



Department of Employee Relations
March 27, 2008

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

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

Dear Committee Members: Re: Common Council File Number 071511

The following classification and pay recommendations were approved by the City Service Commission on March 19, 2008:

In the Department of City Development, one new position was classified as Accountant II, PR 594.

In the Library, 5 new positions and 2 reclassified positions were recommended as the following:

One new position was classified as Management Librarian, SG 007.

One new position was classified as Library Education Outreach Specialist, PR 557.

Two new positions were classified Library Services Assistant, PR 504.

One new position was classified as Librarian II, PR 544.

Three positions of Bookmobile Operator, PR 247 held by Joseph Megna, Kimberly Petersik and Michael Wiederholt was recommended for reclassification to Library Driver, PR 247.

One position of Automotive Services Specialist, PR 275 held by Thomas Corozza was recommended for reclassification to Library Delivery Services Specialist, PR 275.

In Employees' Retirement System, one new position was classified as College Intern, PR 910.

In the Department of Employee Relations, one position of Human Resources Information Analyst-Senior, SG 005 was recommended for reclassification to Human Resources Analyst-Senior, SG 005.

In the Department of Public Works – Water Works, one new position was classified as Network Coordinator-Senior, SG 006.

In the Department of Public Works – Administrative Services, one new position was classified as Office Assistant IV, PR 445.

In the Department of Public Works – Infrastructure Services, one position of Laborer, Electrical Services, PR 230 held by Alice Jones was reclassified as Office Assistant IV, PR 445.

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

Sincerely,


Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 4 Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, Renee Joos, Jennifer Meyer, Marianne Walsh, Troy Hamblin, Betty Schraith, Richard Marcoux, Martha Brown, Judy Allen, Paula Kiely, Judith Zemke, Joan Johnson, Kelly Hughbanks, Dawn Lauber, Thomas Corozza, Joseph Megna, Kimberly Petersik, Michael Wiederholt, Martin Matson, Jeffrey Mantes, James Purko, Carrie Lewis, Laura Daniels, Eldon Gartzke, Dorinda Floyd, Dan Thomas, Thomas Sanders, Jeffrey Polenske, Thomas Pechacek, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer and James Fields (DC 48).

JOB EVALUATION REPORTCity Service Commission Meeting Date: March 4, 2008Department: City Development

Current	Request	Recommendation
New Position	Management Accounting Specialist-Senior SG 06 \$50,206-\$70,295 (2008 rates)	Accountant II PR 594 \$43,282-\$52,516 (2006 rates)

Action Required:Effective December 30, 2007, Pay Period 1, 2008

In the Positions Ordinance, under Department of City Development, Economic Development Division, delete one position of "Management Accounting Specialist Sr" and add one position of "Accountant II."

The basic function of this position is to assist in the design, configuration and implementation of a uniform accounting system and financial reporting for the Milwaukee Economic Development Corporation (MEDC); review, research, analyze and/or record the accounting transactions and financial position of MEDC's individual funds in accordance with its board approved budget, articles of incorporation, and generally accepted accounting principles; perform cash flow analysis and special account analyses as required; and prepare the work papers for the corporation's financial audit. The duties and responsibilities include the following:

- Assist in the design, configuration, and implementation of the corporation's accounting system and sub processing modules such as loans receivable, accounts payable, purchasing, inventory, and cash receipts; draft procedures, instructions, and training for backup and other corporate staff; and research and resolve all end-user problems associated with the sub processing modules' data and processing errors.
- Process and control the accounts payable issuance process for all of the corporation's vendor payments, including balancing and reconciling the monthly accounts payable checks issued.
- Review, research, analyze, record, and reconcile accounting transactions of and for the individual loan funds of the corporation (approximately 9 funds) on an ongoing basis; prepare analytical reviews, account reconciliations, account analyses, projections, and forecasts of individual accounts and/or specific funds as needed or requested by the President or senior management.
- Prepare necessary work papers, statements, and schedules, including the establishment of necessary accruals and reserves as required under GAAP; assist the external auditors as needed in documenting the financial activity and process policies of the corporation; and prepare interim financial activity reports as required or requested by senior management.
- Process special projects throughout the year such as analyzing and reviewing the loans receivable and accounts receivable invoices and establishing adequate reserves for uncollectible; analyzing, reviewing, and monitoring the reimbursable activity of fiscal agent grants to other entities to ensure a timely recording of costs incurred and recovered; and establishing appropriate controls for all capital projects and other operating budget projects and continually monitoring budgetary controls for all funds.

- Perform other duties and special projects as assigned; and review all individual fund assets and liabilities at least annually.

The requirements of this position include a Bachelor's Degree in Business Administration or Accounting or equivalent work experience; knowledge of Generally Accepted Accounting Principles (GAAP), loan documentation, collateral documentation, loan accounting, and financial reporting for nonprofit organizations; and ability to use computer software to produce spreadsheets and documents.

The MEDC is a non-stock, non-profit, quasi-government lending agency that provides "gap" financing to small and medium sized businesses in the metro Milwaukee area. It has a current loan portfolio of \$66 million dollars and has a staff of seven full time positions and five part time positions. The Department of City Development is requesting this new position due to the consolidation of the accounting and credit service responsibilities for the MEDC. This position will include duties of a current position of Credit Services Specialist in Pay Range 540 and a previous management accounting position that was eliminated from the budget last year. Due to several duties that were performed by this former management accounting position the Department requested the classification of Management Accounting Specialist – Senior in Salary Grade 006.

This new position was compared to several other positions in the City that perform accounting functions including Accountant I, Accountant II, and Management Accounting Specialist – Senior as show below,;

Accountant I in Pay Range 545

A recent position in the City Treasurer's Office performed various functions related to cashiering control; general fund accounting; investment portfolio management; payroll administration; and payment distribution services. This included general fund accounting (10%); account reconciliation (35%); payment distribution (15%); judgment administration (35%); and other duties (5%). Requirements included the ability to design, develop, and execute applications utilizing existing software and computer systems for the Cash Management, Investments, and Financial Services Unit; and an ability to utilize existing applications of the City's accounting, payroll, and tax collection systems.

Accountant II in Pay Range 594

One of these positions located in the Department of City Development performs accounting and financial management service for the Neighborhood Improvement Développement Corporation. This include preparing consolidated financial statements including statement of cash flow; designing and preparing financial reports for the Board of Directors and management; creating and maintaining databases; maintaining the general ledger; analyzing, extracting, and reporting activity from the City FMIS system; managing grants; managing loan portfolios; preparing tax return information; and making investment recommendations.

Management Accounting Specialist – Senior in Salary Grade 006

There are several of these positions in the Office of the Comptroller. They have varying areas of responsibility such as 1) reviewing and researching the accounting transactions and financial position of the City's individual funds in accordance with the City budget, charter, local, state and federal laws, and the Governmental Accounting Standards Board; performing cash flow analysis, debt forecasting and special account analyses; and preparing the City's Comprehensive Annual Financial Report; 2) overseeing the administration of the accounting for all of the City's grant programs; and 3) enforcing accounting policies and procedures for grant projects and performing fiscal site reviews of sub-recipients to ensure that grant funds are disbursed per relevant guidelines. These positions provide guidance and indirect supervision to professional and support financial staff in over 60 departments and organizational units around the City.

This review indicated that the new position is stronger than the classification of Accountant I since it requires more independent review and analysis of data and the accounting and financial processes and procedures. The new position is more similar to the Accountant II classification since it also requires more review and analysis but also prepares consolidated financial statements, designs and prepares financial reports for a Board of Directors and management, and creates and maintains databases. This particular Accountant II also manages grants and loan portfolios, prepares tax return information and makes investment recommendations.

The requested classification of Management Accounting Specialist – Senior is much stronger and broader in scope than the new position under study. These positions perform work on a City-wide basis and must be familiar with a wide area of City functions as they provide accounting and financial review, research, and guidance to financial staff throughout the City. Based on the above we recommend this new position be classified as Accountant II in Pay Range 594.

Prepared by:



Sarah Trotter, Human Resources Representative

Reviewed by:



Andrea Knickerbocker, Human Resources Manager

Reviewed by:



Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: March 4, 2008
Department: Milwaukee Public Library

Request	Recommendation
Management Librarian SG 007 \$53,519-74,922 (2008 rates)	Management Librarian SG 007 \$53,519-74,922 (2008 rates)
Education Outreach Specialist PR 557 \$46,366-\$53,833 (2006 rates)	Library Education Outreach Specialist PR 557 \$46,366-\$53,833 (2006 rates)
Library Services Assistant – 2 positions PR 504 \$33,316-\$38,474 (2006 rates)	Library Services Assistant – 2 positions PR 504 \$33,316-\$38,474 (2006 rates)
Librarian II PR 544 \$42,594-\$49,802 (2006 rates)	Librarian II PR 544 \$42,594-\$49,802 (2006 rates)

Action Required:

Effective December 30, 2007, Pay Period 1, 2008

In the Salary Ordinance, under Pay Range 557, add the title "Library Education Outreach Specialist."

In the Positions Ordinance, under Library, Central, Library Decision Unit, Youth Outreach Services Section, delete one position of "Community Outreach Specialist" and add one position of "Library Education Outreach Specialist."

Background:

On December 14, 2007, the Library Director, Paula Kiely, requested that 5 new positions established in the 2008 City budget be studied for proper classifications and associated rates of pay. Three of these positions will be assigned to a new Youth and Community Outreach Services Section which was created by combining two early literacy programs—*Books2Go* and *Ready to Read*—with the delivery of monthly library materials to child care centers, senior housing centers, and other organizations. The goal of this reorganization is to increase efficiency by combining two closely related services. Improving literacy in children and youth, including the readiness for reading, is a major strategic goal of the Milwaukee Public Library.

In studying this request, new job descriptions submitted by the Library were reviewed and discussed with Joan Johnson, Central Library Services and Projects Director; Judith Zemke, Personnel Officer; and Kelly Hughbanks, Librarian V in charge of youth services for the Library system. The narrative that follows is a discussion of 3 positions affected by this reorganization, one position of Library Services Assistant being transferred to the Circulation Bureau, and one new position of Librarian II being created in the Wisconsin Regional Library for the Blind and Physically Handicapped.

Request: Management Librarian, SG 07
Recommendation: Management Librarian, SG 07
Location: Youth Outreach

Working under the general direction of a Librarian V, this new Management Librarian will lead the Youth and Community Outreach Services Section consisting of a staff of nine. The position will oversee all early literacy programs, young adult services, materials delivery, public services and programs to child care centers and other selected agencies. In addition, the position will develop and maintain library materials for young adults. Requirements of the position include an Masters in Library Science and five years of increasingly responsible professional librarian experience, at least three of which have been with children and young adults. Noteworthy knowledge, skills, abilities, and competencies include the ability to plan and carry out programs and projects; the ability to train, motivate, and supervise staff; knowledge of services to youth; knowledge of childhood development, particularly in regard to literacy; and wide ranging knowledge of literature and media for youth.

The level of responsibility associated with this position, which is system-wide, appears comparable to other Management Librarians who have responsibility for supervising staff. One Management Librarian, for example, supervises staff in the Art and Music Section and another supervises employees in the Technical Services Bureau.

For that reason, we recommend that this position be classified as requested, as a Management Librarian in Salary Grade 07.

Request: Education Outreach Specialist, PR 557
Recommendation: Library Education Outreach Specialist, PR 557
Location: Youth Outreach

This position will oversee two early literacy programs—*Ready to Read* and *Books2Go*—and also oversee the delivery of library materials to child care centers, senior housing centers, nursing homes, and two schools. The goals of the *Ready to Read Program* and *Books2Go Program* are to increase the literacy of children from birth to five years of age through precepts established by the American Library Association. The individual hired for this position will identify and contact child care centers throughout the City to include them in these programs, oversee a database of library card users for these programs, which now number over 1,000, and write curriculum for trainers to use in training child care providers regarding the development of literacy skills in young children. At the present time these programs include 21 child care providers, 12 senior high rise residences, 15 nursing homes, 2 schools, and 25 Ready to Read sites.

The individual selected for this position will be required to train other Library staff in issues related to early literacy and write newsletter articles and promotional materials. In addition, the individual filling this position will be required to oversee the monthly delivery of materials to community agencies and serve as a liaison between the Library and the community. Requirements for the position, as stated on the job description, include a bachelor's degree in education and five years of classroom teaching experience, 3 of which must have been working with elementary or early childhood students.

The Library has requested that this position be classified and paid at the same rate as the job classification of Librarian III, which is currently \$46,366 to \$53,833 annually (2006 rates). The Library's job hierarchy for professional Librarians is as follows:

**Job Classifications for Librarians
Librarian I through V**

Title	SG/PR	Year Effective	Minimum	Maximum	Aged Minimum*	Aged Maximum*
Librarian V	009	2008	\$60,809	\$85,129	\$60,809	\$85,129
Management Librarian	007	2008	\$53,519	\$74,922	\$53,519	\$74,922
Librarian IV	565	2006	\$49,895	\$58,529	\$51,911	\$60,894
Librarian III	557	2006	\$46,366	\$53,833	\$48,239	\$56,008
Librarian II	544	2006	\$42,594	\$49,802	\$44,315	\$51,814
Librarian I	528	2006	\$37,640	\$43,875	\$39,161	\$45,648

*In order to provide a uniform basis of comparison, 2006 rates were increased by 2% in 2007 and 2% in 2008 to provide an approximate rate for 2008. Increasing rates in this manner is referred to as "aging" and is an accepted compensation practice.

In this career path, Librarians with a Master's Degree in Library Science (MLS) and no work experience are hired at the 'I' level. Librarians at the I level are considered to be in training and work under close direction. After 2 years of successful job performance at the Milwaukee Public Library, they are eligible for promotion to the II level without competition, as part of a promotional program.

Although Librarians at the II level have a good foundation in public library service, they work in a defined area within established guidelines. To progress to the III level, Librarians must compete for a limited number of positions through a competitive process. Librarians at the III level are expected to carry out their work independently, initiate process improvements, and sometimes direct other employees.

Considering the responsibility this new position will have for overseeing the development and expansion of literacy programs for young children, some aspects of which will need to be developed for the first time, the responsibility for coordinating staff and resources, the ability to train staff in teaching literacy skills to child care providers, outreach skills, and subject area knowledge, it appears appropriate to classify this position as requested, in Pay Range 557, equivalent to the Librarian III classification. To more clearly identify the position, it is further recommended that this position be titled Library Education Outreach Specialist.

For these reasons, we recommend that this position be classified as Library Education Outreach Specialist, Pay Range 557.

Request: Librarian II, PR 544
Recommendation: Librarian II, PR 544
Location: Library for the Blind and Physically Handicapped

This position will work closely with a Management Librarian who serves as the Regional Librarian for the Blind and Physically Handicapped. This position will assist new borrowers, investigate borrower problems and complaints, and solve customers' issues. In addition to serving as a resource and backup for the "Assistant Regional Librarian" in regard to automation functions, the employee filling this position will sometimes direct the work of 4 other employees. In addition, the employee filling this position will represent the Regional Library on special committees, meetings of library associations, organizations serving the blind, vision support groups, and the like. Requirements for the position include an MLS degree and 2 years of professional library experience, at least 1 of which must have been at the level of Librarian I at the Milwaukee Public Library. Notable knowledge, skills, and abilities include: an ability to provide excellent customer service on a consistent basis; supervisory and communication skills; experience working with individuals who are blind or physically handicapped or knowledge of issues affecting this population; and experience with automated systems.

The level of knowledge and skill required for the position, as well as the responsibility exercised, is indicative of the Librarian II job classification for the Milwaukee Public Library System. For that reason, we recommend classification of this job as requested, as a Librarian II, PR 544.

Requested: Library Services Assistant, PR 504
Recommended: Library Services Assistant, PR 504
Location: Youth Outreach

Under the direct supervision of the Management Librarian in the Youth Outreach Services Section, this position will plan, organize, direct, and supervise the clerical activities of the Section. There are 2 clerical employees assigned to the Section. Requirements for the job include a bachelor's degree and completion of a 3-credit college course in reference within 1 year of employment. Notable skills, abilities, and competencies include: strong customer service skills; ability to supervise, train, motivate, and direct clerical personnel; ability to use online library databases and the Internet; ability to focus upon detailed information; and willingness to work a flexible schedule including evening and weekends.

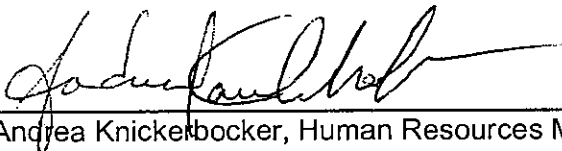
The level of responsibility of this position, in addition to the level of knowledge and skill required is equivalent to other Library Services Assistants in the Library. For that reason, we recommend classification of this position as requested, as a Library Services Assistant, PR 504.

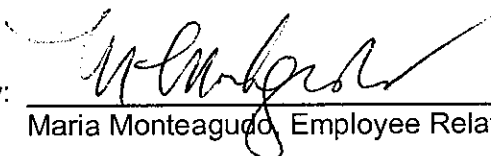
Requested: Library Services Assistant, PR 504
Recommended: Library Services Assistant, PR 504
Location: Circulation Bureau

The basic function of this position is plan, organize, direct, and supervise the work of clerical employees in the Media Room of the Central Library. The requirements for the job, level of responsibility, and level of knowledge and skill required are the same as described for the Library Services Assistant in the Youth Outreach Section and consistent with the classification

of Library Services Assistant. We therefore recommend classification of this position as requested, as a Library Services Assistant, PR 504.

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: March 4, 2008

Department: Library

Employees: Thomas Corozza, Joseph Megna, Kimberly Petersik, Michael Wiederholt

Present	Recommendation
Bookmobile Operator – 3 positions PR 247 \$38,573 - \$42,769 Current Rates: Various	Library Driver PR 247 \$38,573 - \$42,769 Rate: No Change
Automotive Services Specialist PR 275 \$41,657 - \$48,245 Current Rate: \$48,245	Library Delivery Services Specialist PR 275 \$41,657 - \$48,245 Rate: No Change
Rationale: <u>Bookmobile Operator</u> The employees in these positions drive large high-panel vans, similar to UPS delivery trucks with a box that is 16-feet in length, exclusive of cab and engine, and 11' feet in height, to load, unload, and deliver large quantities of books, library materials, office equipment, and other items between branch libraries and to and from the Central Library. The amount of physical effort required is very significant and has increased over the years, making them akin to other heavy laboring positions in the City service that are placed in the Salary Ordinance in the 200 series. We recommend retaining these positions in their current pay range, which is PR 247, and providing a more descriptive job title, that of Library Driver.	
<u>Automotive Services Specialist</u> With the exception of an increase in the amount of physical effort required, the duties and responsibilities of this job, as associated competencies for successful job performance, have remained the same for some time. For this reason, the present Pay Range allocation for this job appears appropriate. This position should, however, have a more descriptive job title. For that reason, we recommend the title of Library Delivery Services Specialist	

Action Required:

In the Salary Ordinance, under Pay Range 275, delete the title "Automobile Services Specialist" and add the title "Library Delivery Services Specialist".

Under Pay Range 247, delete the title "Bookmobile Operator" and add the title "Library Driver".

In the Positions Ordinance: under Library, Neighborhood Library and Extension Services Decision Unit, Automotive Services Unit, delete one position of "Automotive Services Specialist", one position of "Bookmobile Operator (D)", two positions of "Bookmobile Operator", add one position of "Library Delivery Services Specialist, one position of "Library Driver (D)" and two positions of "Library Driver."

Background

During October of 2007, the Milwaukee Public Library requested that a study be conducted of two positions in its "materials delivery area." One position, a working supervisor, coordinates the delivery and pickup of books and other materials and oversees the maintenance of its vans and vehicles. The other 3 positions, currently classified as Bookmobile Operators, drive large high-

panel vans similar to UPS delivery trucks, as well as trucks and automobiles to deliver and receive books and materials, office equipment, office supplies, and book donations throughout the Library system and other locations.

In studying these positions, revised job descriptions for the positions were reviewed and discussions were held with Judith Zemke, Personnel Officer for the Milwaukee Public Library, and Dawn Lauber, Librarian V in charge of Literacy and Extension Services for the Library. A brief telephone conversation was also held with one Bookmobile Operator.

Bookmobile Operator

At one time the Library owned and operated 3 bookmobiles to provide mobile library services to City residents. Due to a number of reasons, the most prominent of which was the high cost of maintaining these large vehicles, the Library gradually decreased bookmobile services over the years, to the point that regular bookmobile service was discontinued at the end of 2005.

During the transitional period when bookmobile services were being phased out, Bookmobile Operators began driving high-panel vans to deliver library books and materials throughout the Library system. These high-panel vans resemble UPS delivery trucks, having a box that is 16' long, exclusive of the cab and engine, and a height of over 11'. Despite the size of these vehicles, a CDL license is not required to operate them because their gross weight does not exceed 26,001 pounds.

The use of these high-panel vans requires a significantly greater amount of physical effort than was required to drive a bookmobile. Each driver now loads, and unloads approximately 5,000 pounds of books and materials every day. Although books are the mainstay of delivery, media, office equipment, packages, office paper and supplies, and receipts are also in the schedule. Delivery and pickup routes include 12 branch libraries, the Central Library, City Hall, the Administration Building of Milwaukee Public Schools, post offices, and other locations. The job also requires employees to drive trucks and automobiles, wash vehicles, and understand vehicle systems.

Requirements for these positions include a strong customer service orientation, a valid State of Wisconsin Motor Vehicle Operator's License at the time of hire, a good driving record, thorough knowledge of streets and roads in Milwaukee County, and a basic knowledge of vehicular problems and maintenance, physical strength, and physical stamina. Because these drivers work so closely with Library staff and have frequent contact with Library patrons during their work, the Library requires these employees to have good customer service skills. This includes being courteous and friendly at all times, answering patrons' questions to the extent possible, and presenting a good image to the public through their dress and grooming.

The job analysis indicates that the type of vehicles driven and amount of physical effort required to perform the work makes these positions akin to other heavy laboring jobs and the now-obsolete classification of Truck Driver (over 3.5 tons). In comparing these positions to Delivery Drivers in the Health Department who pick up and deliver medical supplies, clinic equipment, medical samples, medical records, mail, and office supplies and equipment, we conclude that the drivers in the Library are required to exert significantly more physical effort than the Health

Department positions. In addition, the Library has the requirement of having very good customer service skills.

We therefore recommend maintaining these positions in Pay Range 247 with a new title of Library Delivery Driver.

Automotive Services Specialist

This position performs the work of a delivery driver and coordinates the vehicles and work processes associated with the delivery and pickup of library materials and other materials to and from 12 branch libraries and the Central Library, several governmental agencies, and other locations. The Library currently owns and operates 3 high cube vans (box trucks) and 2 minivans and employs 3 drivers to load, pickup, drive, and deliver all materials.

This position works under the general direction of a Librarian V who is in charge of all Literacy and Extension Services for the Library. The primary areas of responsibility are:

- Establishing routes and schedules for drivers
- Training drivers in customer service, safety, and basic mechanical troubleshooting
- Operating vehicles
- Oversight of vehicle maintenance and repair
- Report preparation
- Preparation of budget items related to vehicle repair, maintenance and replacement

Approximately one-half of the position's time is spent working as a delivery driver.

Requirements for the position include a minimum of 3 years of work experience overseeing the maintenance and repair of vehicles, and experience in a leadership capacity. Noteworthy abilities for successful job performance include: the ability to plan work, prioritize work, assign work, and direct work in progress; train, supervise, and motivate others; drive vehicles and deliver, pickup and load materials; and make sound decisions under emergency conditions. Noteworthy knowledge required for successful job performance includes: a working knowledge of streets and roads in Milwaukee County; knowledge of good customer service; knowledge of vehicle systems and mechanics; and a general knowledge of the Library system.

With the exception of a greater amount of physical effort required, the job description submitted for this position indicates the duties and responsibilities for the job have remained the same during the recent past. We therefore see no reason to recommend a change in Pay Range allocation at this time. We do, however, recommend that the position have a more descriptive title, that of Library Delivery Services Specialist.

Prepared by:


Laura Sutherland, Human Resources Representative

Reviewed by:


Andrea Knickerbocker, Human Resources Manager

Reviewed by:


Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: March 18, 2008

This report recommends appropriate classifications and compensation levels for 5 positions created or changed in conjunction with the implementation of the 2008 City of Milwaukee budget. This report contains recommendations for positions in the Employees' Retirement System, Employee Relations, and Department of Public Works.

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

EMPLOYEE RETIREMENT SYSTEM

Current	Request	Recommendation
New Position	College Intern-Investments PR 910 \$9.51 - \$12.47 hourly	College Intern PR 910 \$9.51 - \$12.47 hourly

EMPLOYEE RELATIONS

Current	Request	Recommendation
Human Resources Information Analyst-Senior SG 005 (\$47,109 - \$65,957)	Human Resources Analyst-Senior SG 005 (\$47,109 - \$65,957)	Human Resources Analyst-Senior SG 005 (\$47,109 - \$65,957)

DPW-WATER WORKS

Current	Request	Recommendation
New Position	Network Coordinator-Senior SG 06 (\$50,206 - \$70,295)	Network Coordinator-Senior SG 06 (\$50,206 - \$70,295)

DPW-ADMINISTRATIVE SERVICES

Current	Request	Recommendation
New Position	Office Assistant IV PR 445 (\$34,767 - \$38,474)	Office Assistant IV PR 445 (\$34,767 - \$38,474)

DPW-INFRASTRUCTURE SERVICES

Current	Request	Recommendation
Laborer, Electrical Services PR 230 (\$34,466 - \$37,956) Incumbent: Alice Jones Rate: Step 5 \$37,956	Office Assistant IV PR 445 (\$34,767 - \$38,474)	Office Assistant IV PR 445 (\$34,767 - \$38,474) New Rate: \$38,474

Action Required

In the Salary Ordinance, under Salary Grade 05, delete the title "Human Resources Information Analyst-Senior."

In the Positions Ordinance, under Department of Employee Relations, Administration Division, Business Section, delete one position of "Human Resources Information Analyst-Senior" and under Department of Employee Relations – Operations Division, add one position of "Human Resources Analyst-Senior."

Effective December 30, 2007, Pay Period 1, 2008

Under Department of Public Works-Infrastructure Services Division, Field Operations-Electrical Services Decision Unit, Street Lighting, delete one position of "Communication Assistant II, one position of "Laborer (Electrical Services)" and add one position of "Office Assistant IV."

EMPLOYES' RETIREMENT SYSTEM

Request: College Intern – Investments PR 910
Recommendation: College Intern PR 910

This position will be assigned to the Employees Retirement System (ERS). The employee filling the position will work under the supervision of the Chief Investment Officer for the ERS, performing a variety of analytical and administrative duties related to its investments. Examples of duties include: researching issues; assisting the investment team in analyzing the System's portfolio; and assisting with monitoring and documentation of investment activities. Requirements for the position include current enrollment in a college or university and status as a junior or higher; a major in finance, business, or closely related area; knowledge of investments; the ability to work effectively and tactfully with the investment team and others; and the ability to learn and use investment-related software.

The City employs a number of College Interns (as well as Graduate Interns and Legal Interns) who work in different City departments. As indicated in the job description submitted for the position, its duties and responsibilities are consistent with other College Interns in the City. For that reason, we recommend classification as such. The specialized competencies required for the job will be taken into consideration during recruitment.

EMPLOYEE RELATIONS

Current: Human Resources Information Analyst-Senior SG 05
Recommendation: Human Resources Analyst-Senior SG 05

The Department of Employee Relations is requesting a title change for this vacant position, with no change in Salary Grade. The purpose of this position will be to conduct recruitment and selection processes to fill positions in general City departments, the Fire and Police Departments, and Milwaukee Public Schools. Duties, responsibilities, and requirements include:

- Recruitment
Develop and implement recruitment plans and strategies including the preparation of job announcements.
- Job analysis
Determine appropriate job analysis method and conduct job analysis for purposes of determining essential functions, tasks, and knowledges, skills, and abilities necessary for successful job performance.
- Test development
Develop valid selection processes and test components including written and essay tests, oral examinations, performance examinations, and training and experience ratings (including minimum requirements) based on job analysis and consistent with professional standards and legal guidelines. Consult with operating departments and subject matter experts in determining content and job-relatedness of tests.
- Test planning
Determine time lines for each selection process; determine appropriate scheduling of test administrations; contact raters and candidates on a timely basis regarding selection processes.

- Test administration
Identify and secure subject matter experts to act as examination raters, administer oral and performance examinations, determine eligibility of applicants based on minimum requirements, ensure test security, and ensure that test procedures adhere to selection guidelines.
- Staffing advice
Advise and assist general City departments, public safety departments, and Milwaukee Public Schools on staffing-related issues including human resources planning.
- Research and special projects
Conduct statistical research and analysis of tests and conduct special projects relating to staffing issues.

The position requires a Bachelor's Degree from an accredited college or university with a major in human resources management, industrial relations, public administration, psychology, business administration or related field and two years of successful experience in the field of human resources management, preferably performing duties such as those described above.

Previously, this position was responsible for providing staffing services for City departments as well as for providing network administration support within Employee Relations. With this revised job description the position will be assigned to the Staffing Services Division and will conduct recruitment and selection processes to fill positions in general City departments, the Fire and Police Departments, and Milwaukee Public Schools.

This revised job description for Human Resources Analyst-Senior includes duties and responsibilities indicative of a journey-level position in Salary Grade 05. Our recommendation therefore is to retitle this vacant position to Human Resources Analyst-Senior in Salary Grade 05.

DPW-WATER WORKS

Request:	Network Coordinator-Senior	SG 06
Recommendation:	Network Coordinator-Senior	SG 06

Working under the general supervision of the Network Manager for the Milwaukee Water Works, this position will be responsible for all day-to-day operations of the department's computer network, currently consisting of 32 servers (Linux and Windows) supporting major systems such as the utility's billing operations and customer service section. Other functions supported include geographic information and all usual standard software and hardware.

As a whole, the department's network supports 400+ users, most of whom work in a central downtown location and some of whom are located in 4 remote locations. To carry out this work, this position will supervise two Network Coordinator Associates. Requirements for the position include an Associate's Degree in computer science or closely related field, certification as a Microsoft Certified Systems Engineer (MCSE), 3 years of experience working with Microsoft operating systems and 2 years working with Unix. The individual filling the position must be able to respond to emergency situations as required.

In studying this position, the description for the position was reviewed and discussions were held with Eldon Gartzke, Network Manager for the Water Works. The job analysis indicates that the duties and responsibilities for the position are consistent with the level of responsibility and

extent of competencies required of other Network Coordinators-Senior. For that reason, we recommend classification as such.

DPW-ADMINISTRATIVE SERVICES

Request: Office Assistant IV PR 445

Recommendation: Office Assistant IV PR 445

The basic function of this position is to perform and oversee office functions for Parking Enforcement and the Parking Information Desk under the supervision of the Parking Enforcement Supervisor; provide administrative support including, but not limited to, all customary office support activities, preparing and maintaining bi-weekly employee timekeeping, maintaining employee files and oversee maintenance of office machinery; and be responsible for coordinating the ordering of equipment, supplies, and uniforms, and maintaining and distributing inventory. The duties and responsibilities include the following:

- 25% Provide office support including preparation of the bi-weekly employee timekeeping.
- 10% Maintain field personnel records.
- 10% Serve as Customer Service receptionist.
- 10% Be responsible for ordering, distributing, inventorying, and maintaining office equipment, supplies, and uniforms.
- 10% Records management meetings.
- 10% Prepare internal and external correspondence and reports.
- 10% Maintain reports on various items including Kiosk activity, issuing of citations, employee performance and productivity, vacancies, contacts with the Milwaukee Police Department and Aldermanic Service Requests.
- 5% Perform daily mail runs to various locations in the City of Milwaukee
- 5% Maintain all requisition files.
- 5% Perform other duties as required.

Requirements for this position include knowledge of computer software such as PeopleSoft, Excel, and Microsoft Word; City streets, locations, and boundaries; and City government and operations. The position also requires excellent oral, written, and organizational skills; and an ability to work independently.

The specification for the requested classification of Office Assistant IV in Pay Range 445 includes the following:

Performs diverse and complex duties involving the application of standard procedures to a variety of office support assignments; selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility; and screens telephone calls, answers questions, and provides information. Some telephone work may be difficult due to the nature of questions or customers served. Uses advanced features of software packages on a regular basis to produce complex documents; acts as a group leader which may include basic office management such as monitoring equipment and ordering supplies, monitoring and improving office procedures and practices, and directing a small group of employees and/or exercises responsibility for a specific function or service area requiring extensive knowledge of technical and/or complex procedures and processes having a significant consequence of error.

The position under study does not have any leadworker duties but does have responsibility for performing and overseeing office functions for Parking Enforcement and the Parking Information Desk. Duties include monitoring equipment; ordering equipment, supplies, and uniforms;

preparing employee time records; maintaining personnel records; preparing internal and external correspondence and reports; and maintaining reports on various activities such as issuing citations and employee performance. The position is also responsible for recording and distributing the minutes of the Management Meetings and following through with the records retention plans.

Other Office Assistant IV positions in the City with some similar duties are located in DPW-Administrative Services and the Police Department. The Office Assistant IV in DPW – Administrative Services provides administrative support to the Safety Supervisor and the DPW Personnel Administrator and is required to handle sensitive and confidential employee information. Duties include typing office correspondence, compilation and completion of various reports, and maintaining personnel and safety files and databases. One position of Office Assistant IV in the Police Department provides administrative support to the Community Services Division and performs general office duties, monitors the purchase of all equipment, supplies, and materials; serves as confidential secretary to the Commanding Officer of the Division; and compiles, organizes, and coordinates public appearance records, correspondence and special reports. A comparison to these positions indicates that the requested classification is appropriate. We therefore recommend that this new position be classified as Office Assistant IV in Pay Range 445.

DPW-INFRASTRUCTURE SERVICES

Request:	Laborer, Electrical Services	PR 230
Recommendation:	Office Assistant IV	PR 445

In studying this request, the staff reviewed a revised job description for the position, interviewed the employee holding the job at her place of work—the Electrical Services Unit—located at 1540 West Canal Street. In addition, discussions were held with the employee's immediate supervisor, Dennis Miller, Electrical Services Manager-Senior., and Thomas Pechacek, Electrical Services Operations Manager.

This job is located in the Electrical Services Unit of the Infrastructure Services Division, which is a part of the Department of Public Works. The Unit employs some 95+ electricians and many other workers who maintain all the electrical services associated with traffic controls and street lighting. Emergency response is an important part of the work Unit's work and, at any given time, there are approximately 300 jobs in progress. The Unit employs two "office employees." One employee has a working title of "dispatcher" and functions as the primary communicator between all of the data in the office and crews working in the field. The other job, which is the subject of this study, responds to questions and requests from callers and maintains a variety of records associated with electrical work in progress and completed, associated billing, and employee time-records and personnel related information.

For many years there was a position in the Electrical Services Unit that was classified as a Clerk III (Field), in Pay Range 435. It was then classified as a Communications Assistant II, Pay Range 435 as a result of A City-wide review of all office and clerical positions in the late 1990's. Approximately four years ago, sometime after the employee who previously held the position of Communications Assistant II retired, the department assigned Ms. Alice Jones, a Laborer, Electrical Services, to perform the duties of the job. Ms. Jones had been performing some of the duties as a substitute and, according to Messrs Miller and Pechacheck, began learning the full job in a spirit of teamwork. The department never filled the position of Communications Assistant II and it was eliminated at the end of 2007.

Since that time Ms. Jones has been performing the duties and responsibilities associated with a Communications Assistant II, Pay Range 435, while holding the title of Laborer, Electrical Services and being compensated as a Laborer, Electrical Services, in Pay Range 230. The maximum rate of pay for a Communications Assistant II is \$36,708 and the maximum rate of pay for a Laborer, Electrical services is \$37,956.

The duties of this position are divided into the following areas.

Telephone Communication

Answers questions from employees and the public; receives information regarding damage to City property, such as light poles; forwards requests for services to appropriate personnel.

Work Unit Records

- Prepares damage reports; logs reports of electrical and traffic problems
- Catalogs all incoming prints and projects
- Catalogs disbursement records for job close-outs
- Removes closed-out files, updates job information, and purges project records from computer
- Verifies correct job numbers on disbursement sheets and files in proper job folder.
- Logs work orders into a database; logs work order out of the database

Other

- Prepares daily attendance sheets, weekend call-in list, owed time list, and lost time list
- Assists managers, dispatcher and employees with information regarding payroll, personnel transactions, benefits
- Orders office supplies; distributes mail; trains substitute
- Enters parts used by mechanics into a database

Telephone work accounts for approximately 50% of the employee's time.

Noteworthy knowledge, skill, abilities, and competencies required for successful job performance (not necessarily minimum qualifications) include:

- Ability to organize files and work
- High attention to detail
- Ability to prioritize work and organize work flow
- Ability to enter information into spreadsheets
- Ability to respond to calls promptly and courteously, with accurate information
- Ability to respond appropriately to callers, some of whom are irate.
- Ability to use standard office hardware and software
- Ability to work independently
- Knowledge of DPW's account numbers


According to Messrs Messrs Miller and Pechacheck, the position has expanded its level of responsibility and now plays a more central role in maintaining all the records associated with electrical projects, including work order numbers, and billing. Some duties, such as in putting work order and keeping track of owned time and allowed were performed by supervisors and managers in the Unit. The job analysis indicates that the job's level of responsibility has in fact increased during the recent past.

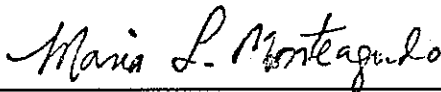
Considering the type and level of position that the Electrical Services Unit currently needs and will need in the future and the fact that other "field clerks" in the Department of Public Works are classified as Office Assistants IV, Pay Range 445, the department's request to classify this position as an Office Assistant IV appears reasonable.

For that reason, we recommend that one position of Laborer, Electrical Services, Pay Range 230, be reclassified to Office Assistant IV, Pay Range 445.

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Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

February 27, 2008

To the Honorable
The Common Council
City of Milwaukee

Dear Common Council Members:

We wish to open a file regarding classification studies approved by the City Service Commission.

Sincerely,

MARIA MONTEAGUDO
Employee Relations Director

MM:fcw