



Department of Employee Relations

March 12, 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 021609

The following classification and pay recommendations will be submitted to the City Service Commission for consideration on March 18, 2003. We recommend these changes, subject to approval by the City Service Commission:

In the Department of Employee Relations:

One position of Management and Accounting Officer, Salary Grade 006, held by Edwin Reyes, is recommended for reclassification to Business Operations Manager, Salary Grade 008.

One position of Clerk Typist II, Pay Range 410, held by Vaughn Brooks, is recommended for reclassification to Program Assistant I, Pay Range 460.

The Job evaluation reports covering the above positions, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,

Florence H. Dukes
Employee Relations Director

FHD:pb

Attachments: Job Evaluation Reports
 Fiscal Note

c: Sandra Rotar
 Louise Dumke
 Vaughn Brooks
 Edwin Reyes

JOB EVALUATION REPORT

City Service Commission Meeting: March 18, 2003

Current	Requested	Recommended
Management & Accounting Officer SG 006 (\$43,889-\$61,451) Incumbent: Edwin Reyes Current Rate: \$61,451	Business Operations Manger SG 008 (\$49,853-\$69,792)	Business Operations Manger SG 008 \$49,853-69,792 New Rate: \$63,671
Office Assistant II PR 410 (\$24,928-\$29,332) Incumbent: Vaughn Brooks Current Rate: \$26,564	Program Assistant I PR 460 (\$33,071-\$37,063)	Program Assistant I PR 460 (\$33,071-\$37,063) New Rate: \$33,071

Action Required

In the Positions Ordinance, under Department of Employee Relations, Administration Division, delete one position of Management and Accounting Officer and one position of Office Assistant II, and add one position of Business Operations Manager; under Certification and Pay Services Section add one position of Program Assistant I.

Background & Proposed Changes

The 2003 budget implemented a reorganization of the Department of Employee Relations (DER). The reorganization brought together staff from DER, the Fire & Police Commission, and the Equal Rights Commission. The reorganization also transferred responsibility for pre-employment medical examinations and administration from the Health Department to Employee Relations. This report recommends appropriate classifications for two positions that are impacted by the 2003 reorganization of the Department of Employee Relations. In reviewing these positions, staff analyzed new job descriptions and held discussions with Employee Relations Director Florence Dukes and Certification & Salary Systems Administrator Louise Dumke.

Requested: **Business Operations Manager** **SG 008**
Recommended: **Business Operations Manager** **SG 008**

The purpose of this position is to manage the overall financial operation of the department. This includes budget preparation, expenditure processing, ongoing monitoring and maintenance of department special purpose and reimbursable accounts, operations, trust funds, and inventory control. The position provides supervision of procurement, network administration, reception desk operations, and payroll administration including technical support of the department's physical environment. Duties, responsibilities and requirements include:

- 75% Ongoing monitoring and maintenance of all financial accounts of the departmental budget including:
- ◆ Budget preparation, expenditure forecasting, salary projections, position control, performance measures development and appropriate methods of statistical data to ensure program spending in current year and future funding requirements.
 - ◆ Maintenance of all special purpose and reimbursable accounts and agency trust funds associated with the coordination and administration for the delivery of benefits related to Health, Dental, Workers Compensation, Unemployment Compensation, Flexible Spending Account, Training Services, Bus Fare and Long Term Disability programs.
 - ◆ Computes Active and Retiree Basic Plan Contract counts for payment and capitation fees to Basic Plan, Utilization Review/Case Management and PPO Vendors.

- 15% Supervises operations of the Business Section including departmental procurement, reception desk operations, network administration, and payroll administration.
- 10% Serves as the resource person regarding FMIS Financial and HRMS Programs and provides technical support for the department's physical environment.

The position requires a bachelor's degree in Accounting, Business Administration or related field plus ten years of progressively responsible professional experience in accounting, budgeting and/or financial management. Equivalent experience is acceptable in lieu of a bachelor's degree.

Within the new organization, this position will function as the department's fiscal manager and supervise operations of the Business Section. For the fiscal year 2003 the department's budget consists of \$4,233,717 in operating funds and over \$90 million in special purpose, reimbursable, and agency trust fund accounts. This position is responsible for analyzing trends and projecting expenses for these special accounts including Health Care, Dental Insurance, and Worker's Compensation which alone total over \$87 million.

With the current and previous reorganizations, the supervisory responsibility of this position has expanded from oversight of payroll administration to also include supervisory oversight of the department's network operations, reception desk operations, and procurement. The position supervises professional and clerical support staff including a Network Coordinator-Associate, Administrative Specialist, Accounting Assistant II, Office Supervisor II and Office Assistant II. In addition, the position provides departmental technical support for FMIS and HRMS functions.

The city classification of Business Operations Manager currently consists of five individuals in both the Department of Neighborhood Services and different divisions of the Department of Public Works. In analyzing the position we compared the overall duties and responsibilities of this position with these other Business Operations Managers. The classification is a highly responsible managerial classification that functions as the business manager for a department or the equivalent, such as a division of the Department of Public Works. Typical duties include planning and preparing the annual budget, monitoring as well as controlling expenditures, supervising the issuance of service orders and contracts, supervising the preparation and cost distribution of payroll, supervising the maintenance of personnel records and reports, serving as the department representative in business matters, and occasionally appearing before various commissions and Common Council committees. Individuals who fill these positions are expected to have technical knowledge and skills in many areas of business administration such as accounting, budgeting, office automation, and fiscal control, in addition to the general management and human relations skills needed to effectively supervise a staff. One of the critical roles of the Business Operations Manger is to provide top management with essential financial and operational data, including ad hoc reports and financial forecasts regarding all aspects of business operations. Another critical role is to make continual improvement in business operations. In performing these roles, Business Operations Managers function as an integral part of each department's leadership team.

Our analysis indicates that the duties and responsibilities of this position in the Department of Employee Relations fall within the range associated with and expected of the classification of Business Operations Manager. We therefore recommend reclassifying this position to Business Operations Manager in salary grade 008. An assessment of this position according to the job evaluation factors is as follows:

	<u>Level</u>	<u>Points</u>
Impact & Accountability	9	38
Knowledge & Skill	7	94
Relationships Responsibility	6	38
Working Conditions	1	5
	Total Points:	275

Salary Grade 008 points: 266-305

Requested: Program Assistant I PR 460
Recommended: Program Assistant I PR 460

The basic function of this position is to assist the Program Assistant II and the Certification and Salary Systems Administrator in the certification of eligibles to fill vacancies in City departments and Milwaukee Public Schools in a timely and efficient manner according to City Service Commission rules and procedures. Specific duties are listed below.

- 40% Assist departments in filling vacancies by surveying eligible lists, certifying eligible lists, transfer and reinstatement lists and/or disabled (DEPP) employees, advising departments of hiring and promotion policies to assure compliance with City Service Commission Rules and City policies and ordinances, and performing other related activities such as making referrals of candidates, creating and mailing interview notices, sending hiring packets to department heads and interviewers, answering inquiries from departments and updating eligible lists and the SIGMA database. Perform these duties under the guidance of and in the absence of the Program Assistant II.
- 15% Maintain confidential computer and physical files for tracking and recording of pre-placement drug screening and medical examination information and results and I-9 immigration information to ensure candidate eligibility for employment in the United States. Perform necessary verifications, follow-ups, communications and other tasks related to these functions.
- 10% Assist Certification and Salary System Administrator in all aspects of labor activity including surveying of current city laborers as to spring call-back preferences, generating and mailing layoff, transfer and callback notices, etc.
- 5% Reconcile invoices received for drug screens and medicals to ensure that the City is being appropriately billed.
- 5% Independently monitor Record Retention Schedules to responsibly and accurately provide for retention of Certification section materials.
- 5% Serve as backup to the Pay Services section in auditing HRMS transactions, pay rate and employee status changes and ordinal salary changes due to labor agreement and contract settlements. Assist this section in researching and responding to Employment Verification requests.
- 5% Serve as primary backup at public information counter.
- 5% Serve in rotation in taking employee ID pictures and processing identification cards.
- 5% Assist the Test Administration section in administering written and performance tests when requested.
- 5% Perform other clerical functions including sorting/distributing mail, preparing correspondence, assisting with Unemployment Claims verification, and completing special projects and assignments as necessary.

This Office Assistant II position functions in the Certification section within DER's Operations Division. The purpose of this section is to ensure that eligibles are certified to fill vacancies in a timely and efficient manner according to City Service Commission Rules, City policies, ordinances and state and federal laws. In the past, this position functioned in an office support role handling incoming mail and outgoing routine correspondence related to filling positions and surveying and notifying City Laborers regarding their current job status and seasonal job preferences. The position also used the staffing computer system to create and mail interview notices to candidates.

The request to study this position was initiated due to the elimination of the Occupational Health Nurse position in the Health Department responsible for conducting pre-employment medical examinations and the subsequent shifting of that function to the Department of Employee Relations. This transfer of

March 18, 2003

responsibility led to a reallocation of duties within the Certification section that has directly impacted the position under study as discussed below.

This position was given responsibility for the pre-employment medical function as well as two other critical pre-employment requirements: drug testing for new employees and I-9 immigration documentation. These responsibilities involve coordination, tracking, problem solving and communication with the firms conducting the medical examinations and drug testing, City departments and with the prospective new employees as necessary. For example, follow-up with medical providers is required when results of the drug screen and/or medical examinations have not been received. Similarly, follow-up with the candidate and/or hiring manager is needed if I-9 documentation has not been provided. The incumbent notifies the hiring departments when candidates have successfully completed all pre-employment requirements and are cleared for hire.

The above responsibility requires judgment and sensitivity in working with confidential medical and drug testing information and communicating the results of the examinations and other pertinent information to departments such as work restrictions. The incumbent is responsible for maintaining the confidentiality and security of this information. The incumbent is also responsible for verifying that I-9 immigration documentation is complete and valid and tracking expiration dates on I-9 documents that must be kept current.

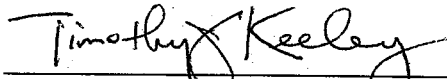
In addition to this new responsibility, the position's role in the day-to-day functioning of the Certification section has been significantly expanded. Instead of simply performing in an office support role as had been the case, the position now shares responsibility with the Program Assistant II for filling vacancies, maintaining and certifying eligible lists and advising departments on City Service Rules, policies and ordinances in making hiring and promotional decisions. This position performs the support functions associated with these duties but also assists and performs many of the same duties as the Program Assistant II and is expected to independently perform the basic functions of the section in the absence of the Program Assistant II.

It is clear that the responsibilities of this position are above that of an Office Assistant II which, according to the specifications, "performs varied clerical duties in accordance with standard procedures." Instead, due to the additional and expanded responsibilities, the position requires a greater depth of knowledge of the certification and hiring process and the various regulations governing it. It also requires analytical and judgment skills necessary to review information and data regarding individual cases and make appropriate decisions and/or provide appropriate advice to departments.

The department is requesting that this position be changed to a Program Assistant I. Positions assigned to the Program Assistant series perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. Positions at the Program Assistant I level require good working knowledge of policies and procedures associated with a particular program or area of operations and significant on the job experience in the area. They also carry out duties and responsibilities very independently, consulting with managers and professionals regarding the unusual situations requiring the interpretation of policies.

The position appears to meet the criteria for Program Assistant I based on the changes discussed above. The position works in a distinct area of operations and functions at a level requiring in-depth knowledge and the need to work independently. It is therefore recommended that this position of Office Assistant II be reclassified to Program Assistant I.

Prepared by:



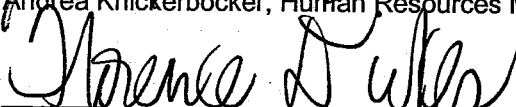
Timothy J. Keeley, Human Resources Representative

Prepared by:



Andrea Knickerbocker, Human Resources Manager

Reviewed by:



Florence Dukes, Employee Relations Director

March 12, 2003