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Department of Employee Relations

City Service Commission Meeting: May 9, 2023

DPW – Transportation Fund - Parking Operations and Maintenance

Management and Professional Positions

Current	Recommended
Parking Services Manager PR 1JX (\$83,692 - \$117,177) (One Position)	Parking Services Manager PR 1KX (\$89,222 – \$124,914) FN: Recruitment is at \$99,505 (One Position)
Parking Enforcement Manager PR 1GX (\$69,119 - \$96,768) (One Position)	Parking Enforcement Manager PR 1IX (\$78,528 - \$109,938) FN: Recruitment is at \$86,815 (One Position)
Tow Lot Manager PR 1FX (\$64,857 - \$90,796) (One Position)	Tow Lot Manager PR 1IX (\$78,528 - \$109,938) FN: Recruitment is at \$86,815 (One Position)
Parking Enforcement Assistant Manager PR 1CX (\$53,548 – \$74,974) (Two Positions)	Parking Enforcement Operations Manager PR 1GX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030 (One Position)
	Parking Enforcement Communications Manager PR 1GX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030 (One Position)
Transportation Financial Analyst PR 2JX (\$64,857 - \$90,796) FN: Recruitment is at \$71,341 FN: 4.8% for Snow and Ice Control (One Position)	Transportation Financial Analyst PR 2KX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030 FN: 4.8% for Snow and Ice Control (One Position)
Accountant III PR 2JX (\$64,857 - \$90,796) FN: Recruitment is at 71,341 (One Position)	Transportation Accountant PR 2KX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030 (One Position)
Parking Services Supervisor PR 1DX (\$57,081- \$79,909) FN: 4.8% for Snow and Ice Control (Two Positions)	Parking Services Supervisor PR 1FX (\$64,857 - \$90,796) FN: Recruitment is at \$71,341 FN: 4.8% for Snow and Ice Control (Two Positions)

Parking Citation Review Manager PR 2GX (\$53,548 - \$74,974) (One Position)	Parking Citation Review Manager PR 2IX (\$60,824 - \$85,151) FN: Recruitment is at \$66,906 (One Position)
Tow Lot Assistant Manager PR 1CX (\$53,548 - \$74,974) (One Position)	Tow Lot Assistant Manager PR 1GX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030 (One Position)
Parking Enforcement Supervisor PR 1AX (\$50,636 - \$65,989) FN: 4.8% for Snow and Ice Control (Four Positions)	Parking Enforcement Supervisor PR 1CX (\$53,548 - \$74,974) FN: Recruitment is at \$59,209 FN: 4.8% for Snow and Ice Control (Four Positions)
Tow Lot Supervisor PR 1AX (\$50,636 - \$65,989) (One Position)	Tow Lot Supervisor PR 1CX (\$53,548 - \$74,974) FN: Recruitment is at \$59,209 (One Position)

Service and Maintenance Positions

Current	Recommended
Parking Meter Technician-Lead PR 3GN (\$42,153 - \$50,197) FN: Recruitment at \$44,612 (One Position)	Parking Meter Technician-Lead PR 8PN (\$54,655- \$62,822) FN: Recruitment is at \$57,934 (One Position)
Parking Meter Technician PR 3DN (\$39,579 - \$46,193) FN: Recruitment is at \$41,783 (Three Positions)	Parking Meter Technician PR 8LN (\$47,158 - \$53,599) FN: Recruitment is at \$49,987 (Three Positions)
Tow Lot Crew Leader PR 8FN (\$39,899 - \$45,086) (One Position)	Tow Lot Crew Leader PR 8JN (\$45,625 - \$51,331) FN: Recruitment is at \$48,363
Tow Lot Attendant PR 8DN (\$35,225 - \$42,084) FN: Recruitment is at \$38,331 (Ten Positions)	Tow Lot Attendant PR 8HN (\$40,735 - \$46,193) FN: Recruitment is at \$43,179 (Ten Positions)

Paraprofessional and Administrative Support Positions

Current	Recommended
Accounting Assistant III PR 5EN (\$42,137 - \$48,611) FN: Recruitment is at \$44,007 (One Position)	Transportation Accounting Assistant PR 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$51,337 (One Position)
Tow Lot Assistant IV PR 5EN (\$42,137 - \$48,611) (One Position)	Tow Lot Assistant Lead PR 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$51,337 (One Position)

Communications Assistant IV PR 6JN (\$36,257 - \$46,345) FN: Recruitment is at \$41,212 FN: Additional 5% when assigned citation review FN: For DPW positions, paid rates consistent with a promotion to Parking Enforcement Sup when assigned to perform the work of a Parking Enforcement Sup. (Five Positions)	Communications Assistant Lead PR 5IN (\$48,220 - \$56,878) FN: Recruitment is at \$50,384 FN: Additional 5% when assigned citation review FN: For DPW positions, paid rates consistent with a promotion to Parking Enforcement Sup when assigned to perform the work of a Parking Enforcement Sup. (Five Positions)
Communications Assistant III PR 6HN (\$38,578 - \$43,555) FN: Recruitment is at \$39,359 (Eight Positions)	Communications Assistant - Senior PR 5GN (\$43,291 - \$51,964) FN: Recruitment is at \$47,051 (Eight Positions)
Tow Lot Assistant III PR 6HN (\$38,578 - \$43,555) FN: Recruitment is at \$39,359 (Seven Positions)	Tow Lot Assistant III PR 5GN (\$43,291 - \$51,964) FN: Recruitment is at \$47,051 (Seven Positions)
Office Assistant IV PR 6HN (\$38,578 - \$43,555) FN: Recruitment is at \$39,359 (One Position)	Parking Administrative Services Coordinator PR 2EN (\$47,136 - \$65,989) FN: Recruitment is at \$57,955 (One Position)

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

Background

This report is a labor market study of several positions under the Transportation Fund plus a reclassification of one positions of Office Assistant IV. Labor market data and job descriptions were reviewed. Discussions were held with Danielle Rodriguez, Operations Division Director, and Makisha Porter, Human Resources Representative.

Please note that not all requirements have been assessed by the Staffing Division and that equivalent combinations of education and experience may be considered.

Market Pay Data

Market pay data for other cities was reviewed as listed below. The current titles and rates of pay for the City of Milwaukee management positions are in bold.

City/State	Title	Current Pay	Adjusted Pay
Columbus, Ohio	Parking Services Division Administrator	\$106,018 - \$158,954	\$117,719 - \$176,497
Cincinnati, Ohio	Deputy Director (Parking)	\$101,664 - \$148,084	\$105,039 - \$153,000
Minneapolis, Minnesota	Parking System Manager	\$108,892 - \$127,385	\$112,507 - \$131,614
Cincinnati, Ohio	Parking Superintendent	\$87,424 - \$120,863	\$90,326 - \$124,875
Madison, Wisconsin	Assistant Parking Utility Manager	\$102,378 - \$123,468	\$99,095 - \$119,508
Milwaukee, Wisconsin	Parking Services Manager	\$83,692 - \$117,177	\$83,692 - \$117,177
Minneapolis, Minnesota	Assistant Manager Parking Systems	\$93,155 - \$101,793	\$93,814 - \$102,513
Cincinnati, Ohio	Parking Services Supervisor	\$70,122 - \$94,238	\$72,450 - \$97,366

Milwaukee, Wisconsin	Parking Enforcement Manager	\$69,119 - \$96,768	\$69,119 - \$96,768
Milwaukee, Wisconsin	Tow Lot Manager	\$64,857 - \$90,796	\$64,857 - \$90,796
Madison, Wisconsin	Parking Operations Supervisor	\$71,075 - \$85,104	\$68,796 - \$82,375
Columbus, Ohio	Parking Enforcement Supervisor	\$48,693 - \$73,050	\$54,067 - \$81,112
Milwaukee, Wisconsin	Parking Services Supervisor*	\$57,081 - \$79,909	\$57,081 - \$79,909
Madison, Wisconsin	Parking Enforcement Supervisor	\$68,321 - \$81,074	\$66,130 - \$78,474
Milwaukee, Wisconsin	Parking Enforcement Assistant Manager	\$53,548 - \$74,974	\$53,548 - \$74,974
Milwaukee, Wisconsin	Parking Citation Review Manager	\$53,548 - \$74,974	\$53,548 - \$74,974
Milwaukee, Wisconsin	Tow Lot Assistant Manager	\$53,548 - \$74,974	\$53,548 - \$74,974
Cincinnati, Ohio	Assistant Parking Services Supervisor	\$53,576 - \$72,002	\$55,354 - \$74,392
Madison, Wisconsin	Parking Revenue Supervisor	\$62,987 - \$74,163	\$60,967 - \$71,785
Madison, Wisconsin	Parking Maintenance Supervisor	\$62,987 - \$74,163	\$60,967 - \$71,785
Madison, Wisconsin	Parking Enforcement Field Supervisor	\$61,302 - \$71,075	\$59,336 - \$68,796
Milwaukee, Wisconsin	Parking Enforcement Supervisor*	\$50,636 - \$65,989	\$50,636 - \$65,989
Milwaukee, Wisconsin	Tow Lot Supervisor	\$50,636 - \$65,989	\$50,636 - \$65,989
Tucson, Arizona	Parking Services Supervisor	\$36,400 - \$64,917	\$34,961 - \$62,350

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

*Eligible to receive 4.8% for Snow and Ice Control.

Market pay data for comparable positions was obtained from the Economic Research Institute (ERI), a service to which the Department of Employee Relations (DER) subscribes, as listed below.

Accountant

Area Name	25th Percentile	Mean	75th Percentile	90th Percentile
West Allis, Wisconsin	64,463	71,316	77,966	84,740
Kenosha, Wisconsin	68,981	76,796	84,231	91,648
Madison, Wisconsin	62,524	68,898	75,099	81,435
Milwaukee, Wisconsin	64,155	70,985	77,612	84,361
Racine, Wisconsin	63,343	70,205	76,823	83,522
Waukesha, Wisconsin	64,450	71,307	77,961	84,739

Readies and maintains financial and business transactions, applying accounting principles, that include work that is analytical, evaluative, and advisory in nature and that requires an understanding of both accounting theory and practice.

Meter Repairer

	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
Level 1	48,346	52,009	57,052	61,761	66,692
Level 2	53,546	57,678	63,310	68,608	74,119
Level 3	61,073	65,865	72,335	78,475	84,810

Disassembles, cleans, adjusts, repairs, and tests oil, gas, and water meters, using hand tools and testing equipment.

Maintenance Assistant

	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
Level 1	35,183	37,357	40,490	43,083	45,923
Level 2	38,894	41,302	44,717	47,627	50,824
Level 3	43,795	46,522	50,349	53,700	57,373

Cleans and keeps indoor and outdoor areas of buildings, equipment, and grounds maintained. Moves equipment and furniture for cleaning or renovation purposes. Inspects equipment and systems for preventive maintenance.

Tow Lot Crew Leader – Hybrid Market Data

	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
Levels 1, 2, 3	52,361	56,124	61,162	66,023	70,993

Communications Assistants – Hybrid Market Data

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
1	39,793	43,261	47,882	52,243	56,764
2	41,141	44,714	49,481	54,003	58,684
3	42,483	46,163	51,077	55,759	60,602
4	43,813	47,600	52,662	57,506	62,510

Position Descriptions and Recommendations

Management and Professional Positions

Current	Parking Services Manager	PR 1JX (\$83,692 - \$117,177) FN: Recruitment is at \$94,456	One Position
Recommended	Parking Services Manager	PR 1KX (\$89,222 – \$124,914) FN: Recruitment is at \$99,505	One Position

This position is responsible for all administrative and field operations for the Department of Public Works Operations Division – Parking Services Section. This includes the administration, management, and oversight of the City’s Tow Lot, City wide parking enforcement, parking structures/lots, and the budgeting and finance of a \$40-\$50M program. The Parking Services Manager is also responsible for the supervision of 120 – 130 employees.

Minimum requirements include a bachelor’s degree in public administration, business administration, business finance, or a related field and five years of professional experience in managing and supervising administrative and field operations in a large and complex organization.

Current	Parking Enforcement Manager	PR 1GX (\$69,119 - \$96,768) (One Position)	One Position
Recommended	Parking Enforcement Manager	PR 1IX (\$78,528 - \$109,938) FN: Recruitment is at \$86,815 (One Position)	One Position

This position manages parking enforcement activities for the City on a 24/7 schedule; oversees the development of policies and procedures, complaints from citizens and elected officials, night parking permissions, and dispatch operations for vehicle towing; and directly supervises 85 employees.

Minimum requirements include a bachelor’s degree in business administration, public administration, or a related field and three years of progressively responsible managerial experience in municipal public works, parking operations, or enforcement operations.

Current	Tow Lot Manager	PR 1FX (\$64,857 - \$90,796)	One Position
Recommended	Tow Lot Manager	PR 1IX (\$78,528 - \$109,938) FN: Recruitment is at \$86,815	One Position

This position manages Tow Lot activities for the City of Milwaukee on a 24/7 schedule; provides management oversight for all Tow Lot activities by setting the operational direction in all matters related to the in-take, processing, storage, release and disposal of towed vehicles by the Department of Public Works; applies a detailed understanding of related laws and ordinances to the daily operations of the City’s Tow Lot; and directly supervises 27 employees in the processing of payments and Department of Transportation transactions for towed vehicles. In addition, this position uses FMIS and vendor-specific financial reporting systems to track and report on Tow Lot finances.

Minimum requirements include a bachelor’s degree in business administration, public administration, or another related field and three years of progressively responsible managerial experience in municipal public works, parking operations, and/or enforcement of towing operations.

Current	Parking Enforcement Assistant Manager	PR 1CX (\$53,548 – \$74,974)	Two Positions
Recommended	Parking Enforcement Operations Manager	PR 1GX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030	One Position
	Parking Enforcement Communications Manager	PR 1GX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030	One Position

The Department has requested that the title of Parking Enforcement Assistant Manager be changed to two distinct titles that are more representative of the management duties performed by each position. This report recommends the title of Parking Enforcement Operations Manager for the positions that directly supervises the four positions of Parking Enforcement Supervisor and is responsible for 62 positions of Parking Enforcement Officer that deliver critically needed services on a 24/7/365 schedule.

This report recommends the title of Parking Enforcement Communications Manager for the positions that directly supervises all staff in the Parking Information Desk unit and is responsible for the training of 13 clerical positions within the unit, maintaining proper staffing levels, and oversight of the Parking Enforcement Building.

Both positions are responsible for providing management oversight and leadership for parking enforcement activities, including development of policies and procedures, handling parking inquiries, complaints from citizens and elected officials, processing night parking permissions, and managing vehicle towing dispatch operations.

The minimum requirements for both positions include a bachelor’s degree in business administration, public administration, or a related field and four years of progressively responsible experience managing municipal public works field operations.

Current	Transportation Financial Analyst	PR 2JX (\$64,857 - \$90,796) FN: Recruitment at 71,341 FN: 4.8% for Snow and Ice Control	One Position
Recommended	Transportation Financial Analyst	PR 2KX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030 FN: 4.8% for Snow and Ice Control	One Position

This position provides detailed financial analysis and reports: including narrative, financial and statistical reports of revenues, expenses, and cost-accounting and profit/loss statements for current and future operations to ensure the vitality of the Transportation Fund.

Minimum requirements include a bachelor’s degree in finance, accounting, business administration, or a related field and one year of related experience. This position also requires a knowledge of the principles and practices of financial and statistical analysis to make recommendations that will have long-term implications to the department.

Current	Accountant III	PR 2JX (\$64,857 - \$90,796) FN: Recruitment at 71,341	One Position
Recommended	Transportation Accountant	PR 2KX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030 FN: 4.8% for Snow and Ice Control	One Position

This position provides professional accounting and related financial management support by overseeing all accounting activities for over \$40 million in invoices, IRIs and revenues derived from parking-related activities; maintains reconciliation and fiscal data; and uses FMIS to prepare reports for management review and decision making.

Minimum requirements include a bachelor’s degree in Accounting or Finance and two years of experience. Government accounting is preferred. This report recommends the Accountant III position be placed in Pay Range 2KX (\$69,119 - \$96,768) with a recruitment rate of \$76,030 and the title be changed to Transportation Accountant.

Current	Parking Services Supervisor	PR 1DX (\$57,081 - \$79,909) FN: 4.8% for Snow and Ice Control	Two Positions
Recommended	Parking Services Supervisor	PR 1FX (\$64,857 - \$90,796) FN: Recruitment is at \$71,341 FN: 4.8% for Snow and Ice Control	Two Positions

These positions are responsible for the daily operations of 7100+ parking meters, structures, and lots in the City of Milwaukee; supervise the parking meter shop employees; and serve as a liaison to various contracted management companies, contractors, and other city departments.

Minimum requirements include a bachelor’s degree in architecture, engineering, construction, communications, management, business, public administration or a related degree and two years of related experience.

Current	Parking Citation Review Manager	PR 2GX (\$53,548 - \$79,974)	One Position
Recommended	Parking Citation Review Manager	PR 2IX (\$60,824 - \$85,151) FN: Recruitment is at \$66,906	One Position

This position is primarily responsible for the appeal review process regarding parking citations and towing events. Responsibilities include the supervision and training of staff to perform reviews; assisting other staff in managing Tow Lot functions and provide direct supervision to the Tow Lot Assistant IV positions.

Minimum requirements include a bachelor’s degree in business administration, public administrative, law or a related field and two years of experience in parking enforcement, paralegal, citation processing, claims adjusting, or other related experience.

Current	Tow Lot Assistant Manager	PR 1CX (\$53,548 - \$74,974)	One Position
Recommended	Tow Lot Assistant Manager	PR 1GX (\$69,119 - \$96,768) FN: Recruitment is at \$76,030	One Position

This position assists the Tow Lot Manager in providing leadership for the operations of the City of Milwaukee Tow Lot. Duties include monitoring contractors, administering the release and storage of vehicles; and managing special programs. This position also oversees on-site processing including reconciling financial transactions, coordinates snow removal at the Tow Lot, and acts as a back-up for the Tow Lot Manager at City hearings and committee meetings.

Minimum requirements include a bachelor’s degree in business administration, public administration, or a related field; and three years of progressively responsible managerial experience in municipal public works, parking operations or enforcement of towing operations.

Current	Parking Enforcement Supervisor	PR 1AX (\$50,636 - \$65,989) FN: 4.8% for Snow and Ice Control	Four Positions
Recommended	Parking Enforcement Supervisor	PR 1CX (\$53,548 - \$74,974) FN: Recruitment is at \$59,209 FN: 4.8% for Snow and Ice Control	Four Positions

These positions are responsible for the supervision of staff who enforce City parking regulations, tow illegally parked vehicles, and respond to citizen complaints. These positions are also responsible for the supervision of the City’s Parking Information Desk, a 24-hour operation.

Minimum requirements include experience in parking enforcement, towing, and related activities. Post high school education in business administration, public administration, or a related field is desirable and two years of experience managing municipal public works field operations is preferred.

Current	Tow Lot Supervisor	PR 1AX (\$50,636 - \$65,989)	Two Positions
Recommended	Tow Lot Supervisor	PR 1CX (\$53,548 - \$74,974) FN: Recruitment is at \$59,209	Two Positions

These positions supervise the daily operations of the Tow Lot attendant staff, intake and release of vehicles, vehicle disposal, vehicle auction sales, and lot maintenance; are responsible for addressing personnel matters and complaints from

citizens; monitor daily activities via the Tow Lot’s software management; and are responsible for the direct supervision of 24 employees and temporary staff.

Minimum requirements include a bachelor’s degree in business administration, public administration, or a related field; and an ability to direct and lead staff and to communicate analytical information both in writing and verbally.

Service and Maintenance Positions

Current	Parking Meter Technician-Lead	PR 3GN (\$42,153 - \$50,197) FN: Recruitment is at \$44,612	One Position
Recommended	Parking Meter Technician-Lead	PR 8PN (\$54,655- \$62,822) FN: Recruitment is at \$57,934	One Position

Current	Parking Meter Technician	PR 3DN (\$39,579 - \$46,193) FN: Recruitment is at \$41,783	Three Positions
Recommended	Parking Meter Technician	PR 8LN (\$47,158 - \$53,599) FN: Recruitment is at \$49,987	Three Positions

In conjunction with the Parking Operations Supervisor, the Parking Meter Technician - Lead facilitates the installation, repair, replacement, and servicing of the City’s parking meters. Responsibilities include coordinating the maintenance and use of databases for single and multi-space meters; and providing direct supervision to the Parking Meter Technicians.

Minimum requirements include experience as a Parking Meter Technician and the ability to develop basic computer programming skills.

This Parking Meter Technician positions perform routine and skilled maintenance of the City’s 6500+ single space Smart Parking meters in the field and in the shop. Responsibilities include hooding, installing, and removing parking meters for special events or construction purposes.

Minimum requirements include two years of experience performing mechanical repairs and a valid driver’s license at the time of appointment and throughout employment.

This report recommends placing these positions in pay ranges that are in the Service and Maintenance Section of the Salary Ordinance which is more consistent with the duties and responsibilities of the positions.

Current	Tow Lot Crew Leader	PR 8FN (\$39,899 - \$45,086)	One Position
Recommended	Tow Lot Crew Leader	PR 8JN (\$45,625 - \$51,331) FN: Recruitment is at \$48,363	One Position

This position serves as the Lead Tow Lot Attendant. Duties include monitoring the tow lot and vehicle movement functions of Tow Lot Operations; directly overseeing the work of 12 Tow Lot Attendants; and assisting management in implementing and overseeing the day-to-day towing, intake, inventory, and release of vehicles.

Minimum requirements include three years of experience in customer service, vehicle inventory, and computer operations; the ability to direct staff and provide training; and a working knowledge of handheld electronic devices and current software applications.

Current	Tow Lot Attendant	PR 8DN (\$35,225 - \$42,084) FN: Recruitment is at \$38,331	Ten Positions
Recommended	Tow Lot Attendant	PR 8HN (\$40,735 - \$46,193) FN: Recruitment is at \$43,179	Ten Positions

These positions are responsible for the maintenance of the parking lot and grounds, including snow removal, light vehicle repairs, maintaining the Parking Enforcement fleet and performing custodial, mechanical, and miscellaneous shop duties.

Minimum requirements include experience in light vehicle repair and the use of Tow Lot maintenance equipment including leaf blowers, snow blowers, and snowplows.

Paraprofessionals and Administrative Support Positions

Current	Accounting Assistant III	PR 5EN (\$42,137 - \$48,611) FN: Recruitment is at \$44,007	One Position
Recommended	Transportation Accounting Assistant	PR 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$51,337	One Position

This position is responsible for processing over \$40 million in invoices, IRIs, and revenues derived from parking-related activities; parking citations, kiosks, parking permits, parking meters, towing, vehicle disposals, parking structures and parking lots; tracking revenues and expenditures in spreadsheets and FMIS (Financial Management Information System); and maintaining and filing fiscal data.

Minimum requirements include three years of experience performing accounting and/or bookkeeping work; or an associate degree in accounting, finance, business or related field and one year of experience in performing accounting and/or bookkeeping work.

Current	Tow Lot Assistant IV	PR 5EN (\$42,137 - \$48,611)	One Position
Recommended	Tow Lot Assistant Lead	PR 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$51,337	One Position

This position assists with the supervision of the Tow Lot Assistants and Tow Lot Attendants; performs the primary customer service, clerical, accounting, legal, and DMV (Department of Motor Vehicles) related duties at the City Tow Lot; assists management in implementing and overseeing the day-to-day office operations; and is responsible for processing large amounts of money and reconciling cash deposits.

Minimum requirements include four years of experience in customer service; advanced data manipulation skills; the ability to direct and train staff; and a basic working knowledge of current software applications.

Current	Communications Assistant IV	PR 6JN (\$36,257 - \$46,345) Recruitment is at \$41,212 FN: Additional 5% when assigned citation review FN: For DPW positions, paid rates consistent with a promotion to Parking Enforcement Sup when assigned to perform the work of a Parking Enforcement Sup.	Five Positions
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Recommended	Communications Assistant Lead	PR 5IN (\$48,220 - \$56,878) FN: Recruitment is at \$50,384 FN: Additional 5% when assigned citation review FN: For DPW positions, paid rates consistent with a promotion to Parking Enforcement Sup when assigned to perform the work of a Parking Enforcement Sup.	Five Positions
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Current	Communications Assistant III	PR 6HN (\$38,578 - \$43,555) FN: Recruitment is at \$39,359	Eight Positions
Recommended	Communications Assistant Senior	PR 5GN (\$43,291 - \$51,964) FN: Recruitment is at \$47,051	Eight Positions

The Communications Assistant IV positions function as a lead worker, assist in the day-to-day operations of the Parking Enforcement Desk; oversees the daily operations of the Parking Information desk; assign work to the Communications Assistant III positions; make determinations based on State Statutes and City Ordinances; receive radio requests for towing services; respond to MPD (Milwaukee Police Department) inquiries; and indirectly supervise eight employees.

The Communication Assistant III positions perform duties related to the day-to-day operations of the Parking Information Desk; record and process tow tracking information via a computer database; respond to radio requests for towing services; identify owners of towed vehicles; and provide citizens with information on towing policies and the reporting of stolen vehicles.

Minimum requirements for both positions include general computer and keyboarding competence; excellent oral and written communication skills; and the ability to communicate policies clearly by radio and telephone. These positions also require a knowledge of city streets, locations, and boundaries; an ability to deal tactfully with a variety of people under various conditions; and a knowledge of software applications including citation processing applications, meter payment applications, or parking applications.

Based on the duties and responsibilities of the Communications Assistant IV positions, this report recommends the title be changed to Communications Assistant Lead. This report also recommends the title of the Communications Assistant III positions be changed to Communications Assistant – Senior.

Current	Tow Lot Assistant III	PR 6HN (\$38,578 - \$43,555) Recruitment is at \$39,359	Seven Positions
Recommended	Tow Lot Assistant III	PR 5GN (\$43,291- \$51,964) Recruitment at \$47,051	Seven Positions

These positions perform the primary customer service, clerical, accounting, legal, and DMV related duties at the City Tow Lot; respond to inquiries from insurance companies, lien holders, and police officers; respond to problematic customers and complaints; review compliance with statutes and other applicable regulations; process over \$3,000 in cash daily; create and uses database queries to locate vehicles, establish ownership, and check for stolen vehicles; and use Excel functions to export and sort data from the computer recording system.

Minimum requirements include four years of office support experience including experience with customer service, data manipulation, queries, and reports.

Current	Office Assistant IV	PR 6HN (\$38,578 - \$43,555) FN: Recruitment is at \$39,359	One Position
Recommended	Administrative Services Coordinator	PR 2EN (\$47,136- \$65,989) FN: Recruitment is at \$57,955	One Position

This position provides confidential administrative support to the Parking Services and Enforcement management team; interacts with government officials, executive management, and the general public; coordinates all administrative and human resources activities for the Parking Services team including preparing, processing, and tracking documents required for all types of personnel actions; and ensures the timely flow of information to and from the Parking Services Manager.

Minimum requirements include five years of administrative support experience including two years of experience at the Office Assistant IV level or above.

The duties and responsibilities of this position have changed so they are at a higher level that is comparable to the duties and responsibilities of an Election Administrative Services Coordinator in Pay Range 2EN (\$47,136- \$65,989) with a recruitment rate of \$57,955. The Election Administrative Services Coordinator is responsible for overseeing the primary office administration functions including HRMS (Human Resources Management System) and FMIS, payroll (including meeting all documentation requirements); establishing office policies and procedures; managing vendor relationships related to office equipment; collaborative supervision of Temporary Office Assistant staff located in the office, especially as it relates to customer service functions; providing administrative support to the Election Commission leadership team; publishing legal election notices and maintaining updated candidate files.

We therefore recommend reclassifying one position of Office Assistant IV in Pay Range 6HN (\$38,578 - \$43,555) with a recruitment rate of \$39,359 to Parking Administrative Services Coordinator in Pay Range 2EN (\$47,136 - \$65,989) with a recruitment rate of \$57,955.

Prepared by Alana Sitek

Sarah Trotter, Human Resources Representative

Reviewed by: Andrea Knickerbocker

Andrea Knickerbocker, Human Resources Manager

Reviewed by: Harper Donahue

Harper Donahue IV, Employee Relations Director