



Department of Employee Relations

May 1, 2003

John O. Norquist
Mayor

~~Jeffrey Hansen~~
Director

Florence Dukes
Deputy Director

Frank Forbes
Labor Negotiator

Michael Brady
Employee Benefits Manager

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

Dear Committee Members: Re: Common Council File Number 030009

The following classification and pay recommendations will be submitted to the City Service Commission for consideration on May 6, 2003. We recommend these changes, subject to approval by the City Service Commission:

In the Health Department:

One position of Office Assistant II, Pay Range 410, held by Jodi Gunther, is recommended for reclassification to Office Assistant III, Pay Range 425.

One position of Office Assistant IV, Pay Range 445, held by Ronald La Porte, is recommended for reclassification to Program Assistant I, Pay Range 460.

The Job evaluation report covering the above grant-funded positions, including the necessary Positions Ordinance amendments, is attached.

Sincerely,

Florence H. Dukes
Employee Relations Director

FHD:pb

Attachments: Job Evaluation Report
 Fiscal Note

c: Frank Forbes, Joseph Czarnecki, Jennifer Gonda, Marianne Walsh, Dr. Seth Foldy, Bevan Baker, Maria Monteagudo, Thomas Mishefske, Amy Murphy, Jodi Gunther, Ronald La Porte, Richard Abelson, John English, John Garland and Robert Klaus

JOB EVALUATION REPORT

City Service Commission Meeting Date: May 6, 2003

Incumbent: A. Jodi Gunther
 B. Ronald La Porte

Department: Health

Present	Request
Title: A. Office Assistant II B. Office Assistant IV	Title: A. Office Assistant III B. Program Assistant II
Salary: A. Pay Range 410 (\$24,928-\$29,332) B. Pay Range 445 (\$30,890-\$34,183)	Salary: A. Pay Range 425 (\$28,348-\$31,360) B. Pay Range 530 (\$34,735-\$39,322)
Step: A. Step 3 (\$26,564) B. Step 4 (\$33,071)	Source: Department
<p>Recommendation: Title: A. Office Assistant III B. Program Assistant I Salary: A. Pay Range 425 (\$28,348-\$31,360) New Rate: \$28,348 B. Pay Range 460 (\$33,071-\$37,063) New Rate: \$34,735</p>	
<p>Rationale: A. The recommendation for position "A" is based on the new duties and responsibilities that this position has taken on such as independently processing and updating productivity reports, maintaining multiple databases and researching the tax status, building code status and the number of other properties owned for each property owner who is issued a lead order. The level of these new duties and responsibilities is consistent with the position description for Office Assistant III. B. The recommendation for position "B" is based on the new duties and responsibilities that this position has taken on such as coordinating several grant budgets and providing administrative support to four additional managers. These new duties have strengthened the position but the level is most consistent with the position description for Program Assistant I.</p>	
<p>History of Positions: A. This grant funded position was last studied as part of the 1995-96 City-Wide Support Staff Study when the title was changed from Clerk Typist II in Pay Range 410 to Office Assistant II in Pay Range 410. B. This grant funded position was created in 1997 as an Office Assistant IV in Pay Range 445.</p>	

Action Required:

In the 2003 Positions Ordinance, under Health Department, Home Environmental Health Division, Childhood Lead Poisoning Prevention Program (W), delete one position of Office Assistant II (W) and add one position of Office Assistant III (W). Under Childhood Lead Detection Program (Z), delete one position of Office Assistant IV (Z) and add one position of Program Assistant I (Z).

No action is required in the 2003 Salary Ordinance.

Background:

The Department of Employee Relations received a letter dated November 8, 2002 from Seth Foldy, Commissioner-Health, requesting a classification study of three grant funded positions assigned to the Home Environmental Health Division. In addition, Dr. Foldy requested one new position of Program Assistant II be studied for proper classification. The new position and one of the current positions, which is vacant, were reported on at earlier meetings. The two remaining positions are listed above. Discussions about these positions were held with the incumbents, their supervisors, Maria Monteagudo, Health Personnel Officer and Yvette Rowe, Business Operations Manager – Health. The incumbents are Jodi Gunther, Office Assistant II and her supervisor, Thomas Mishefske, Environmental Health Field Supervisor and Ronald La Porte, Office Assistant IV and his supervisor, Amy Murphy, Home Environmental Health Manager.

A. Office Assistant II

Duties and Responsibilities:

The basic function of this position is to provide primary office support for the Environmental Health Field Supervisor and backup support for the other environmental managers and health educator. The duties and responsibilities are as follows:

- 25% Assume leadership for multiple office and administrative functions including: inspector performance reports, open investigation reports, health education database reports, survey reports and other special managerial reports, using computer software programs, including EXCEL and STELLAR (Systematic Tracking of Elevated Lead Levels and Remediation).
- 15% Process address referrals of lead poisoned children for inspectors by investigating and then attaching ownership information to inspector packets.
- 15% Type and mail legally binding lead work orders and owner notification letters.
- 10% Provide leadership for customer service at counter and phones, regulating and providing permit applications for appropriate customers, including responsibility for financial transactions for project permits, and responding to requests for educational materials and maintaining inventory.
- 10% Perform data entry and quality control for completed work orders, permit applications, and project reports.
- 20% Retrieve billing numbers from the State and identify children through the State Medicaid database who have received inspection services and request reimbursement by phone or mail.
- 5% Perform other related duties as required including serving as a backup for stellar lab batch processing.

This position requires four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job related coursework may be substituted for up to six months of the experience requirement. The position also requires an ability to plan

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and prioritize work, work well with co-workers in a leadership capacity, work cooperatively with program staff, supervisors and external customers/clients, handle confidential information, work in a multidisciplinary and multi-cultural environment, work under pressure of deadlines, be adaptable to changes and understand and carry out departmental and organizational policies and procedures in assigned area of responsibility.

Changes in the Position:

This position has changed significantly over the past couple of years. The previous job description dated July 18, 2000 indicates that the position had duties consistent with the classification of Office Assistant II such as answering telephone inquiries, performing data entry, maintaining files, typing correspondence, coordinating mailings, compiling data and providing assistance with special projects and reports. The position also assisted contractors and property owners in securing lead abatement permits. The position now independently processes and updates productivity reports, maintains multiple databases, provides quality control of integrated primary prevention databases, processes requests for reimbursement for children under Medicaid and researches the tax status, building code status and number of properties owned for each owner who is given a lead work order. Further, the position is expected to handle inquiries from lead abatement contractors and property owners and must have a working knowledge of the lead ordinance and administrative protocols.

Analysis:

The changes listed above have strengthened this position. The job specification for the requested classification of Office Assistant III is as follows:

Performs diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility. Screens telephone calls, answers questions, and provides information. Some telephone and in-person 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. May work with others on a team to complete special projects. May guide and check the work of other employees.

Requirements: Four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job-related coursework may be substituted for up to six months of experience requirement.

Many of the new duties such as independently processing and updating productivity reports, maintaining multiple databases, and handling inquiries from lead abatement contractors and property owners is consistent with the duties at the level of an Office Assistant III. Some of the telephone work and in-person work is difficult since property owners with lead work orders may have many questions and be upset because of the associated costs and/or consequences of not complying with the orders. In addition, many of the tasks that this position performs are under strict deadlines which require the incumbent to independently prioritize work accordingly.

Recommendation:

Based on the above analysis, we recommend this position of Office Assistant II in the Health Department be reclassified to Office Assistant III in Pay Range 425.

B. Office Assistant IV

Duties and Responsibilities:

The basic function of this position is to provide administrative support to the Home Environmental Health Division Manager and other Supervisors and Project Coordinators, coordinate communications and designated facility activities to ensure efficient and safe operations, and serve as a representative of the Division on departmental teams and committees. The duties and responsibilities are as follows:

- 40% Provide administrative support to the Home Environmental Health Division; monitor multiple grant budgets to assure appropriate expenditures; prepare communications including correspondence, confidential reports, program spreadsheets and graphical presentations; and assist in coordination of payroll function for the Division including monitoring time entry, distributing payroll checks, reviewing and processing mileage reimbursement requests, sick leave applications, leaves of absence and other attendance related forms.
- 20% Provide computer technical support for Division staff by providing file server backup, first line trouble shooting as assigned, maintaining user accounts and on-site and user support.
- 20% Maintain inventory and order all program supplies and forms from external and internal sources; order and distribute program incentives for research participants; coordinate and monitor Division projects including but not limited to phone services, equipment acquisition and installations and repairs.
- 10% Serve as a representative for the Division on various departmental teams and committees. May represent the Department on City teams as assigned.
- 5% Assist office support staff in processing routine correspondences, mail distribution, telephone triage and general reception, data entry and other day-to-day operations. Serve as back up to Office Assistant II and III's plus one position of Program Assistant II.
- 5% Other duties as assigned.

This position requires four years of office support/administrative experience with at least one year at the Office Assistant IV or equivalent level. Equivalent combinations of education and experience may be considered. This position requires a proficiency in word processing and a working knowledge of database and spreadsheet software. This position also requires an ability to work independently and be self motivated, function effectively in a multi-discipline, multi-cultural team environment, initiate new projects and improve processes on a continuous basis, gain trust and confidence of staff to train and implement new processes and demonstrate leadership skills.

Changes in the Position:

This position has also changed in the last two years. These changes include a new responsibility for performing quality control and coordination of eight grant budgets which includes conducting supply and equipment inventory, prioritizing purchases, determining which grant the purchase should be applied to and coordinating the purchasing process. The number of grant budgets will increase to twelve by the end of the year. This position is also now

responsible for resolving problems with computer software, cell phones, desk phones, the fax machine and copier. The position also provides administrative support to six managers instead of two and is responsible for ordering and distributing program incentives for research participants.

Analysis:

The changes listed above have strengthened this position. For comparison purposes the job specifications for Office Assistant III, Office Assistant IV, Program Assistant I and the requested classification of Program Assistant II are described below:

Office Assistant Series

This series includes all clerical and office positions in City government performing general office duties, as distinguished from those working directly with one or a few managers, professionals, or elected officials in a secretarial capacity.

Office Assistant III

Performs diverse and complex duties involving the application of standard procedures to a variety of clerical assignments. Selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in an assigned area of responsibility. Screens telephone calls, answers questions, and provides information. Some telephone and in-person 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. May work with others on a team to complete special projects. May guide and check the work of other employees.

Requirements: Four years of clerical experience with at least one year of experience at the Office Assistant II level or above. Job-related coursework may be substituted for up to six months of the experience requirement.

Office Assistant IV

In addition to the duties listed above for the Office Assistant III, and the corresponding knowledge, skills and abilities associated with them, acts as a group leader for lower level employees. Responsibility as a group leader usually includes basic office management such as monitoring equipment and ordering supplies, monitoring and improving office procedures and practices, and directing a small group of employees. May work with others on a team to complete special projects.

AND/OR

Exercises responsibility for specific functions or service area requiring extensive knowledge of technical and/or complex procedures and processes having significant consequence of error. This requires responsibility for monitoring and improving those procedures on a continuous basis.

Requirements: Four years of clerical experience with at least six months of experience at the Office Assistant III level or above. Job related coursework may be substituted for up to six months of the experience requirement.

Program Assistant Series

The Program Assistant series was established for positions that perform a variety of office support and administrative work supporting a program or distinct area of operations within a City department. The term "program" as it is used here, is intended to be broad in application, encompassing the work of a division, section or specific program within a department.

Program Assistant I

Performs duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. Requires good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job work experience in the area. Carries out duties and responsibilities very independently. Consults with managers and professionals regarding unusual situations requiring the interpretation of policies.

Requirements: Four years of office support experience performing duties related to the occupational area in which the position is assigned, with at least one year of experience at the Office Assistant III level or above. The knowledge and skills required are equivalent to an associate's degree. Equivalent combinations of education and experience may be considered.

Program Assistant II

Performs a variety of duties and responsibilities to support a program or area of operations within a City department. In addition to the knowledge and skill required of the "I" level, positions assigned to the "II" level require the equivalent knowledge and skill normally obtained with a bachelor's degree. Some Program Assistant II positions function as group leaders for other employees.

A hallmark of the Program Assistant II is the analysis of information, in contrast to gathering or compiling information. In analyzing information, the employee is required to draw conclusions and make recommendations from information presented. This information may be in the form of accounting information, budget records and reports, financial information, contracts, or qualitative information. Program Assistant II positions are expected to independently initiate new work projects and improve processes on a continuous basis.

Requirements: Four years of clerical experience performing duties related to the occupation area to which the position is assigned, with at least one year of experience at the Office Assistant III level or above. The knowledge and skills required are equivalent to a bachelor's degree. Equivalent combinations of education and experience may be considered.

The duties and responsibilities for this position, including the new changes, are most similar to the specification for a Program Assistant I. For example, this position supports the work of six managers in the specific area of Home Environmental Health and is required to have a good working knowledge of the policies and procedures of the Division in order to assist the managers in their work. This position is also expected to work independently when coordinating several grant budgets which includes conducting supply and equipment inventory for the entire Division and coordinating the purchasing process. This position also serves as an office manager by resolving problems with computer software, cell phones, desk phones, the fax machine and copier.

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The duties do not reach the level of a Program Assistant II in that the position does not have an emphasis on analysis of information nor does the position serve as a leadworker of other positions. Consistent with the job specification for Program Assistant I the position does gather and compile information to assist the managers that he works with and makes some decisions based on previously determined criteria for grant budgets. The Program Assistant II positions located at the Health Centers have some similar responsibilities as the position under study but they also function as a leadworker for four people and are responsible for the overall efficiency of operations and distribution of workload based on an analysis of the work flow. The new position of Program Assistant II in the Lead Poisoning Prevention and Treatment Section functions as a leadworker for two positions and is responsible for the analysis of information pertaining to program systems and procedures and is expected to make recommendations to improve efficiencies as appropriate. The position under study is now serving as a backup for a Program Assistant II position in the Division but the primary focus of his work is consistent with the position description for Program Assistant I.

Recommendation:

Based on the above analysis, we recommend this position of Office Assistant IV in the Health Department be reclassified to Program Assistant I.

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

Reviewed by: *Florence Dukes*
Florence Dukes, Employee Relations Director