



Department of Employee Relations

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Job Evaluation Report

City Service Commission Meeting: June 25th, 2024

Security Series

Current	Recommended
Library Security Manager PR 1DX (\$58,223 - \$81,507) FN: Recruitment is at \$62,880 (One Position)	Library Security Manager PR 1JX (\$85,366 - \$119,521) FN: Recruitment is at \$104,997 (One Position)
Library Security Investigator PR 2EN (\$48,079 - \$67,309) FN: Recruitment is at \$55,267 (One Position)	Library Security Investigator PR 5LN (\$65,408 - \$81,760) FN: Recruitment is at \$66,992 (One Position)

Note: Residents receive a rate that is 3% higher.

Background

The Department of Employee Relations, in conjunction with the Milwaukee Public Library, has conducted a market and classification study to evaluate rates of pay for positions that perform certain administrative operational responsibilities. Discussions were held with Human Resources Officer Victoria Robertson and Human Resources Analyst-Senior Danielle Wroblewski. Job descriptions were provided.

The analysis and recommendation process included a review of a position's duties and responsibilities, impact and accountability, relationship responsibilities, working conditions, as well as minimum education and experience required. Market rates of pay comparisons were drawn from the Economic Research Institute (ERI), a service to which the Department of Employee Relations subscribes.

Library Security Manager

Current	Recommended
Library Security Manager PR 1DX (\$58,223 - \$81,507) FN: Recruitment is at \$62,880 (One Position)	Library Security Manager PR 1JX (\$85,366 - \$119,521) FN: Recruitment is at \$104,997 (One Position)

Position Description and Minimum Requirements

The Library Security Manager is responsible for physical, personal and materials security throughout the Milwaukee Public Library system, including Central and Branch Libraries. The incumbent develops and administers comprehensive policies and programs, and supervises staff and operations to ensure the safety and security of library staff, the public, and library facilities and assets. These include guard services, video surveillance and theft prevention systems, workplace safety, emergency management, and various aspects of risk management and threat assessment. The incumbent oversees and directs the work of the Library Security Investigator and is thereby indirectly responsible for the investigation of cases involving fraudulent use of library cards and seriously delinquent library materials, and effectuating either the return of such materials or appropriate restitution.

Minimum requirements include a four-year college degree in security, criminal justice, or related field; two years of professional security management experience with two years of supervisory experience; or an equivalent combination of education and experience.

Market Data – Security series

Job Title	Geographic Area	Level	25th Percentile	Survey Mean	75th Percentile
Security & Investigations Manager	Milwaukee, Wisconsin	Level 1	\$95,413	\$118,854	\$145,452
Security & Investigations Manager	Milwaukee, Wisconsin	Level 2	\$112,027	\$139,130	\$169,808
Security & Investigations Manager	Milwaukee, Wisconsin	Level 3	\$137,708	\$170,382	\$207,677

ERI as of January 1st, 2024

ERI defines a Security & Investigations Manager as a position that manages the company's security and investigation team, which may include third parties and criminal organizations in different areas. Plans, coordinates, investigates, and analyzes alleged and suspected violations of law including theft, fraud, computer crimes, and workplace violence. Acquires information to assist senior management in understanding an organization's exposures in all security matters under investigation. Liaises and maintains a relationship with appropriate law enforcement officials and other investigative bodies. Coordinates with the Forensic and other appropriate departments and colleagues. Manages complex investigations, engages all relevant stakeholders, and leads the investigation to conclusion. Serves as a subject matter expert on investigative strategies, providing advice and counsel to the business. Selects investigative targets, reviews reports, and briefs management as necessary. Develops investigative tools and techniques, and utilizes interview techniques to question internal and external individuals about facts pertaining to matters under investigation. Evaluates information, testimony, and processes, and compiles complex facts into understandable reports for internal, executive, and external consumption. Gives testimony before judicial and legislative bodies in legal proceedings pertaining to relevant investigations. Analyzes past investigations for continuous improvement. Evaluates new investigative aids and techniques, and advises the business on the appropriateness of employing new approaches. Maintains collected and relevant information, as it may be subject to legal, regulatory, or corporate policies.

Comparison to Internal Positions

Classification	Function
Title: Facilities Supervisor Pay Range: 1JX (\$85,366 - \$119,521) FN: Recruitment is at \$104,997 Department: Library	<p>Under the direction of the Facilities Manager, the Facilities Supervisor directs the custodial and maintenance personnel and the mechanical operations of the Milwaukee Public Library (MPL) system, including the historic landmark Central Library and 12 other facilities. Duties and responsibilities include:</p> <ul style="list-style-type: none"> Plan, assign, and prioritize work schedules for routine, emergency, and preventative maintenance repairs of all MPL buildings, grounds, and equipment. Foster an environment that fosters exemplary customer service. Implement performance management principles; participate in staff recruitment and selection processes. Counsel unit staff on the provision of high-quality service. Prepare reports and budget requests and assist in maintaining records of supplies and equipment used by MPL Facilities and Fleet Services. Oversee the operation of building automation and security systems including the contracts for these systems. Coordinate routine maintenance with contractors including electrical, carpentry, painting, and masonry. Obtain estimates for emergency and routine maintenance.

	<ul style="list-style-type: none"> • Monitor contracted projects from inception through completion; and verify completed assignments to ensure that quality work is being performed and invoicing is accurate and timely. • Conduct or schedule periodic inspections of the physical condition and operating efficiency of mechanical equipment. <p>Minimum qualifications include an associate degree in construction technology, architectural studies, engineering, facilities management, heating, ventilation, and air conditioning (HVAC) or a closely related field from an accredited college; and four years of experience in project management and/or building and grounds maintenance including two years working as a lead worker or in a project oversight capacity.</p>
Title: Water Emergency Response and Security Manager Pay Range: 1LX (\$96,998 - \$135,794) FN: Recruitment is at \$107,263 Department: DPW – Water Works	<p>This position is responsible for planning, organizing and leading activities pertaining to the security, operations and maintenance of all structures, building and facilities owned and/or operated by Milwaukee Water Works (MWW).</p> <ul style="list-style-type: none"> • Facility Management: Monitor and evaluate operations and maintenance activities for productivity, efficiency and effectiveness. • Emergency Management: Act as the Emergency Management Coordinator for MWW to include development and coordination of MWW emergency response plans. • Security Management: Ensure physical security systems are functioning optimally. • Policy Management: Develop and manage various security-related policies and plans, including asset management and protection, building access, and emergency/disaster recovery. <p>Minimum qualifications include a bachelor's degree in architecture, criminal justice, building security management or a related field from an accredited college or university; and three years of experience conducting facilities operations that include security, emergency, project, and building maintenance management related to the essential functions of this position.</p>

Analysis and Recommendation

This position was last studied in 2021 alongside other professional and managerial titles at the Milwaukee Public Library. The responsibilities and competencies of this position were compared to those of the Water Security Manager in the DPW-Water Works. The Water Security Manager position was studied in 2024 in the citywide IT Report which reclassified the position to Water Emergency Response and Security Manager in Pay Range 1LX (\$96,998 - \$135,794) with recruitment at \$107,263. The Water Emergency Response and Security Manager requires marginally more experience in minimum qualifications and also has a larger scope of responsibility with greater decisional impact.

Based on a comparison to other positions that perform similar duties, and the market rates of pay in southeastern Wisconsin, this report recommends placing the Library Security Manager in pay range 1JX (\$85,366 - \$119,521) with recruitment at \$104,997.

Library Security Investigator

Current	Recommended
Library Security Investigator PR 2EN (\$48,079 - \$67,309) FN: Recruitment is at \$55,267 (One Position)	Library Security Investigator PR 5LN (\$65,408 - \$81,760) FN: Recruitment is at \$66,992 (One Position)

Position Description and Minimum Requirements

Under the direction of the Library Security Manager, the Library Security Investigator assists in implementing the overall security program to ensure the safety and security of library staff, the public, library facilities and assets for the Milwaukee Public Library system, including Central and Branch Libraries. The Library Security Investigator responds to security patron incidents, coordinating with contracted security officers and MPL staff. The investigator also provides security training to contracted security officers and MPL staff members.

This position provides backup support to the Library Security Manager in that position's absence; acts as a Lead Worker for the library's contracted security guards; and requires a higher level of security expertise including the need to keep up to date with ever-changing electronic security monitoring systems. The position has the skills to address complex security incidents that occur in Milwaukee's public libraries, as critical as confiscating weapons. The position also coordinates security response across the library's 13 locations, compiles data and reports from integrated security systems to review incidents, and is responsible for making patron-banning recommendations and presentation of those recommendations to the MPL Administration and to the Board.

Minimum requirements include an associate's degree in criminal justice, or a related field; three years of full-time investigative experience in a position involving frequent contact with the public; or a combination of equivalent experience and education.

Analysis and Recommendation

In 2021, this position was compared to other classifications with a similar level of responsibility and required competency such as Administrative Specialist-Senior, Community Outreach Liaison, Sensitive Crimes Project Coordinator, and Management Trainee. Based on a further review of the duties, responsibilities, supervisory duties, and minimum requirements, a paraprofessional designation is more appropriate, in a range that was not available at the time of the 2021 study. The 2024 Administrative Support and Paraprofessional study has provided a more appropriate range of pay and classification for positions that do not require a bachelor's degree or the equivalent knowledge, skills, and abilities of a bachelor's degree. This report therefore recommends that the Library Security Investigator be placed in Pay Range PR 5LN (\$65,408 - \$81,760) with recruitment at \$66,992.

Action Required – Effective Pay Period 15, 2024 (July 7th, 2024)

* Please see submitted addendum to CCFN for Salary and Position Ordinance changes.

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