



ASSESSOR'S OFFICE

Nicole F. Larsen
Commissioner of Assessments

Billy J. Bowers
Chief Assessor

September 30, 2022

VIA EMAIL ONLY

Alderwoman Marina Dimitrijevic
Chair, Finance & Personnel Committee
c/o Common Council
200 E. Wells St., Rm. 205
Milwaukee, WI 53202

Re: Supervisory ratio inquiry

Dear Chairwoman Dimitrijevic,

You had requested a “current account of the ratio between supervisors and those supervised and what that ratio would be if the reductions were implemented.” I offer this response on behalf of the Assessor’s Office.

The City Assessor’s Office has two divisions, an Appraisal Division and an Administrative Division. On the Appraisal side, the Appraisers have the most front-line interactions with the public, with the Division Managers also having significant interaction in their roles as trainers and with their work on more complex properties. On the Administrative side, the Office Assistants have the most front-line interactions with the public, as they staff the front desk and answer the phone in addition to their other duties.

On the Appraisal side, we currently have 23 of the 25 authorized Appraiser positions filled. One of the Appraiser positions was reclassified this year, and the other is vacant. We also have two Property Assessment Technicians, both of which are filled. The budget proposes to permanently eliminate two Appraiser positions and replace them with two Property Assessment Technician positions. From a supervisory standpoint, the net result is the same. Each Division Manager is responsible for managing 12.5 Appraisers and 1 Property Assessment Tech, or 13.5 employees total. If the Appraiser vacancies are codified and replaced with Property Assessment Techs, each Division Manager will still have 13.5 employees to manage: 11.5 Appraisers and 2 Property Assessment Techs. While the net result remains the same from the management side, it affects the public since there will be two fewer Appraisers doing appraisal work. The Property Assessment Techs do not interact with the public, nor do they have the same training and experience as an Appraiser.

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On the Administrative side, we have 5 Office Assistant III positions and 1 Office Assistant II position authorized. The proposed budget defunds one of the OAIII positions. The Administrative Services Supervisor (who is also the personnel officer) supervises these six positions, as well as four other administrative positions. From a management standpoint, it results in fewer sales getting processed and various other supportive tasks including but not limited to tracking and processing in rem foreclosure judgments, address changes, filing, and processing mail, from being completed. Also, from a customer service standpoint, it is one less person answering phones and greeting walk-in visitors.

I hope this information is helpful to you, and I thank you for your hard work on the 2023 City of Milwaukee budget.

Respectfully,

s/Nicole F. Larsen

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