical "M" steps
Step: 6 (\$38,516)	Source: Department
<b>Recommendation:</b> Title : Engineering Technician IV Salary: Pay Range 620 (\$36,896-\$50,051) includes technical "M" steps New Rate: \$40,184	
<b>Rationale:</b> For approximately the last five years this position has been performing higher-level duties associated with the DPW permit review process, plan review and database management. These responsibilities have resulted from budget reductions and reorganizations within the DPW-Infrastructure Services Division.	
<b>History of Position:</b> This position was created in 1993 and has not been studied since that time.	

**Action Required:**

In the Positions Ordinance, under Department of Public Works-Infrastructure Services Division, Transportation Decision Unit, Development, Planning, Research and PMS, delete one position of "Engineering Technician II", and add one position of "Engineering Technician IV."

**Background:**

The original request to study this position was dated September 27, 2000. The study was placed on hold due to the freeze on reclassifications. In January 2003 the Department of Employee Relations agreed to study the position given the discretion granted by the Committee on Finance and Personnel.

Discussions were held with Clark Wantoch, Administration and Projects Manager, Jeff Mantes, Civil Engineer V and supervisor of the position, and Geraldine Schmidt, the incumbent.

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**Duties and Responsibilities:**

The primary function of this position is to act as DPW liaison with the City of Milwaukee Development Center in the processing of permits requiring DPW review. This position screens all construction plans for the completeness of information provided, secures any deficient information from the designer or contractor, routes and tracks the permit through the appropriate DPW sections. The position maintains the unit's databases such as special privileges, environmental hazardous materials (hazmat) actions and others. It also functions as a resource in extracting information off of the citywide network for various unit applications.

According to the job description provided by the department and the incumbent's Job Analysis Questionnaire, approximately 65 percent of the incumbent's time is spent on the initial screening, information gathering and dissemination, distribution, tracking, and other related tasks in the DPW processing of construction plans referred by the Development Center.

The other 35% is spent on maintaining various databases and office files, reviewing City paving plans for obstructions and encroachments in the public right of way, extracting property information, maps, quarter sections and other engineering-related information from the citywide network as requested, answering inquiries made into the office or making referrals as necessary, and, on rare occasions, performing fieldwork.

**Standards Used to Evaluate Bargaining Unit and Non-management/Non-represented Positions:**

According to City Service Commission rules, reclassifications can only occur when it has been sufficiently shown that "major changes have occurred in level, duties and responsibilities of the job." Factors that the Commission will not consider with regard to reclassifications include the volume of work being performed, technological changes which "alter the way the work is done rather than the work itself," and individual characteristics of the person(s) holding the position.

In other words, 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 its impact on a position's level of responsibility, overall impact, and required knowledge and skill are what determine the basis for reclassification.

More specifically, in evaluating bargaining unit positions, as well as non-management/non-represented positions, the factor of knowledge and skill is considered to be the most important followed by responsibility exercised, with effort expended and working conditions trailing significantly behind. A significant change is one that has considerably increased a position's level of responsibility and required knowledge and skill.

The analyst identifies where significant changes have taken place and makes a judgment as to how much any given change has impacted the job in terms of these factors. It is important to note that in today's workplace, virtually all jobs, whether found in the private or public sector, regularly experience changes in procedures, practices, technology used, and the

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manner in which decisions are made. These types of changes, which are normal and expected, do not automatically result in reclassifications or reallocations. From a job evaluation point of view, it is critical to pinpoint changes and determine whether or not these changes have permanently and significantly affected the level of responsibility and knowledge and skill required of a job.

In reaching a final decision regarding the title and rate of pay for a position, the job analyst also considers the current rate of pay for the position. The consideration for pay constitutes a critical step in the classification decision-making process. In some cases, the position under study may be paid at or above labor market rates, or the changes that have taken place bring the position up to a level of responsibility and/or skill that in our judgment should have been performed all along, the changes represent part of a "learning curve", or the proposed reclassification would create unfavorable pay impacts upon other closely related job classifications or managerial personnel. If any of these conditions exist, a reclassification will generally not be recommended.

#### **Changes in Duties and Responsibilities:**

This was a new position created in 1993 for the primary purpose of providing support to a Civil Engineer III in tracking the status of permit reviews, assisting a Civil Engineer II in field work when a second party was needed for safety/measuring purposes and general office duties such as data base management.

This position has evolved from its initial assistant role to becoming the primary facilitator and contact person for the permit review process in DPW. The position has also served as DPW's liaison with the Development Center in the Department of City Development since it opened in 1999. The most significant changes occurred in 1998 when an Engineering Technician V who had been performing some of these duties was promoted out of the section and the vacant position was subsequently eliminated from the budget.

In this expanded role, the position screens all construction plans received from the Development Center for appropriate information (e.g., property lines, curb lines, street names) and potential obstacles before placing them in the system for review. Building plans are specifically reviewed for any encroachments in the public way such as footings or buildings placed over the property line. In order to avoid unnecessary delays or having the plans rejected, the incumbent will either call the submitter (designer, contractor, architect, etc.) to discuss and resolve the problem before putting the plans into the system, or will bring the situation to the attention of the Civil Engineer III in the case of more complex or substantive problems.

Based upon this initial screening, the incumbent also decides which areas within DPW will need to review and comment on the proposed plans. The potential reviewers are based upon the type of plan and the scope of the work detailed in the plan. For example, there may be potential impacts on traffic flow or need for sewer or water service in the case of a new building. The incumbent then routes the plans to the appropriate areas and monitors their progress so that unnecessary delays do not result. After the plans are reviewed and returned,

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the incumbent reviews the various comments to see if they are clear and to determine if comments from different areas are in conflict with each other. She then contacts the particular reviewers to clear up any ambiguity or resolve any conflicts before the plans are given to the Civil Engineer III for signature and then returned to the Development Center.

The above responsibilities have resulted in a significant change in the amount and type of customer interaction required. Primary customers of this position include other City staff, contractors, engineers, architects and citizens. As the primary contact person for the DPW review process, this position fields phone calls and in-person inquiries before, during and after a plan goes through the DPW review process. With approximately 1,700 – 2,000 plans being reviewed each year, the volume of these customer inquiries is quite extensive. There are also time pressures associated with most of these plans. The nature of the contacts range from, "what is the current status of a plan being reviewed?" or "why is a storm water management plan (or other item) required?", to acting as an intermediary between a reviewer and the submitter regarding a question or problem with a plan, to fielding questions regarding possible problems prior to the plan even being submitted. Depending on the nature and complexity of the question, the incumbent will either answer it or refer the individual to the appropriate technical area. The incumbent's name and phone number are also on the final letter sent with the comments as the person to contact with any questions.

There have been other additions in duties and responsibilities separate from the permit review process. This position now reviews the City paving plans for obstructions and encroachments such as hollow walks, trap doors and special privileges. The position also maintains the database for 700+ Special Privileges for annual billing purposes and calculates estimates of what a particular Special Privilege would cost in response to inquiries.

#### **Analysis:**

The position under study is currently classified as an Engineering Technician II. Based on a review of Engineering Technician II positions in various areas, positions at this level generally assist higher-level technicians in performing specific tasks relative to the section where they are assigned. Duties do not normally require analysis of information, using independent judgment or making recommendations. Rather, they involve discrete tasks such as operating surveying equipment, collecting and recording data, performing drafting work, providing factual information and performing other tasks under specific direction that support the function of the particular unit. Performing these tasks enables the employee to learn the various facets of the operation and to gain the foundation necessary to move up to higher level technician positions.

The position under study appears to be beyond this level. First, it no longer operates in an assistant capacity. Instead, this position functions fairly independently and is the primary contact and liaison regarding the permit review process in DPW. Second, the incumbent exercises independent judgment in screening and routing plans as well as discretion in knowing which questions she is able to answer and which require referral to another section or individual. Third, the position requires a knowledge base beyond that of a typical Engineering Technician II. For example, the position requires knowledge of surveying, drafting and

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engineering design techniques to the extent necessary to read and understand design drawings and surveys to determine completeness, deficiencies and proposed work. It also requires knowledge of the Milwaukee Code of Ordinances related to public ways, encroachments, obstructions, and drainage; general working knowledge of MS Word, Excel, dbase, and network applications such as map connect, permit system and the Internet; and knowledge of City agencies and their functions. Fourth, the position has significantly more customer interaction than other positions at this level and thus requires excellent communication and customer service skills.

The department is requesting that this position be classified as an Engineering Technician V. Therefore a detailed review of job descriptions and class specifications covering various Engineering Technician V positions in DPW-Infrastructure Services was conducted. A common link connecting many of the Engineering Technician V positions is that they perform design work within a particular technical area. Examples include street and alley paving designs, designs relative to underground conduit facilities and designs of traffic control signal installations. Though the position under study screens plans submitted by others for missing items, obstructions, potential code violations, etc., it does not involve actual design work. In addition, the technical engineering-related knowledge required of this position appears less than that required of Engineering Technician V level positions which handle the more difficult designs and technical assignments requiring significant analysis skills and latitude in decision making within the particular technical area. In contrast, the primary function of the position under study is to manage an important review process where unique or difficult technical issues are resolved by the Civil Engineer III or referred to the appropriate section within DPW for resolution. Another distinction is that most Engineering Technician V positions oversee one or more lower level technicians whereas this position does not have any oversight responsibility.

Based on this review, we find that the level of duties, responsibilities and technical requirements of the incumbent's position, while higher than Engineering Technician II, are not sufficiently similar to positions at the Engineering Technician V level to warrant reclassification to that level. While an Engineering Technician V had previously performed some of the incumbent's current duties, a significant portion of that job involved higher-level duties such as utilizing the Pavement Management System to perform budgeting, data analysis, calibration/debugging, and modeling of the City's pavement condition under various "what if" scenarios.

In the Engineering Technician series, there is one level between Engineering Technician II and Engineering Technician V, that being Engineering Technician IV (there is no Engineering Technician III classification). As with Engineering Technician V, a detailed review of job descriptions and class specifications covering Engineering Technician IV positions was conducted.

Engineering Technicians at the IV level are typically supervised by higher-level technicians or engineers but operate with more independence and assignments are outlined and reviewed in less detail than at the Engineering Technician II level. They may do some design work, but normally not to the frequency or complexity as the Engineering Technician V level. Specific work products, such as designs and reports are typically reviewed and checked.

Geraldine Schmidt, Engineering Technician II  
DPW-Infrastructure Services . . . #6

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Contact with the general public, outside contractors and other areas within DPW and City government is more common at this level. Engineering Technicians IV do not typically supervise staff though in the Construction Section they will be in charge of an Engineering Technician II on the survey crew. As with the incumbent's position, Engineering Technicians IV require a strong knowledge of surveying, drafting and engineering design and construction techniques. They also work frequently with various construction plans such as in preparing estimates of quantities and cost for proposed paving projects.

In summary, there are a number of similarities between the scope and level of the incumbent's duties and responsibilities and the Engineering Technician IV classification. This level represents a much better fit than either the Engineering Technician II or Engineering Technician V level.

**Recommendation:**

Based on the foregoing information and analysis, we recommend that the position under study be reclassified from Engineering Technician II, Pay Range 602, to Engineering Technician IV, Pay Range 620.

Prepared by: Timothy J. Keeley  
Timothy J. Keeley, Human Resources Representative

Reviewed by: Florence Dukes  
Florence Dukes, Employee Relations Director

February 6, 2003