



Department of Employee Relations
May 10, 2010

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 100061

The following classification and pay recommendations will be submitted to the City Service Commission on May 11, 2010. We recommend these changes subject to approval by the City Service Commission.

In the Department of Administration-Community Development Grants Administration, one new position is recommended for classification to Business Services Specialist-NSP, PR 546 and one position of Grant Monitor, SG 06 currently held by Nicole Brookshire is recommended for NSP Program Coordinator, SG 08.

In the Library, one position of Building Maintenance Manager, SG 07 currently held by James Kotras is recommended for reclassification to Library Facilities Manager, SG 08.

In the Department of Public Works – Water Works, two positions of Office Assistant III, PR 425 currently held by Patricia Watts and Lorrie Warkoczewski is recommended for reclassification to Communications Assistant III, PR 445; one position of Office Assistant IV, PR 445 currently underfilled by Nicole Anderson as an Office Assistant III, PR 425 is recommended for reclassification to Communications Assistant III, PR 445 and one position of Office Assistant III, PR 425 currently underfilled by Laura Beyer as an Office Assistant II, PR 410 is recommended for Office Assistant II, PR 410.

The job evaluation report 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
1 Fiscal Note

C: Mark Nicolini, Renee Joos, Marianne Walsh, Troy Hamblin, Nicole Fleck, Joe Alvarado, Sharon Robinson, Steven Mahan, Darlene Hayes, Eric Pearson, Paula Kiely, Toni Vanderboom, James Kotras, Carrie Lewis, Laura Daniels, Jeffrey Mantes, Preston Cole, Dan Thomas, David Goldapp, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, Daniel Panowitz, and Calvin Lee (DC 48).

JOB EVALUATION REPORT

City Service Commission Meeting Date: May 11, 2010

Department: Administration – Community Development Grants Administration

Current	Request	Recommendation
New Position	Administrative Specialist – Senior SG 04 (\$44,194 - \$61,871)	Business Services Specialist-NSP PR 546 (\$45,210 - \$55,273)
Grant Monitor SG 06 (\$50,206 - \$70,295) Incumbent: Nicole Brookshire	Study of Position	NSP Program Coordinator SG 08 (\$57,028 - \$79,836)

Action Required – Effective May 30, 2010 (Pay Period 12, 2010)

In the Salary Ordinance, under Salary Grade 08, add the title “NSP Program Coordinator” and under Pay Range 546, add the title “Business Services Specialist-NSP.”

In the Positions Ordinance, under Department of Administration – Community Development Grants Administration Division, delete one position of “Grant Monitor (B) (X) (Y)”, one position of “Administrative Specialist Senior (B)” and add one position of “NSP Program Coordinator (B) (X) (Y)” and one position of “Business Services Specialist–NSP.”

Background

The Department of Employee Relations received two letters in March from Steven Mahan, Community Block Grant Director. One letter, dated March 15, 2010, requested a classification study of a new position that will be funded through the Neighborhood Stabilization Program 2 (NSP) grant. The other letter, dated March 30, 2010, requested a reclassification study of a current position of Grant Monitor in Salary Grade 06 that is also funded through the NSP grant. The new position will assist the Grant Monitor that is assigned to the NSP grant. The grant is expected to last through February 11, 2013. To study these positions, job descriptions were reviewed and discussions were held with Steven Mahan, Community Block Grant Director and Darlene Hayes, Associate Director.

Current: **New Position**
Recommendation: **Business Services Specialist-NSP** **PR 546**

This position will assist the Grant Monitor in a variety of functions involving the administration of the NSP grant. The duties and responsibilities are as follows:

- 30% Handle administrative services relating to budget, accounting, forms, data entry, and report preparation; and maintains reference files and supportive documentation for the NSP grant.
- 30% Coordinate the preparation of all quarterly reports for the Department of Housing and Urban Development (HUD), input all corresponding information in the HUD’s reporting system, and run reports from the FMIS system.

- 10% Manage and update all NSP budget forms.
- 10% Review documentation for voucher requests.
- 10% Update and maintain all property set-ups on Excel spreadsheets.
- 10% Handle general office management needs relating to the grant and perform other duties as assigned.

The position requires a Bachelor's Degree in Business Administration or related field; and three years of related experience; or six years of experience in office management or accounting. Other requirements include a broad knowledge of grant funding and housing related activities, an ability to prioritize responsibilities and assignments to meet all deadlines, and a proficiency in various software programs. Equivalent combinations of education and experience may also be considered. These requirements have not been validated for staffing purposes.

Analysis

The Community Development Grants Administration Division currently has two positions of Business Services Specialist in Pay Range 546. These positions perform a variety of administrative and computer service functions in relation to various grants. These functions include creating contracts, assisting with reporting requirements for funding sources, and database administration.

This new position will be performing similar functions but will be working exclusively with the NSP grants and will be assisting the Grant Monitor assigned to the NSP grant funding. This position may also do some traveling and attend meetings outside of regular work hours. To distinguish some of the differences for this position we recommend the title of Business Services Specialist – NSP. We also recommend the same level of pay in Pay Range 546 as the current Business Services Specialist positions.

Current: Grant Monitor SG 06
Recommendation: NSP Program Coordinator SG 08

This position is responsible for meeting all reporting and compliance requirements and ensuring that the NSP grant objectives are met. The position will also be responsible for oversight management of the grant program in other jurisdictions including the City of West Allis, City of Cudahy and Milwaukee County. The duties and responsibilities are as follows:

- 15% Coordinate the American Recovery and Reinvestment Act (ARRA) transparency reporting requirements to the federal government.
- 10% Perform oversight management of grant funding for other jurisdictions including the City of West Allis, City of Cudahy, and Milwaukee County.
- 10% Serve as a leadworker for one position of Business Services Specialist and one position of temporary office worker.

- 20% Prepare all reporting documents for submission to the Department of Housing and Urban Development (HUD).
- 20% Maintain the HUD quarterly reporting system.
- 25% Review and approve all documentation for payment.

The position requires a Bachelor's Degree in Business Administration or related field; and two years of experience in housing related grant activities. A Master's Degree in Business Administration or related field is preferred. Other requirements include a broad knowledge of grant funding and housing related activities, demonstrated leadership and decision making skills, and a proficiency in various software programs. Equivalent combinations of education and experience may also be considered. These requirements have not been validated for staffing purposes.

Analysis

The Division of Community Development Grant Administration has ten positions of Grant Monitor in Salary Grade 06. Generally, these positions are responsible to monitor and evaluate assigned Community Development projects, assist project operators on an ongoing basis in the implementation of approved activities, ensure that grant funded activities conform to all program requirements, and evaluate the effectiveness of project activity and the performance of project operators.


This particular position of Grant Monitor performs similar duties but has some unique responsibilities with the assigned NSP grant. Other Grant Monitors average around \$5 million in grant funds. The amount of money under the NSP grant was originally \$9 million but with the addition of more grants including a \$25 million NSP grant the position is now responsible for approximately \$39 million in grant funding. Another position of Business Services Specialist is being created to help with the workload. As a result this Grant Monitor will have leadworker duties in relation to the new Business Services Specialist position and a temporary office support position. Further, some of the NSP funds have been given to other jurisdictions including the City of West Allis, the City of Cudahy, and Milwaukee County and this position has oversight responsibilities.


These changes have significantly increased the position's level of impact and accountability, consequence of error and relationships responsibility through liaison work with other jurisdictions, and a change in the level of compensation is recommended.

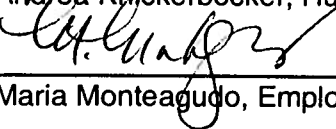
Comparable levels of financial oversight and administration can be seen in other current city positions including Budget and Management Special Assistant, Business Operations Manager, and Investments and Financial Services Coordinator all in Salary Grade 08.

In terms of a title we recommend NSP Program Coordinator to indicate the higher level programmatic responsibilities inherent with the NSP grant funding and compensation in Salary Grade 08.

We therefore recommend that this position be reclassified from Grant Monitor in Salary Grade 06 to NSP Program Coordinator in Salary Grade 08.

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: May 11, 2010

Department: Library

Current	Requested	Recommended
Building Maintenance Manager SG 07 (\$53,519 - \$74,922) Incumbent: James Kotras	Study of position	Library Facilities Manager SG 08 (\$57,028 - \$79,836)
Rationale: As reported by the Bureau of Labor Statistics, there is a significant disparity between the pay level of the Building Maintenance Manager and the average rate for comparable positions in the local labor market. In addition, the Manager filling this position is being paid \$3,000 less than his highest paid subordinate. These pay disparities indicate that the pay level of this position should be adjusted.		

Action Required

In the Salary Ordinance, under Salary Grade 08, add the title "Library Facilities Manager" and under Salary Grade 07, delete the title "Building Maintenance Manager."

In the Positions Ordinance, under Library, Administration Bureau, Buildings and Grounds Section, delete one position of "Building Maintenance Manager (X)(Y)" and add one position of "Library Facilities Manager (X)(Y)."

Background

In November of 2009, Paula Kiely, Milwaukee Public Library Director, requested that the current rate of pay for the Library's Building Maintenance Manager, held by James Kotras, be studied for possible adjustment. The issue prompting this request is that the rate of pay for one of Mr. Kotras's subordinates, a Facilities Control Specialist represented by District Council 48, AFSCME, AFL-CIO, exceed the annual pay for Mr. Kotras by \$3,098 per year. This report consequently focuses upon the Building Maintenance Manager's pay *vis a vis the* aforementioned subordinate and external pay comparisons.

In studying this request, job descriptions for the Building Maintenance Manager and Facilities Control Specialist were reviewed, along with other related positions within City government. In addition, discussions were held with Judith Zemke, former Library Personnel Officer, and salary data from the Bureau of Labor Statistics was reviewed.

Duties and Responsibilities

The basic function of the Building Maintenance Manager is to plan, direct, and manage all of the work projects, ongoing maintenance, and personnel required to maintain, repair, and operate all of the buildings, grounds, and related equipment of the Milwaukee Public Library System. This includes responsibility for the ongoing operation, repair, and maintenance of 13 library buildings comprising over 660,000 square feet carried out by a workforce of 39 employees. This Manager directly supervises one Building Maintenance Supervisor II, two Building Service Supervisors, one Carpenter, and one Electrical Mechanic. Indirect supervision extends to one

Facilities Control Specialist, one Heating and Ventilating Mechanic III, three Heating and Ventilating Mechanics II, one Custodial Worker III, and 28 Custodial Worker II - City Laborers. This Manager reports to the Library's Business Operations Manager, SG 09, and the nature of direction and supervision received is both administrative and technical in nature related to facilities management.

Under State Statute, the Library Board has independent contracting authority apart from City government. This affords the Library staff a good deal of independence in creating specifications for repairs, maintenance, and upgrades to buildings, systems, and grounds, and the authority to award contracts. The Building Maintenance Manager works with engineers, architects, and contractors to ensure that the work performed conforms to the scope and quality of work specified in the contract and stays within budgeted costs. Along with staff, this Manager is on call 24 hours a day to respond to emergencies of all kinds including equipment failures, fire, theft, water detection, vandalism, damage to buildings and grounds due to weather, loss of utilities, and the like.

Minimum qualifications for this position, as stated in the job description provided by the Library, include a bachelor's degree in facilities management, mechanical engineering, architecture or related field, with an emphasis on mechanical systems and building operations, and at least three years of management experience in construction or facilities maintenance. The description further states that experience in building operations especially related to heating and ventilating systems for multiple and single-floor buildings, including life-safety systems, is required. Civil service practice allows for equivalent combinations of education and experience.

The knowledge, skills, abilities, and attributes required for successful performance of this job include the following:

- Knowledge of building construction and machinery, preventive maintenance, HVAC systems, building management systems, electricity and mechanics as related to building construction, repair, and maintenance
- Understanding of sustainable design principles, techniques, and materials
- Ability to plan, organize, direct and evaluate maintenance, repair, and construction projects
- Ability to perform a broad range of supervisory responsibilities, including training, coaching, directing, monitoring work in progress, and when necessary, disciplining.
- Ability to create and maintain good working relationships with customers, contractors, businesses representatives, City employees, and others.
- Ability to monitor repair/maintenance/construction projects for conformance to established standards
- Ability to prepare written specifications for repair/maintenance/construction projects
- Ability to create written plans and schedules for preventive maintenance

It should be noted that neither the minimum qualifications nor KSAs listed above have not been validated for purposes of staffing.

External Comparisons

The Department of Labor's Bureau of Labor Statistics (BLS) provides the following average rates of pay for Mechanical Engineers, Civil Engineers, and Construction Managers in the Milwaukee-Waukesha-West Allis area as of May, 2008. The figures for 2010 have been adjusted by 3.5%.

Average Rates of Pay
Mechanical Engineers, Civil Engineers, Construction Managers
Milwaukee – Waukesha Area

	May, 2008	Adjusted to May, 2010
Mechanical Engineers	\$65,930	\$68,238
Civil Engineers	\$74,070	\$76,662
Construction Managers	\$86,940	\$89,983

Adjusted wages for 2010 were determined by increasing the 2008 rates by the average increase of all wages reported by the BLS from March 2008 through March, 2010, which was 3.5%.
(Source: Department of Labor News Release USDL-10-0535, April 30, 2010)

Rates for Civil Engineers and Mechanical Engineers are included in this table to provide a perspective on rates of pay for related engineering jobs, being indicative of the pay level that applicants for the job of Construction Manager would be expected to possess. The position of Construction Manager was included because it is the closest comparable to the position of Building Maintenance Manager in the Library. The definition of Construction Manager used by the BLS is as follows:

Construction Manager

Plan, direct, coordinate, or budget, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems. Participate in the conceptual development of a construction project and oversee its organization, scheduling, and implementation. Include specialized construction fields, such as carpentry or plumbing. Include general superintendents, project managers, and constructors who manage, coordinate, and supervise the construction process.

The current salary range for the Library's Building Maintenance Manager, SG 07, is \$53,519 to \$74,922 annually. If one accepts the Construction Manager as being comparable to the Library's Manager, the current maximum rate of pay for the Library's Manager was almost \$13,000 below the local labor market in 2008 and is estimated to be \$15,000 below this rate at the present time.

Although the labor market is extremely favorable to employers at the present time, it is questionable whether it is in the best interest of the City to maintain this job in a salary grade that is significantly below the local labor market for jobs requiring a comparable level of technical expertise in mechanical engineering and managerial abilities. This degree of disparity would be expected to adversely affect the quality of candidates who could be recruited to fill this position.

The following table shows contrasts the pay range of the Building Maintenance Manager with the Manager's highest paid report, the Facilities Control Specialist.

**Pay Levels for Building Maintenance Manager
And Facilities Control Specialist**

Building Maintenance Manager	Management	07	\$ 53,519	\$ 74,922
Facilities Control Specialist	DC 48, AFSCME, AFL-CIO	599	\$ 60,537	\$ 77,914

As may be seen, the Building Maintenance Manager is being paid \$3,000+ less than his highest paid subordinate. Although there is no set standard in City government, accepted compensation practice indicates that the *minimum* difference between the pay level of a subordinate and *bona fide* manager should be approximately 5%.

Considering the current pay disparity between the City's salary grade and the local labor market and the fact that the Manager in question is currently being paid 3.4% less than his highest paid subordinate, it appears that the pay level of this position should be adjusted.

Taking into consideration that employees are able to obtain the maximum of their salary grade in City government, the maximum of the grade becomes the ultimate basis of comparison for salaries. For that reason, it does not seem out of the question to recommend that this position be reallocated to Salary Grade 08. The salary data presented in this report and the effects of recommending that this position be reclassified to Salary Grade 08 is summarized below.

**Summary of Salary Information
Related to Building Maintenance Manager**

Current Salary Grade	07
Current Min and Max of Salary Grade 07	\$53,519 - \$74,922
Employee's Current Rate	\$74,922
BLS Average for Construction Manager, 2008	\$86,940
Average for Construction Manager, Adjusted to 2010	\$89,983
Proposed Salary Grade	08
Proposed Min and Max of SG 08	\$57,028 - \$79,836
Employee's Salary Increase	5% (\$3,746)
Employee's New Salary	\$78,668

Although the focus of this report is an analysis of pay, it should be noted that, in general, the work of facilities managers has become more complex over the past 10 years due to an increased emphasis upon safety and security, especially in facilities used by the public, and a need for green building technology and materials and energy conservation.

The following table shows managerial and supervisory the job classifications currently involved with various aspects of facilities management in the City service.

Managerial and Supervisory Jobs Related to Facilities Management


	No. Positions	SG	Min	Max	Department
Buildings and Fleet Superintendent	1	16	\$ 95,030	\$ 133,049	DPW
Facilities Manager*	1	14	\$ 83,635	\$ 117,118	DPW
Architectural Project Manager	1	12	\$ 73,627	\$ 103,077	DPW
Mechanical Engineer IV	1	12	\$ 73,627	\$ 103,077	DPW
Police Buildings and Fleet Manager*	1	10	\$ 64,805	\$ 90,728	Police
Proposed Library Facilities Manager	1	08	\$ 57,028	\$ 79,836	Library
Building Maintenance Manager	1	07	\$ 53,519	\$ 74,923	Library
Water Maintenance Manager*	2	06	\$ 50,206	\$ 70,295	Water
Building Maintenance Assistant Manager	1	06	\$ 50,206	\$ 70,295	DPW
Mechanical Maintenance Supervisor II	5	05	\$ 45,280	\$ 63,396	Health


*Under review

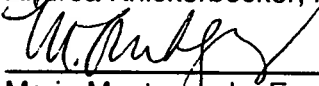
During the course of reviewing salary information for this position, it became apparent that the contemporary title for the position under study is that of Facilities Manager. For that reason, we also recommend that this position be reclassified to the new title of Library Facilities Manager.

Recommendation

Based upon our analysis, it is recommended that the position of Building Maintenance Manager, SG 07 in the Milwaukee Public Library be reclassified to Library Facilities Manager, SG 08.

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: May 11, 2010

Department: Public Works – Water Works

Present	Request	Recommendation
Office Assistant III (Two Positions) PR 425 (\$33,865 - \$37,464) Incumbents: Patricia Watts Lorrie Warkoczewski	Communications Assistant III (Two Positions) PR 445 (\$36,902 - \$40,836)	Communications Assistant III (Two Positions) PR 445 (\$36,902 - \$40,836)
Office Assistant IV PR 445 (\$36,902 - \$40,836) Incumbent: Nicole Anderson Currently in underfill title of Office Assistant III PR 425	Communications Assistant III PR 445 (\$36,902 - \$40,836)	Communications Assistant III PR 445 (\$36,902 - \$40,836)
Office Assistant III PR 425 (\$33,865 - \$37,464) Incumbent: Laura Beyer Currently in underfill title of Office Assistant II PR 410	Office Assistant II PR 410 (\$29,780 - \$35,041)	Office Assistant II PR 410 (\$29,780 - \$35,041)

Action Required

In the Positions Ordinance, under Department of Public Works – Water Works, Distribution Organization, Field Operations, delete one position of “Office Assistant IV”, and one position of “Office Assistant III”, and add one position of “Communications Assistant III” and one position of “Office Assistant II.”

Background

We received a letter dated May 20, 2009 from Carrie Lewis, Water Works Superintendent, requesting a classification study of two positions of Office Assistant III in Pay Range 425 and one position of Office Assistant IV in Pay Range 445. The Department indicated that the responsibilities of these positions have changed as a result of consolidating the Distribution Section into one location at the Department of Public Works (DPW) Field Headquarters. Later, the Department requested that we study one additional position of Office Assistant III that functions as a receptionist. To study these positions, job descriptions were reviewed and discussions were held with Laura Daniels, Administration and Projects Manager.

Current:	Office Assistant III (2 positions)	PR 425
	Office Assistant IV	PR 445
Recommendation:	Communications Assistant III (3 positions)	PR 445

The basic function of these three positions is to provide support to the field activities of the Distribution Section by performing various office duties such as two-way radio communications and dispatching, record research, and the documentation and record archiving of both emergency and routine Milwaukee Water Works (MWW) events. The duties and responsibilities include the following:

- 30% Initiate and receive telephone calls from customers and the general public, contractors, plumbers, employees in other City departments, field personnel, and others to coordinate work activities, provide information, and initiate a response in coordination with the CAV; operate the two-way radio to monitor and receive calls from field crews and Water Distribution Supervisors, and to transmit information; conduct records research to provide and relay data such as plat page information, construction plans, asbuilts, tap and branch locations, enQuesta account data, and previous work order information to the Water Distribution Supervisors, field crews, and Utility Investigators; contact other agencies and departments to request the moving of bus stops, the salting of icy streets, the relocation of vehicles, the opening of catch basins, and the lock out tag out of street lighting cables and to communicate a hydrant is out of service; and document actions and results.
- 30% Review the MWW daily logs, request forms, work orders, and service requests to ensure that assignments have been completed; obtain enQuesta system work orders and/or create enQuesta Turn On and Turn Off work orders; dispatch work to field personnel; monitor completion of work and follow up with employee assigned or Water Distribution Supervisor for final result of work order status; and enter data into enQuesta to close out work orders in a timely manner so as not to adversely affect the MWW billing system.
- 15% Request and complete Digger's Hotline tickets; provide detailed information to Digger's Hotline service for accurate field utility locating and marking as needed in advance of Distribution excavation activities; provide needed information to supervisory staff and field crews to expedite field repairs; document and process Digger's Hotline and DPW permit requests by distributing request tickets by district, filing copies, researching tap locations as needed, filing original completed tickets, researching ticket numbers and information as needed, and expeditiously processing emergency requests.
- 15% Generate and process internal records including: Request Forms, Distribution Work Orders, and Box Slips; prepare correspondence as requested; maintain records of work completed for reports; locate and print GIS maps to assist Distribution personnel in repairing and maintaining the piping system infrastructure; and update and maintain hydrant out of service list and leak list.
- 5% File Distribution Work Orders, Request Forms, and Box Slips in an organized, timely, and efficient manner.
- 5% Perform other duties as assigned.

Requirements for this position include four years of office support experience, good interpersonal and communication skills, knowledge of various software applications, and an ability to read and interpret water system maps, paving plans, and plat books, and to communicate via a two-way radio.

Analysis

As indicated above, the responsibilities these three positions have changed as the DPW Water Works consolidated operations of the Distribution Section at the DPW Field Headquarters. At that time five positions of Communication Assistant V, previously located in the Water Administration Division at the Zeidler Municipal Building, were also moved to the DPW Field Headquarters. As a result of the consolidation, the duties and responsibilities of the three positions under study changed from performing strictly office work to performing some of the duties associated with the Communications Assistant job series. These duties include initiating and receiving telephone calls, operating a two-way radio, dispatching work to field personnel and supervisory staff as appropriate, and conducting record research as needed.

The Office Assistant job series includes positions that perform general office duties as opposed to working directly with one or a few managers, professionals, or elected officials in a secretarial capacity.

The Communications Assistant job series includes positions whose primary function is to facilitate the transfer of information between City operations and its internal and external customers. These positions may be assigned secondary duties such as filing and recordkeeping but the performance of the primary function takes precedence. It is expected that interruptions during the performance of secondary duties may be frequent.

A review of the different levels of the Communications Assistant series indicates that the appropriate level for these positions under study to be Communications Assistant III in Pay Range 445 as described in the job standard below:

Communications Assistant III, PR 445

The scope of information being communicated falls within a limited range, but the processing of such information requires an understanding of the technical nature of the work involved. This knowledge is one of the differentiating factors between the "II" and the "III" levels of Communications Assistant. Positions at the "III" level are expected to contact and/or dispatch appropriate personnel and explain the technical nature of the situation.

These positions under study are expected to initiate and receive calls from contractors, plumbers, and field personnel to coordinate work activities, provide information, conduct record research to provide data such as plat page information, construction plans, asbuilts, tap and branch locations and previous work order information. Other functions include contacting other agencies and departments to move bus stops, relocate vehicles, open catch basins, etc. and dispatching work to field personnel and supervisory staff as appropriate. These and other duties require a basic knowledge of all the Water Distribution maintenance activities and an ability to read and interpret water system maps, paving plans, and plat books.

The positions under study require some technical knowledge to be able to communicate with contractors, plumbers, and field personnel but they are not working with assignments that require substantial technical knowledge in order to process work as is required of positions at the level of Communications Assistant IV, PR 455 nor do they have leadworker responsibilities. DPW has several positions of Communications Assistant III and Communications Assistant IV under Parking Enforcement. The duties and responsibilities of the Communications Assistant III positions include receiving and processing requests for towing service from Parking Checkers and Police Officers; recording and processing vehicle information; identifying and contacting the

owners of towed vehicles; dispatching Parking Checkers; and responding to inquiries. The Communications Assistant IV positions perform these same duties but also perform leadworker duties such as overseeing Tow Desk operations and assigning additional work in the absence of a Parking Enforcement Supervisor; reviewing daily assignments, records and reports of Communications Assistant III positions for accuracy and completeness; and assisting with scheduling and training.

The department has indicated that the three positions under study are all performing the full level of the duties and responsibilities described in the Communications Assistant III job description. We therefore recommend that these three positions that include one Office Assistant IV position in Pay Range 445 and two Office Assistant III positions in Pay Range 425, be reclassified to Communications Assistant III in Pay Range 445.

Current: Office Assistant III PR 425
Recommendation: Office Assistant II PR 410

The basic function is to operate the front desk at the DPW Field Headquarters facility by greeting visitors and determining whether they qualify to be granted access to the building, managing the scheduling of the conference rooms, facilitating interoffice and US Post Office mail delivery, and performing basic office support duties for the Distribution Section. The duties and responsibilities include the following:

- 15% Serve as the receptionist for the DPW Field Headquarters facility; greet visitors and determine whether they qualify to be granted access; maintain documentation and records of visitors for each day, and coordinate visitors meeting with staff.
- 10% Coordinate the reservations and activities of the facility conference rooms; ensure that the rooms are in good, presentable order before and following each use of the room; and sort the inter-office and US Post Office mail for each Division and Section within the building.
- 70% Perform basic office support functions including filing, data entry, and word processing; complete and maintain the Tower Telephone listing and the Distribution Personnel roster; complete internal documents as requested by the Water Distribution Manager; process plumber bills by researching corresponding work orders, record information in the log book, distribute to management for review, and make changes as requested; record all Service Orders on the Monthly Service Order reports and submit to Manager for review; enter all employee approved vacation requests in to the Distribution Vacation database and maintain a file of requests; and assist the Office Assistant III position with special projects as assigned.
- 5% Maintain the office supply inventory and order replacement supplies as approved by the Water Distribution Manager; and perform other duties as assigned.

Requirements for this position include two years of office support experience with at least six months at the level of an Office Assistant I; and an ability to prepare letters, documents and spreadsheets.

The requested level of Office Assistant II in Pay Range 410 is described in the job specification as stated below:

Office Assistant II, PR 410


Performs varied office support duties in accordance with standard procedures; applies knowledge of departmental policies and procedures, and uses a general understanding of other department's functions; screens telephone calls, answers questions and provides information; may work with others on a team to complete special projects; accesses and inputs information; uses office equipment and microcomputer software to prepare standard and complex documents from various sources of written or dictated output.


Office support duties may include compiling records, filing, preparing mailings, screening calls, providing information and answers to questions in person or over the telephone, photocopying, tabulating, posting information, and sorting and distributing mail.

The Office Assistant II is the journey level of the Office Assistant job series and is an appropriate level for this receptionist position at the DPW Field Headquarters. The Office Assistant III level in PR 425 is stronger than the position under study as it would involve performing diverse and complex duties involving the application of standard procedures to a variety of office support duties; and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility.

We therefore recommend that this position of Office Assistant III in Pay Range 425 be reclassified to Office Assistant II in Pay Range 410.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director