



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

June 5, 2009

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

Dear Committee Members: Re: Common Council File Number 090134

The following classification and pay recommendations were approved by the City Service Commission on May 26, 2009 or will be submitted to the City Service Commission for consideration on June 9, 2009. We are recommending these changes, subject to approval by the City Service Commission:

From the May 26, 2009 meeting:

In the Department of Administration, one new position was classified as Contract Compliance Officer, SG 006.

In the Department of Administration - CDGA, two new positions were classified as College Intern, PR 910.

From the June 9, 2009 meeting:

In Employee Relations, one position titled Administrative Services Assistant, PR 460 currently held by Kathy Rauckman was reclassified to Benefits Services Specialist II, PR 540.

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: 3 Job Evaluation Reports
 2 Fiscal Notes

C: Mark Nicolini, Renee Joos, Marianne Walsh, Troy Hamblin, Nicole Fleck, Joe Alvarado, Sharon Robinson, Rhonda Kelsey, Ossie Kendrix, Steven Mahan, Darlene Hayes, Maria Monteagudo, Michael Brady, Kathy Rauckman, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer, James Fields and Calvin Lee (DC 48)

JOB EVALUATION REPORT

City Service Commission Meeting Date: May 26, 2009

Department of Administration

Current	Requested	Recommended
New Position	Contract Compliance Officer SG 006 (\$50,206 - \$70,295)	Contract Compliance Officer SG 006 (\$50,206 - \$70,295)

This position was created by the Common Council through Common Council File No. 080218, an ordinance regarding the participation of city residents in public works contracts, requirements for developers receiving direct financial assistance from the City of Milwaukee, and local business enterprise contracting standards. This position will be located in the Emerging Business Enterprise Program (EBEP) of the Business Operations Division of the Department of Administration and will report to the EBEP Manager. The position will be responsible for implementing, monitoring, and enforcing the requirements stated in the above ordinance. The basic function of the position is to oversee contract compliance activity for the Emerging Business Enterprise Program, including contracting procedures. The duties and responsibilities of this new position include the following:

- 25% Responsible for the implementation of practices and procedures to ensure that there are maximum opportunities for emerging businesses to participate fully in City of Milwaukee procurement and contracts in accordance with the City's Emerging Business Enterprise Program (EBEP).
- 25% Ensure contractor compliance with the City's Minimum Wage Ordinance, Prevailing Wage Ordinance, EBEP participation, Residency Preference Program (RPP), First-Source Employment Program, apprentice participation ratios, etc; prepare correspondence; rectify violations; hold contractor payments; and recommend disqualification of contractors.
- 10% Provide technical assistance to businesses related to contracts and procurement opportunities; assist prime contractors in identifying EBEP subcontractors for compliance with EBEP contractual commitments throughout the life of the contract using on-site and desk audits.
- 10% Assist in the further development of a database that will assist in monitoring EBEP office programming efforts such as prevailing wage, EBEP participation, RPP participation, etc.
- 10% Research and prepare investigative reports and surveys; and suggest and draft contract language changes and other reports as required.
- 10% Schedule, prepare minutes, and assist the EBEP Manager at meetings, compliance hearings etc; attend prebid and preconstruction meetings in the EBEP Manager's absence; and collect, disseminate, and store all contract documents.

- 5% Maintain records on all certified workers; and assemble residency data for annual report to the Common Council.
- 5% Certify contractor employees as Resident Workers; coordinate efforts with Community Employment Agencies; and perform other duties as assigned.

Requirements include a bachelor's degree in Business Administration, Public Administration, or related area; and at least two years of experience in the field of public administration, workforce development, and/or construction management. Equivalent combinations of education and experience may also be considered. The position also requires excellent written and oral communication skills; an ability to perform onsite interviews and compliance reviews; and an ability to interact with a broad and diverse constituency, union officials, executive officers of construction companies, City elected officials, the EBEP community, and heads of community based organizations.

In studying this position we reviewed the specifications of various positions including the following:

DPW Inventory and Purchasing Coordinator in Salary Grade 005 (DPW – Admin Services)

Assists in the management and coordination of all inventory and purchasing activities for the Department of Public Works (DPW); assists DPW staff with requisition processing, the proper creation and maintenance of direct purchase orders, and purchasing authority contracts; coordinates DPW – Administration Procard activity; serves DPW staff as a functional expert of the FMIS/Peoplesoft Purchasing Module; and monitors DPW requisition and direct purchase order transaction processing activity, alerts user and technical staff to problems, and assists with problem resolution.

Contract Compliance Officer in Salary Grade 006 (Department of Public Works)

Oversees contracting activity for the Department of Public Works which includes contracting procedures, bid activity, contract payments, and contract problem resolutions; directs all activities related to the EBEP, minimum wage, and residency issues; prepares correspondence, rectifies violations, holds contractor payments and recommends disqualification of contractors; certifies contractor employees as resident workers; schedules, prepares minutes, and assists Supervising Engineer at annual contractor meetings; and oversees contract compliance.

Management Services Analyst in Salary Grade 007 (Employee's Retirement System)

Provides research and analytic support of to the Department of the Employee's Retirement System (ERS); prepares and/or reviews ERS informational products for content, consistency, and accuracy prior to publication; manages and maintains the ERS knowledge base; instructs and assists ERS personnel in knowledge base use; plans and develops reports/studies as required; coordinates with City and external organizations to support research and production; and provides support for special projects as assigned.

All of these positions provide significant information and support to their respective departments in areas such as purchasing, contracting, and research. The closest match, however, to the position under study is the classification of Contract Compliance Officer in Salary Grade 006. Both positions oversee contract compliance and enforce the requirements of the EBEP. This new position will specifically work on implementing, monitoring, and enforcing the requirements designated in the above ordinance. This will include working with several new programs such as the Apprenticeship and On-The-Job Trainee Program; First Source Utilization Program; and the Prevailing Wage and Residents Preference Programs for publicly funded private

construction projects. Many of the projects will relate to workforce development. The requested title of Contract Compliance Officer currently exists and is appropriate for this position since it reflects well the main function of the position.

We therefore recommend that this new position be classified as Contract Compliance Officer in Salary Grade 006.

Prepared by: *Sarah Trotter*
Sarah Trotter, Human Resources Representative

Reviewed by: *Andrea Knickerbocker et*
Andrea Knickerbocker, Human Resources Manager

Reviewed by: *Maria Monteagudo et*
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: May 26, 2009
Department: Administration – CDGA

Present	Request
Title: 2 New Positions	Title: College Intern (2 positions)
Salary: Not Applicable	Salary Range: 910 (\$9.51 - \$12.47 per hour)
Step: Not Applicable	Source: Department
Recommendation: Title: College Intern (2 positions) Pay Range: 910 (\$9.51 - \$12.47 per hour)	
Rationale: The work that will be performed by these two positions is consistent with the job classification of College Intern, Pay Range 910.	

No Action Required


Background

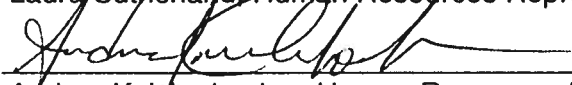
On May 18, Block Grant Director Steven Mahan requested that two new part-time positions that will be assigned to the Homelessness Prevention and Rapid Re-Housing Grant be studied for proper job classification and associated pay range. In reviewing this request a job description prepared by the department was reviewed.

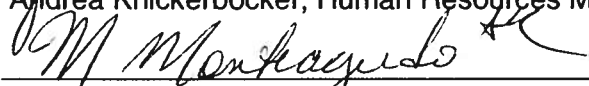
These positions, which are entirely funded by a grant from the Department of Housing and Urban Development (HUD), will perform a variety of duties in support of the aforementioned program including reviewing and analyzing data collected for HUD reporting requirements; preparing payment documents for sub-recipients; reviewing contract information; and collecting and processing various reports, documents, and data.

The knowledge, skills, and abilities required for successful performance of the job include strong written and oral communication skills; the ability to work effectively with the public; the ability to follow through on assignments and longer-term projects; and the ability to manage multiple projects and deadlines. The minimum requirements for the job, as stated on the job description, are current enrollment in a college or university and standing as a sophomore. These requirements, however, have not yet been validated for purposes of staffing.

The Department has stated that it intends to recruit college students for these positions and the City service has a long-established classification of College Intern that adequately reflects the nature of work and level of work performed by these positions. It is therefore recommended that these positions be classified as College Intern, Pay Range 910.

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 Date: June 9, 2009

Department: Employee Relations

Incumbent: Kathy Rauckman

Present	Request
Title: Administrative Services Assistant	Title: Benefit Services Specialist II
Pay Range: 460 \$37,221 - \$41,715*	Pay Range: 540 \$41,368 - \$47,245*
Step: 3 \$39,094*	Source: Department
Recommendation:	
Title: Benefits Services Specialist II Pay Range: 540 Step1 New Rate: \$41,368*	
Rationale:	
This position has changed from a high-level office assistant and confidential secretary to one that is primarily responsible for dental benefits administration. As such it is equivalent to a parallel position of Benefits Services Specialist II, PR 540, responsible for health benefits administration.	

*2006 Rates of Pay

Action Required

In the Positions Ordinance, under the Department of Employee Relations, Employee Benefits Division, Medical Benefits Section, delete one position of "Benefits Services Specialist I" and add one position of "Benefits Services Specialist II."

Background

In January of 2008, the Employee Benefits Director, Michael Brady, submitted a request to study a position of Administrative Services Assistant, Pay Range 460 in his Division. Since that time, the employee who held the position has transferred to another position within the Department of Employee Relations. The current employee, Kathy Rauckman, has performed this job since September of 2008.

In studying this request written documentation for the job, which included a revised Job Description and Job Analysis Questionnaire, was reviewed. An interview was conducted with the employee currently performing the job which included an examination of records and information technology used, and work products. Two follow-up discussions were then held with the employee's immediate supervisor, Michael Brady.

The Employee Benefits Division

The Employee Benefits Division is divided into two major sections—Medical Benefits, which encompasses health, dental, flexible benefits, and long-term disability benefits; and the Worker's Compensation Section which encompasses workers compensation and safety. The Medical Benefits Section is comprised of the following positions:

Employee Benefits Director, SG 14

Employee Benefits Analyst, SG 04
Benefits Services Specialist III, PR 546
Benefits Services Specialist II, PR 540
*Administrative Services Assistant, PR 460
*The position under study

In addition, two other positions in the Department of Employee Relations not directly assigned to this section—a Business Services Specialist, PR 546, and Business Operations Manager, SG 08—have significant responsibility and involvement with benefits administration.

History of the Position

It appears that the Administrative Services Specialist position under consideration was created in the City's budget for 2003. When this position was classified by your Commission in November of 2002, its primary duties and responsibilities were to:

- Serve as a confidential secretary (excluded from the bargaining unit) to the Employee Benefits Director
- Prepare correspondence regarding health insurance and medical support for dependent children of City employees;
- Provide back-up support to the Department's front desk employees and the Medical Benefits staff in Employee Relations;
- Prepare correspondence to members of the Milwaukee Task Force on Health Care Cost Controls; and
- Prepare materials for City employees attending New Employee Orientation.

Requirements for the position included four years of clerical experience related to the major duties of the position and at least one year of experience at the level of Office Assistant III within the City service.

At that time there were two positions in the Medical Benefits Section classified as Administrative Services Specialists, Salary Grade 01. One position held responsibility for all of the detailed record keeping and customer service required for health benefits; the second position performed a parallel role for dental benefits. In 2004 these positions changed to being represented by AFSCME, District Council 48 AFL-CIO and their classification and pay range changed to Benefit Services Specialist II in Pay Range 460.

In about 2006, the position responsible for dental benefits was eliminated. As a result, the position under study acquired the responsibility for dental benefits administration.

Current Duties and Responsibilities

As confirmed by the job analysis, the basic function of this position, as it currently exists, is to administer dental benefits for some 7,600 active City employees and their dependents in addition those employed by the Housing Authority (HACM), the Milwaukee Economic Development Commission (MEDC), the Redevelopment Authority (RACM), and the Wisconsin Center District. (Retirees are not eligible for dental insurance.) Responsibility for dental benefits administration may be subdivided into three categories: maintaining data for employees and their dependents; auditing payroll records and bills from insurance carriers; and providing customer service to employees. The employee filling this job spends over 80% of her time in all of the duties associated with dental benefits administration.

The City currently offers four dental plans, each of which has slightly different rules and benefits. These benefits are in turn tied to labor contracts for the City's 19 different bargaining units. Detailed information required for dental (or health) benefits administration includes the employee's name, current address, social security number, payroll number, names and ages of dependents, plan in which enrolled, union affiliation, and proper payroll deduction. Changes to payroll and benefits records must be made when employees enter and leave employment, change marital status, change their name or address, or add or delete dependents. The City's large seasonal workforce adds to the complexity of maintaining this data.

Throughout the year and especially during open enrollment, this employee filling this position assists employees in using the City's self-help component of HRMS to enroll in plans and make changes. In assisting employees, a goal is to instruct them how to successfully use the self-service module. When employees are unable to enroll online the employee in this position manually enrolls them. The employee in this position also explains dental benefits and provides dental benefits counseling to employees who are considering changing their dental plan.

During the benefits year, this position compares payroll information with bills from dental providers to ensure that the City is not charged for employees who are not eligible for dental benefits by virtue of having left employment. Once these records are audited, the employee filling this position authorizes payments to these companies. In addition, payroll and benefits records are audited to ensure that employees are correctly charged for the dental plan they have chosen.

The position under study also helps employees who encounter problems with dental services or benefits. In addition, the employee filling this position spends time staffing the Division's "benefits line" on a regular basis, along with all other "benefits employees." When employees call this number they receive accurate answers to any questions they may have on benefits or are referred to an appropriate source. Calls regarding life insurance, for example, must be referred to the Comptroller's Office and calls regarding retirement benefits are referred to the Employees' Retirement System.

An additional duty, not previously mentioned, is that of auditing weekly pension enrollment queries to ensure that new employees have been entered into the correct plan and are being charged the correct contribution. Up to ten queries must be run weekly, all of which require reviews and adjustments in the information system. This responsibility requires over 20% of the position's time.

Finally, this position performs some secretarial and administrative assistant duties for the Employee Benefits Director and substitutes for the employee who performs the same types of duties for health benefits.

Knowledge, Skills, Abilities, Competencies (KSAC)

The most prominent knowledge, skills, abilities, and competencies required for successful job performance (not minimum requirements for the job) are as follows:

- Ability to use the City's human resources information management system (HRMS)
- Ability to run queries on HRMS
- Ability to teach employees how to use the City's self-serve component of the HRMS system
- Ability to work with extremely detailed data
- In depth knowledge of dental benefits associated with the City's plans
- Basic knowledge of health insurance benefits
- Knowledge of payroll procedures
- Knowledge of basic health and dental insurance terminology
- Ability to remain calm when speaking with demanding customers
- Ability to provide accurate and helpful information to customers in a helpful and courteous manner.
- Ability to empathize with customers
- Ability to prioritize work in order to meet multiple deadlines
- Ability to work quickly

Well qualified candidates for this job would be expected to have a minimum of two years of college and four or more years of administrative experience. The job analysis indicates that a qualified individual would be able to learn most aspects of the job in about 12 months.

Analysis

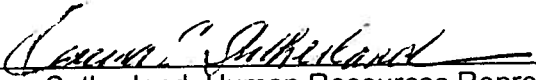
Prior to 2004 the Medical Benefits Section employed two Administrative Services Specialists in SG 01. One Specialist had responsibility for all of the recordkeeping, auditing, and customer service associated with health benefits and the other had the same responsibility for dental benefits. In March of 2004 the status of this position changed from that of a nonrepresented position to being represented by AFSCME, District Council 48 AFL-CIO, and its classification and pay range changed to Benefit Services Specialist II in Pay Range 460, where it currently resides.


Sometime around 2006, the position that had responsibility for dental benefits administration was eliminated and the position under study assumed them. Many secretarial and high-level office assistant duties consequently fell away from the job. As a result, the nature of work performed changed from that of a high-level administrative assistant/confidential secretary to one primarily responsible for dental benefits administration with an emphasis upon records maintenance and bill auditing.

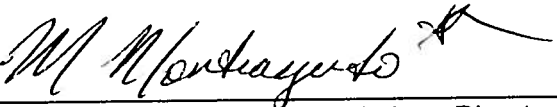
More importantly, the level of responsibility and knowledge/skill required increased significantly with the acquisition of these new duties and responsibilities. This position, for example, now authorizes payments in the amount of approximately \$200,000 each month to dental insurers. We therefore agree that this position is now equivalent to a parallel position of Benefit Services Specialist II responsible for health benefits administration in the Medical Benefits Section.

Recommendation

It is therefore recommended that this position of Administrative Services Assistant, Pay Range 460, be reclassified to Benefit Services Specialist II, Pay Range 540.

Prepared By: 
Laura Sutherland, Human Resources Representative

Reviewed By: 
Andrea Knickerbocker, Human Resources Manager

Reviewed By: 
Maria Montezagudo, Employee Relations Director