



Department of Employee Relations

July 2, 2003

**John O. Norquist**  
Mayor

**Florence Dukes**  
Director

**David Heard**  
Fire and Police Commission  
Executive Director

**Frank Forbes**  
Labor Negotiator

**Michael Brady**  
Employee Benefits Director

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

Dear Committee Members:

Re: Common Council File Number 030325

The following classification and pay recommendations will be submitted to the City Service Commission for consideration on July 8, 2003. We recommend these changes, subject to approval by the City Service Commission:

In the Department of Administration-Business Operations Division, new titles of Emerging Business Enterprise Manager, Salary Grade 008 (one position), and Emerging Business Analyst-Senior, Salary Grade 004 (two positions) are recommended for the positions under the Emerging Business Enterprise Program, to be consistent with the name change of the program. These are title changes only, with no change in pay.

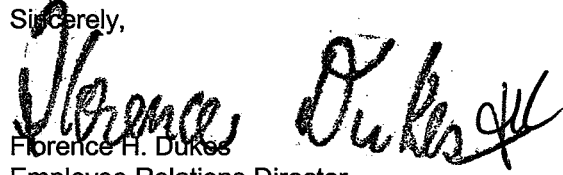
In the Department of Neighborhood Services, one vacant position of Health Enforcement Specialist, Salary Grade 006, is recommended for a title change to Code Enforcement Assistant Supervisor, Salary Grade 006.

In the Department of Employee Relations:

One position of Community Relations Specialist-Senior, Salary Grade 005, and one position of Equal Rights Specialist-Senior, Salary Grade 004, are recommended for a title and classification change to Diversity Specialist-Senior, Salary Grade 005. One position of Management and Accounting Officer, Salary Grade 006, is recommended for reclassification to Business Operations Manager, Salary Grade 008. One position of Workers Compensation and Safety Manager, Salary Grade 010, is recommended for reallocation to Salary Grade 011.

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: Joseph Czarnecki, Marianne Walsh, Michael Soika, Cheryl Oliva, Rhonda Kelsey, Crystal Johnson, Eunice Nicholson, Martin Collins, Jeffrey Crouse, Candice Maynard, Julie Andrade-Altoro, Paulette Douglas, Edwin Reyes, and Burma Hudson

## JOB EVALUATION REPORT

City Service Commission Meeting Date: July 8, 2003

This report recommends title changes for three classifications in the Department of Administration – Business Operations Division. These changes stem from a renaming of the “Equal Opportunities-Disadvantaged Business Enterprise Program & Equal Rights Commission” section in the 2003 budget. That section is now called the “Emerging Business Enterprise Program.” No change in pay level for any of the classifications was requested or is recommended.

The requested title changes were discussed with Cheryl Oliva, City Purchasing Director. The following chart summarizes the current, requested and recommended classification titles.

| Current                                                               | Requested                                                      | Recommended                                                    |
|-----------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|
| Equal Opportunity Enterprise Manager<br>SG 8 (\$49,853-69,792)        | Emerging Business Enterprise Manager<br>SG 8 (\$49,853-69,792) | Emerging Business Enterprise Manager<br>SG 8 (\$49,853-69,792) |
| Equal Opportunity Enterprise Analyst-Senior<br>SG 4 (\$38,634-54,086) | Emerging Business Analyst-Senior<br>SG 4 (\$38,634-54,086)     | Emerging Business Analyst-Senior<br>SG 4 (\$38,634-54,086)     |
| Equal Opportunity Enterprise Analyst<br>SG 2 (\$34,007-47,604)        | Emerging Business Analyst<br>SG 2 (\$34,007-47,604)            | Emerging Business Analyst<br>SG 2 (\$34,007-47,604)            |

There is one authorized position of Equal Opportunity Enterprise Manager and two authorized positions of Equal Opportunity Enterprise Analyst-Senior. The classification of Equal Opportunity Enterprise Analyst is used as an underfill level for the Equal Opportunity Enterprise Analyst-Senior.

These title changes were requested in order to make them consistent with the new section name of “Emerging Business Enterprise Program.” The name change was due in part to the transfer of the Equal Rights Commission and staff to the Department of Employee Relations in the 2003 budget. The goal of the Emerging Business Enterprise Program is to assist the small and emerging business community by maximizing their participation in the City's bid and contracting processes.

The Department of Employee Relations is in agreement with the requested title changes and recommends that the following Salary and Positions Ordinance changes be approved:

In the Salary Ordinance, under Salary Grade 002, delete the title “Equal Opportunity Enterprise Analyst” and add the title “Emerging Business Analyst.” Under Salary Grade 004, delete the title “Equal Opportunity Enterprise Analyst-Senior” and add the title “Emerging Business Analyst-Senior.” Under Salary Grade 008, delete the title “Equal Opportunity Enterprise Manager” and add the title “Emerging Business Enterprise Manager.”

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In the Positions Ordinance, under Department of Administration-Business Operations Division, Emerging Business Enterprise Program, delete one position of "Emerging Business Enterprise Program Manager (Y)" and add one position of "Emerging Business Enterprise Manager (Y)." Delete one position of "Business Analyst-Senior (Y)" and add one position of "Emerging Business Analyst-Senior (Y)." Delete one position of "Business Analyst-Senior (A) (Y)" and add one position of "Emerging Business Analyst-Senior (A) (Y)."

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

Reviewed By: Florence Dukes  
Florence Dukes, Employee Relations Director

## JOB EVALUATION REPORT

City Service Commission Meeting Date: July 8, 2003

Incumbent: Vacant Position

Department: Neighborhood Services

| Present                                                                                                                                                                                                                                                                                                                                                                             | Request                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Title: Health Enforcement Specialist                                                                                                                                                                                                                                                                                                                                                | Title: Code Enforcement Assistant Supervisor |
| Pay Range: 006 (\$43,889 - \$61,451)                                                                                                                                                                                                                                                                                                                                                | Salary: 006 (\$43,889 - \$61,451)            |
| Step: n/a                                                                                                                                                                                                                                                                                                                                                                           | Source: Department                           |
| <b>Recommendation:</b><br>Title : Code Enforcement Assistant Supervisor<br>Salary Grade: 006 (\$43,889 - \$61,451)<br>New Rate: n/a                                                                                                                                                                                                                                                 |                                              |
| <b>Rationale:</b><br>The current title is a Health Department title and does not accurately reflect the duties of this position. The requested title of Code Enforcement Assistant Supervisor is consistent with other positions in the Department of Neighborhood Services with this title that are involved in code enforcement. There is no change in pay level of the position. |                                              |
| <b>History of Position:</b><br>This position was transferred from the Health Department in 1999 as part of the creation of the Department of Neighborhood Services.                                                                                                                                                                                                                 |                                              |

**Action Required:**

In the Salary Ordinance, under Salary Grade 006, delete the title "Health Enforcement Specialist."

In the Positions Ordinance, under Department of Neighborhood Services, Court Section, delete one position of "Health Enforcement Specialist (X) (Y)" and add one position of "Code Enforcement Assistant Supervisor (X) (Y)."

**Background:**

On June 4, 2003 the Department of Neighborhood Services requested that a vacant position of Health Enforcement Specialist (SG 006) be re-titled to Code Enforcement Assistant Supervisor (SG 006). No change in pay level was requested in conjunction with this proposed change. In evaluating this request, discussions were held with Candice Maynard, the supervisor of this position.

**Duties, Responsibilities and Requirements:**

This position is assigned to the Court Section of the department and is responsible for coordinating all department court enforcement procedures and acting as the department liaison to the City Attorney's Office and the Municipal Court in all prosecution cases. This position also

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provides training for employees on enforcement procedures department-wide. The qualifications for this position include current status as a Code Enforcement Inspector II or higher, two years of experience in code enforcement, familiarity with state and local building codes, and various state certifications within six months of appointment.

**Analysis:**

This Health Enforcement Specialist position was acquired from the Health Department when the Department of Neighborhood Services (DNS) was created in the 1999 City Budget. As this is a Health Department title, it is not reflective of the duties of this position. The department would like to change the title so that it fits within the current DNS structure. Since the position has recently become vacant due to retirement, the department would like to change the title prior to filling the position.

The department is requesting the title be changed to Code Enforcement Assistant Supervisor. There currently are six authorized positions of Code Enforcement Assistant Supervisor in the department. While these positions work in various areas (e.g., commercial inspection, residential inspection, construction, etc.) they all have as their main focus the enforcement of local, state and national fire and building safety codes in order to protect the health, safety and welfare of the public.

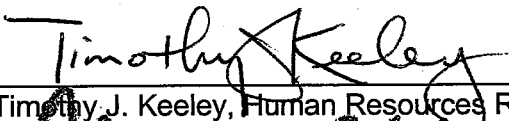
This particular position supervises the Court Section which handles cases in which property owners have been issued orders to comply with particular codes and ordinances and have failed to do so within the specified timeframe. This Health Enforcement Specialist position serves as the DNS representative with the City Attorney's Office and in Municipal Court to prosecute these cases, negotiate settlements, and recommend fines and the appropriate disposition of cases. This position supervises a small staff of Building Code Enforcement Inspectors and Office Assistants to ensure that all enforcement procedures are properly followed in processing these cases.

While this is the only position in the department that represents the department in court, the goal of this position is consistent with other Code Enforcement Assistant Supervisor positions in the department, namely the enforcement of building codes. In addition, this position requires the same basic qualifications as other Code Enforcement Assistant Supervisor positions. Finally, the re-titling of this position to Code Enforcement Assistant Supervisor would allow the department additional flexibility to move individuals within this classification as needed and allow for transfers from within the department.

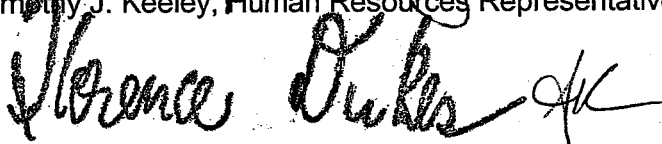
**Recommendation:**

Based upon the above information, we recommend that this position of Health Enforcement Specialist be re-titled to Code Enforcement Assistant Supervisor and that it remain in Salary Grade 006.

Prepared by:

  
Timothy J. Keeley, Human Resources Representative

Reviewed by:

  
Florence H. Dukes, Employee Relations Director

## JOB EVALUATION REPORT

City Service Commission Meeting: July 8, 2003

| Current                                                                                                                     | Requested                                                            | Recommended                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Community Relations Specialist-Senior<br>SG 005 \$41,182-\$57,658<br>Incumbent: J. Andrade-Altoro<br>Current Rate: \$42,461 | Diversity Specialist-Senior<br>SG 005 \$41,182-\$57,658              | Diversity Specialist-Senior<br>SG 005 \$41,182-\$57,658<br>New Rate: No Change             |
| Equal Rights Specialist Sr.<br>SG 004 \$38,634-\$54,086<br>Incumbent: Paulette Douglas<br>Current Rate: \$45,016            | Diversity Specialist-Senior<br>SG 005 \$41,182-\$57,658              | Diversity Specialist-Senior<br>SG 005 \$41,182-\$57,658<br>New Rate: \$46,541              |
| Management and Accounting Officer<br>SG 006 \$43,889-\$61,451<br>Incumbent: Edwin Reyes<br>Current Rate: \$61,451           | Business Operations Manger<br>SG 008 \$49,853-\$69,792               | Business Operations Manger<br>SG 008 \$49,853-\$69,792<br>New Rate: \$63,671               |
| Worker's Compensation and Safety Manager<br>SG 010 \$56,651-\$79,313<br>Incumbent: Burma Hudson<br>Current Rate: \$79,313   | Worker's Compensation and Safety Manager<br>SG 011 \$60,397-\$84,553 | Worker's Compensation and Safety Manager<br>SG 011 \$60,397-\$84,553<br>New Rate: \$82,001 |

### **Action Required**

In the Salary Ordinance, Under Salary Grade 002, delete the title "Equal Rights Specialist" and add the title "Diversity Specialist." Under Salary Grade 004, delete the title "Equal Rights Specialist-Senior." Under Salary Grade 005, delete the title "Community Relations Specialist-Senior" and add the title "Diversity Specialist-Senior." Under Salary Grade 010, delete the title "Worker's Compensation and Safety Manager." Under Salary Grade 011, add the title "Worker's Compensation and Safety Manager."

In the Positions Ordinance, Under Department of Employee Relations, Administration Division, delete one position of "Management and Accounting Officer" and add one position of "Business Operations Manager." Under Department of Employee Relations – Operations Division, Outreach/Diversity/Research Section, delete one position of "Community Relations Specialist-Senior" and one position of "Equal Rights Specialist-Senior" and add two positions of "Diversity Specialist-Senior."

### **Office of Diversity, Operations Division**

The 2003 budget implemented a reorganization of the Department of Employee Relations (DER). The reorganization brought together staff from DER, the Fire and Police Commission (FPC), and the Equal Rights Commission (ERC).

A further development of this merger approved by the Finance and Personnel Committee through the budget repair bill, has been the creation of an Office of Diversity. Formerly, staff from the Fire and Police Commission, the Equal Rights Commission and Employee Relations investigated complaints independently of each other. Fire and Police Commission staff has also been responsible for coordinating and administering recruitment programs for women and minorities in the Fire and Police Departments. Historically, there were four positions that performed these functions. This further reorganization proposes to eliminate the position of Diversity Officer (SG007) and to have the remaining three staff members perform the merged functions.

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A report to change the title of Community Relations Officer (SG009) to Diversity and Outreach Officer (SG009) was previously approved by the Finance & Personnel Committee meeting at the June 18, 2003 meeting.

Changes to the current positions in this section are detailed in the following chart:

| Current                                   | Proposed Change                        |
|-------------------------------------------|----------------------------------------|
| Community Relation Officer, SG 009        | Diversity and Outreach Officer, SG 009 |
| Diversity Officer, SG 007                 | Eliminate Position                     |
| Community Relations Specialist ST, SG 005 | Diversity Specialist Sr., SG 005       |
| Equal Rights Specialist SR, SG 004        | Diversity Specialist Sr., SG 005       |

In reviewing these positions, staff analyzed new job descriptions and held discussions with Florence Dukes, Employee Relations Director.

|                   |                                              |                           |
|-------------------|----------------------------------------------|---------------------------|
| <b>Current:</b>   | <b>Community Relations Specialist-Senior</b> | <b>SG 005</b>             |
|                   | <b>Equal Rights Specialist Senior</b>        | <b>SG 004</b>             |
| <b>Request:</b>   | <b>Diversity Specialist Senior</b>           | <b>2 positions SG 005</b> |
| <b>Recommend:</b> | <b>Diversity Specialist Senior</b>           | <b>2 positions SG 005</b> |

This reorganization proposes the creation of two positions of Diversity Specialist Senior (SG 005) in the Office of Diversity. The new job description for these positions will embody duties and responsibilities previously completed by staff in DER, the FPC, and the ERC and will play a vital role in ensuring the objectives of the Office are met.

The position has responsibility for complaint intake/processing/investigation, recruitment of women and minorities for Fire and Police Department positions, community relations, and staffing the Fire & Police and Equal Rights Commissions. Duties, responsibilities, and minimum requirements include:

- Receive and investigate employee and citizen complaints consistent with DER procedures, Fire and Police Commission rules, and Chapter 106, report on findings and make recommendations. Resolve actual and potential complaint situations whenever possible.
- Act as a resource person to advise, assist and/or counsel employees, managers and others regarding diversity / EEO issues in the workplace.
- Under the direction of the Diversity Officer, coordinate and administer recruitment programs with special emphasis on recruiting minorities and women for the Fire and Police Departments.
- Under the direction of the Diversity Officer, manage the citizen complaint process of the Fire and Police Commission.
- Update and disseminate diversity / EEO related policies and procedures as needed to meet the needs of the City and to ensure compliance with applicable federal, state and local laws, ordinances, guidelines and court cases.
- Assist in the development of the citywide equal employment opportunity / affirmative action plan.
- Participate in special projects and perform other related duties as assigned.

Requirements for the position are a Bachelor's degree with a major in personnel management, industrial relations, public administration, psychology, business administration (or a closely related field), or an equivalent combination of job related training and experience. A minimum of two years of successful experience performing duties such as those described above. Two years experience in EEO/AA complaint investigations is highly desirable. A job related masters' degree is desirable and may substitute for up to one year of the required experience.

There are currently two staff members who will be taking on the duties and responsibilities of these new positions. One is an Equal Rights Specialist Senior (SG 004). This position has previously worked with the complaint intake process for general city employees and the ERC. This incumbent will now be taking on the complaint intake process work related to the FPC as well as recruitment programs for the Fire and

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Police departments. The second position is a Community Relations Specialist Senior (SG 005). This position previously worked with the FPC processes and now will take on the complaint intake process for the general city and the ERC. Both positions will report to the Diversity & Outreach Officer (SG009).

The intent of this reorganization is for the two new positions of Diversity Specialist Senior to have equal responsibility for complaint intake/processing/investigation, recruitment of women and minorities for Fire and Police Department positions, community relations, and staffing the Fire & Police and Equal Rights Commissions.

The duties and responsibilities of these newly created positions are those of a journey level position comparable in level to Human Resources Analyst Senior or Labor Relations Analyst Senior in SG 005. We therefore recommend reclassifying one position of Equal Rights Specialist Senior in Salary Grade 004 to Diversity Specialist Senior in SG 005. We also recommend a title change for Community Relations Specialist Senior in Salary Grade 005 to Diversity Analyst Senior in Salary Grade 005. An assessment of this position according to the job evaluation factors is as follows:

|                              | <u>Level</u> | <u>Points</u> |
|------------------------------|--------------|---------------|
| Impact & Accountability      | 6            | 91            |
| Knowledge & Skill            | 5            | 68            |
| Relationships Responsibility | 5            | 32            |
| Working Conditions           | 1            | 5             |
| Total Points:                |              | 196           |

Salary Grade 005 points: 175-200

#### **Business Section, Administration Division**

In reviewing this position, staff analyzed a new job description and held discussions with Employee Relations Director Florence Dukes.

|                     |                                          |               |
|---------------------|------------------------------------------|---------------|
| <b>Current:</b>     | <b>Management and Accounting Officer</b> | <b>SG 006</b> |
| <b>Requested:</b>   | <b>Business Operations Manager</b>       | <b>SG 008</b> |
| <b>Recommended:</b> | <b>Business Operations Manager</b>       | <b>SG 008</b> |

The purpose of this position is to manage the overall financial operation of the department. This includes budget preparation, expenditure processing, ongoing monitoring and maintenance of department special purpose and reimbursable accounts, operations, trust funds, and inventory control. The position provides supervision of procurement, network administration, reception desk operations, and payroll administration including technical support of the department's physical environment. Duties, responsibilities and requirements include:

- 75% Ongoing monitoring and maintenance of all financial accounts of the departmental budget including:
- ◆ Budget preparation, expenditure forecasting, salary projections, position control, performance measures development and appropriate methods of statistical data to ensure program spending in current year and future funding requirements.
  - ◆ Maintenance of all special purpose and reimbursable accounts and agency trust funds associated with the coordination and administration for the delivery of benefits related to Health, Dental, Workers Compensation, Unemployment Compensation, Flexible Spending Account, Training Services, Bus Fare and Long Term Disability programs.
  - ◆ Computes Active and Retiree Basic Plan Contract counts for payment and capitation fees to Basic Plan, Utilization Review/Case Management and PPO Vendors.
- 15% Supervises operations of the Business Section including departmental procurement, reception desk operations, network administration, and payroll administration.

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- 10% Serves as the resource person regarding FMIS Financial and HRMS Programs and provides technical support for the department's physical environment.

The position requires a bachelor's degree in Accounting, Business Administration or related field plus ten years of progressively responsible professional experience in accounting, budgeting and/or financial management. Equivalent experience is acceptable in lieu of a bachelor's degree.

Within the new organization, this position will function as the department's fiscal manager and supervise operations of the Business Section. For the fiscal year 2003 the department's budget consists of \$4,233,717 in operating funds and over \$90 million in special purpose, reimbursable, and agency trust fund accounts. This position is responsible for analyzing trends and projecting expenses for these special accounts including Health Care, Dental Insurance, and Worker's Compensation that alone total over \$87 million.

With the current and previous reorganizations, the supervisory responsibility of this position has expanded from oversight of payroll administration to also include supervisory oversight of the department's network operations, reception desk operations, and procurement. The position supervises professional and clerical support staff including a Network Coordinator-Associate, Administrative Specialist, Accounting Assistant II, Office Supervisor II and Office Assistant II. In addition, the position provides departmental technical support for FMIS and HRMS functions.

The city classification of Business Operations Manager currently consists of five individuals in both the Department of Neighborhood Services and different divisions of the Department of Public Works. In analyzing the position we compared the overall duties and responsibilities of this position with these other Business Operations Managers. The classification is a highly responsible managerial classification that functions as the business manager for a department or the equivalent, such as a division of the Department of Public Works. Typical duties include planning and preparing the annual budget, monitoring as well as controlling expenditures, supervising the issuance of service orders and contracts, supervising the preparation and cost distribution of payroll, supervising the maintenance of personnel records and reports, serving as the department representative in business matters, and occasionally appearing before various commissions and Common Council committees. Individuals who fill these positions are expected to have technical knowledge and skills in many areas of business administration such as accounting, budgeting, office automation, and fiscal control, in addition to the general management and human relations skills needed to effectively supervise a staff. One of the critical roles of the Business Operations Manager is to provide top management with essential financial and operational data, including ad hoc reports and financial forecasts regarding all aspects of business operations. Another critical role is to make continual improvement in business operations. In performing these roles, Business Operations Managers function as an integral part of each department's leadership team.

Our analysis indicates that the duties and responsibilities of this position in the Department of Employee Relations fall within the range associated with and expected of the classification of Business Operations Manager. We therefore recommend reclassifying this position to Business Operations Manager in Salary Grade 008. An assessment of this position according to the job evaluation factors is as follows:

|                              | <u>Level</u> | <u>Points</u> |
|------------------------------|--------------|---------------|
| Impact & Accountability      | 9            | 38            |
| Knowledge & Skill            | 7            | 94            |
| Relationships Responsibility | 6            | 38            |
| Working Conditions           | 1            | 5             |
| Total Points:                |              | 275           |

Salary Grade 008 points: 266-305

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**Workers Compensation & Safety Section, Employee Benefits Division**

|                     |                                                  |               |
|---------------------|--------------------------------------------------|---------------|
| <b>Current:</b>     | <b>Workers Compensation &amp; Safety Manager</b> | <b>SG 010</b> |
| <b>Requested:</b>   | <b>Workers Compensation &amp; Safety Manager</b> | <b>SG 011</b> |
| <b>Recommended:</b> | <b>Workers Compensation &amp; Safety Manager</b> | <b>SG 011</b> |

This position is responsible for managing the day-to-day operations for the City of Milwaukee's Worker's Compensation Benefits Program and City-wide Safety Program ensuring compliance with the Department of Workforce Development. Duties, responsibilities, and requirements include:

- Direct supervision of the adjusting staff
- Plan, develop, implement and maintain an efficient delivery system for coordinating the Workers Compensation and Safety Programs in accordance with DWD standards.
- Act as a liaison with all City departments, including MPS, Fire, Police, Public Works, and the City Attorney's Office to ensure open line of communication relating to Worker's Compensation and safety.
- Develop, coordinate and implement training programs for Worker's Compensation and Safety for internal staff and City departments
- Provide assistance in the preparation of the annual budget projections for Worker's Compensation programs
- Develop and implement a system for reporting Unemployment Compensation wages and other employment data to the State of Wisconsin.
- Develop and implement policies and procedures for compliance with safety and occupational standards and regulations
- Develop and implement appropriate reporting systems for tracking Worker's Compensation and safety statistics for loss control and payments.
- Provide ongoing support and assistance to the City Attorney's Office regarding Worker's Compensation subrogation and litigated issues
- Coordinate the activities of the City's Safety Committee
- Coordinate and implement methods of early return to work initiatives for injured City employees
- Other duties as assigned

The position requires a related Bachelors Degree and five years of experience supervising claims management. Must have a broad understanding of the Worker's Compensation Law. Must have knowledge of DWD Safety Regulation and OSHA.

**Impact & Accountability**

The scope of the City's Worker's Compensation operation includes 7,636 City employees, as well as all employees of the Milwaukee Public School System, who number approximately 15,000. No other section or division of DER, and for the most part, the entire City of Milwaukee deals with as many different departments and separate hiring authorities, or the sheer volume of employees as the Worker's Compensation & Safety Section.

In 2002, the Worker's Compensation Section processed 5113 claims. Expenses paid out for claims during 2002 totaled \$10,685,152.54. Milwaukee Public Schools generated 38% of these claims. The section consequently handles a large volume of correspondence from physicians, employees, management, as well as bills, medical evaluations, reports from departments, and related information. The section includes a staff of 18 employees.

In 2003, due to the elimination of the Occupational Health Program from the Health Department, DER has now taken on responsibility for pre-employment medicals assessments for new employees. This position has taken on additional responsibility for coordination with medical providers for City of Milwaukee Pre-employment medical assessments and fitness for duty assessments of current employees. Within this scope the position is also responsible for Office Ergonomic assessments, the research of occupational issues, and providing guidance to City departments.

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Also in 2003, this position will be developing and implementing a system for reporting Unemployment Compensation wages and other employment data to the State of Wisconsin that is consistent with data related to Worker's Compensation claims processing.

The Worker's Compensation & Safety Manager manages all of the day-to-day operations of the Section quite independently. Other than issues involving large policy matters, this position determines work priorities and procedures, and manages the staff of 18 employees.

#### Knowledge and Skill

Knowledge, skills, and abilities associated with this position include:

- Ability to manage a worker's compensation and medical claims processing operation that handles over 5000 claims per year
- Medical and technical knowledge of worker's compensation claims
- Knowledge of worker's compensation law in the State of Wisconsin
- Ability to negotiate with attorneys in settling high-cost worker's compensation cases
- Ability to explain technical policies and procedures to employees, manager, attorneys, union officials; and to intervene in department's actions when necessary
- Ability to be tactful and diplomatic under pressure
- Ability to negotiate settlements with attorneys and union officials
- Knowledge of data processing requirements and procedures
- Ability to effectively supervise a staff of 18 employees
- Knowledge of city, state and federal safety laws and regulations

The minimum requirements for the position include a BA in a health related field, four years of experience in the insurance industry or medical facility, and a minimum of 2 years of supervisory experience in a medical facility or worker's compensation field.

#### Relationship Responsibility

This position's duties require a high frequency of contacts with others, both inside and outside of the organization. This includes individual employees, all levels of supervisors, physicians, attorneys, and union representatives. Due to the number of claims from MPS, this position also has contact with a number of individuals from this organization each day. Contacts frequently involve controversial issues regarding injured employees and disputed compensation. These contacts consequently require a high degree of patience tact and diplomacy. Contacts with attorneys and union officials require strong negotiating skills. This position becomes personally involved in cases having the highest monetary impact.

#### Working Conditions

The vast majority of this position's time is spent in a typical office environment, comparable to that of most other City administrators and managers.

#### Analysis

Within the Department of Employee Relations, the impact and accountability of this position is on a level with the positions of Human Resources Manager that serve as a Section Heads within the Operations Division. The Human Resources Manager with responsibility for Compensation Services has management and oversight responsibility for the classification and compensation of all City positions. It also encompasses responsibility for Training & Development Services and Certification & Pay Services. The Human Resources Manager with responsibility for Staffing Services has management and oversight responsibility for recruitment, job analysis, test development, test validation, and test administration for all of the city's civil service positions as well non-classified staff from the Milwaukee Public Schools. The relatively large scope of responsibility exercised by the Workers Compensation & Safety Manager in

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terms of monetary impact (over \$10.6 mill per year in workers compensation claims), scope of operations, and staff supervised (18 employees) give this position an Impact & Accountability level of 11.

The position is required to have technical knowledge in quite a variety of areas. The requirement to have knowledge in the areas of safety, worker's compensation, information systems, union contracts, unemployment compensation, and staff management give this position a Knowledge & Skills level of 11.

In terms of Relationships Responsibility, the variety of contacts required, the criticality of matters discussed, and the skills required during those contacts give this position a level of 9 in this factor.

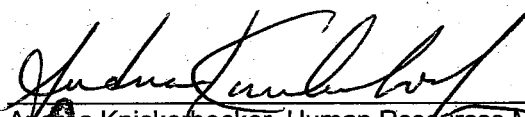
An assessment of this position according to the job evaluation factors is as follows:

|                              | <u>Level</u>  | <u>Points</u> |
|------------------------------|---------------|---------------|
| Impact & Accountability      | 11            | 182           |
| Knowledge & Skill            | 11            | 181           |
| Relationships Responsibility | 9             | 67            |
| Working Conditions           | 1             | <u>5</u>      |
|                              | Total Points: | 435           |

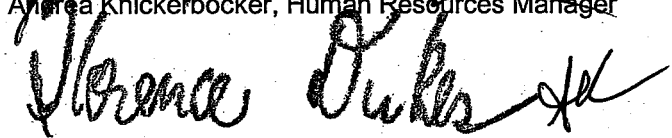
Salary Grade 011 Points: 405-465

Based upon this assessment of the position we recommend that this position of Worker's Compensation and Safety Manager be reallocated to Salary Grade 011.

Prepared by:

  
Andrea Knickerbocker, Human Resources Manager

Reviewed by:

  
Florence Dukes, Employee Relations Director