



**CITY OF MILWAUKEE**  
 DEPARTMENT OF EMPLOYEE RELATIONS

Maria Monteagudo  
 Department of Employee Relations  
 City of Milwaukee  
 200 E Wells St, Room 706

June 26, 2020

The Honorable  
 Finance and Personnel Committee  
 Common Council  
 City of Milwaukee

*Common Council File No. 200180 – Communication from the Department of Employee Relations relating to classification studies approved at the June 16, 2020 City Service Commission meeting.*

Dear Committee Members:

The following classifications and pay recommendations were approved at the City Service Commission meeting on June 16, 2020.

**Assessor's Office**

Current	Requested
Office Assistant III PR 6FN (\$30,664- \$38,406) Recruitment rate is \$34,717 (Two Positions)	Office Assistant IV PR 6HN (\$37,080-\$41,863) Recruitment rate is \$37,830 (One Position)
	Office Assistant II PR 6EN (\$28,267-\$35,922) Recruitment rate is \$30,529 (One Position)

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

**Health Department**

Current	Recommended
New Position (One Position)	Doula Program Coordinator PR 2GN (\$51,469 - \$72,063) (One Position)

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

Respectfully submitted,

*M. Monteagudo*

Maria Monteagudo  
 Employee Relations Director

Attachments: Job Evaluation Reports  
 Fiscal Impact Statement

**Job Evaluation Report**

City Service Commission Meeting: June 16, 2020

**Assessor's Office**

Current	Requested
Office Assistant III PR 6FN (\$30,664- \$38,406) Recruitment rate is \$34,717 (Two Positions)	Office Assistant IV PR 6HN (\$37,080-\$41,863) Recruitment rate is \$37,830 (One Position)
	Office Assistant II PR 6EN (\$28,267-\$35,922) Recruitment rate is \$30,529 (One Vacant Position)

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

**Background**

The Assessor's Office has requested to reclassify two Office Assistant III positions to one Office Assistant II and one Office Assistant IV. New job descriptions were provided and discussions were held with Emmeline Maldonado, Administrative Services Supervisor; Steven Schwoerer, Assessment Operations Director; and Steven Miner, Commissioner of Assessments.

Current	Office Assistant III	PR 6FN (\$30,664 - \$38,406) Recruitment rate is \$34,717	One Position
Recommended	Office Assistant IV	PR 6HN (\$37,080 - \$41,863) Recruitment rate is \$37,830	One Position

This position will assist the Assessor's Office in the performance of all major functions necessary to administer the City's Assessment Program in a manner that assures public confidence in the department's accuracy, productivity, and fairness. Duties and responsibilities include the following:

- 40% Process remission of taxes including but not limited to corrections, stipulations, resolutions, and chargebacks.
- 35% Process ownership changes by reviewing legal descriptions through property deeds and transfer returns.
- 10% Rotate front desk duties such as answering telephones and assisting walk-in customers when required.
- 5% Cross train with the Board of Review clerk to perform as a backup during vacancies.
- 5% Perform tasks and special projects as assigned.
- 5% Assists in processing and distributing incoming mail.

Minimum requirements include accounting coursework and/or related experience. DER Staffing has not assessed the minimum qualifications.

Current	Office Assistant III	PR 6FN (\$30,664 - \$38,406) Recruitment rate is \$34,717	One Position
Recommended	Office Assistant II	PR 6EN (\$28,267 - \$35,922) Recruitment rate is \$30,529	One Position

This position will assist the Assessor's Office in the performance of all major functions necessary to administer the City's Assessment Program in a manner that assures public confidence in the department's accuracy, productivity, and fairness. Duties and responsibilities include the following:

- 60% Serve as receptionist with duties such as answering telephones and assisting walk-in customers when required.
- 30% Filing documents for the department.
- 5% Perform tasks and special projects as assigned.
- 5% Assists in processing and distributing incoming mail.

### Analysis

The current Office Assistant III positions in the Assessor's Office perform clerical work that requires a thorough understanding of administrative procedures, attention to details, independent judgment, and customer service skills. Incumbents in the title of Office Assistant III assist the Assessor's Office in the performance of all major functions necessary to administer the City's Assessment Program in a manner that assures public confidence in our accuracy, productivity, and fairness. Duties and responsibilities include:

- Review and screen real estate transfer returns for valid and invalid transactions
- Verify and update owner name and mailing address using computer files and transfer returns then record information on transfer returns as required
- Record address changes as required by taxpayers or as requested by assessor's office
- Assist in receptionist duties, such as answering telephones and assisting walk-in customers when required
- Aid in discovery, listing and verification of business ownership and location of all businesses in City of Milwaukee
- Prepare and assist in the compilation and completion of various reports, correspondence, procedures, forms, and schedules using computers and related software programs
- Assist in coordinating operations of office, including cross-training other staff as appropriate
- Process/distribute incoming mail
- Oversee and participate in the maintenance of established systems for data, filing, records, and report management
- Compose a variety of standard correspondence, form letters and statistical and financial statements requiring research of department files and records
- Provide customer service assistance to a wide variety of customers both over the telephone and in person; and
- Operate a variety of standard office equipment, such as computers, printers, copiers, and fax machines in the completion of daily responsibilities.

The job description for the proposed Office Assistant IV includes the responsibilities previously listed as well as the corresponding knowledge, skills, and abilities. The main change in responsibility is that this position now serves as the Assessor's Office 'remission clerk'. In addition to the current responsibility for sales data, this position now also handles the remission of taxes including but not limited to corrections to the tax toll, stipulations, and resolutions. Other new responsibilities include making accurate changes to the departments tax roll yearly; regular communication with multiple departments such as the Treasurer's Office and Common Council – City Clerk; responsibility for training staff and acting as the go-to person for Office Assistant III's in the department as needed. This position now requires additional knowledge, skills, and abilities including the ability to keep accurate spreadsheets of tax amounts including refunds and the ability to balance out interest. The creation of this position will also provide a promotional opportunity for Office Assistant III's.

The job description for the proposed Office Assistant II indicates that this position will serve as receptionist and will not process sales and ownership changes. This change represents a decreased skill level as an incumbent will not need to know how to perform more complex tasks such as the interpretation of deeds and other legal documents.

Currently, the seven incumbents in the title of Office Assistant III rotate days in performing receptionist duties. This in turn impacts the processing time for sales information to be available within the department. With an Office Assistant II now having primary responsible for receptionist duties, this will increase the capacity of Office Assistant III's to perform the more complex duties such as processing sales.

### **Recommendation**

Based upon the above analysis we recommend one position of Office Assistant III in pay range 6FN be reclassified to Office Assistant IV in pay range 6HN and one position of Office Assistant III in pay range 6FN be reclassified to Office Assistant II in pay range 6EN.

### **Action Required - Effective Pay Period 14, 2020 (June 28, 2020)**

#### In the Positions Ordinance

Under the Assessor's Office, Systems and Administration Division:

Delete Two Positions of Office Assistant III

Add One Position of Office Assistant IV

Add One Position of Office Assistant II

Prepared by: Arielle Ewing

Arielle Ewing, Human Resources Analyst - Senior

Reviewed by: Andrea Knickerbocker

Andrea Knickerbocker, Human Resources Manager

Reviewed by: M. Monteagudo

Maria Monteagudo, Employee Relations Director

**JOB EVALUATION REPORT**

City Service Commission Meeting: June 16, 2020

**Health Department**

Current	Recommended
New Position (One Position)	Doula Program Coordinator PR 2GN (\$51,469 - \$72,063) (One Position)

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

The Department of Employee Relations has received a request from Dr. Jeanette Kowalik, Commissioner of Health, to classify a new position that was approved at the June 10, 2020 Finance and Personnel Committee meeting (File #200217). A job description was provided and discussions were held with the Commissioner of Health and Rocio Serna, Human Resources Officer.

This new position will be responsible for high-level coordination of city and community-based doula services; and will provide recruitment, training, and onboarding of doulas; coordinate referral disbursement, data entry of referrals, maintenance of client records, and day-to-day operations to support the Doula Program Manager and team; and provide outreach and education/training opportunities in the City of Milwaukee. Duties and responsibilities include the following:

- 35% Program Coordination and Administration: Maintain a referral process by assigning referrals based on acuity, estimated due date, and level of care; support Doula Program Manager and team in regular field audits, case reviews, and quality improvement; assure appropriate case management documentation, data collection, and billing of MHD (Milwaukee Health Department) doulas along with community-based doulas; track and document training delivered to MHD and subcontracted community-based doulas for compliance; and assist the Doula Program Manager in coordination of activities related to the smooth operation of the program, including attending meetings on behalf of the manager, organizing locations for staff to fulfill their duties, and creating and maintaining community contacts. The work may require some later evening/on-call responsibilities in coordinating/ triaging labor/ delivery coverage of doulas in conjunction with the Doula Program Manager;
  
- 20% Data Collection and Reporting: Participate in data collection, program evaluation, and preparation of events tracking for departmental reporting pertinent to program (or contract) objectives, or as assigned by the program supervisor; coordinate data collection and maintenance in accordance with program and departmental standards; present data and provide feedback around areas in need of services; and prepare monthly documentation and annual reports to monitor and pursue quality assurance and improvement on a continual basis.
  
- 20% Collaborative Relationships and Training in the Community: Establish and maintain collaborative relationships and conduct trainings with MHD doulas, community doulas, MHD programs and outside service agencies such as healthcare providers, public and private schools, community groups, parenting programs, housing programs, employment consultants, and other relevant organizations involved in the provision of child and health care services to recruit and enroll clients; design activities to recruit new community partners to MHD maternal and child health programming and oversee systems to document efforts, client participation, referrals and follow-up; introduce best practices, pilot new activities, and adopt innovative approaches to recruiting and maintaining community stakeholders aligned with program objectives; implement both innovative and pre-identified evidence –based protocols within the community in a culturally competent way; fulfill requests seeking information, presentations, and participation at community health events; collaborate with all MHD divisions to staff events which may include evenings

and/or weekends; coordinate and lead educational meetings; and attend and present at related events, especially those that aim to serve communities with the greatest need.

- 10% Outreach and Program Promotion: Using data for guidance, create an outreach strategy targeting diverse and non-traditional locations to strengthen and increase programmatic reach; help write, design (utilizing the Graphic Designer assigned to MHD), and distribute marketing materials, flyers, and program information, reports, and relevant promotional media to target audiences; and partner with other MHD programs such as Strong Baby, Home Visitation, Healthcare Access, and WIC (Special Supplemental Nutrition Program for Women, Infants and Children) to provide a comprehensive program promotion to best serve the compounding needs of the families in the City of Milwaukee.
- 10% Home Visiting Services: Provide support to the doulas and serve as a backup for field support and home visiting services as identified by the Doula Program Manager; when providing home visitation services, develop and maintain a supportive, trusting relationship with clients and their families to promote maternal and child health and positive birth outcomes; provide home visits and contact using phone/ digital messaging, based upon need; utilize professional training and judgment to complete assessments and screening of clients' physical, social, psychological, and environmental health status, and make appropriate referrals and in-person connections to community resources; act as an advocate regarding client needs from governmental, community, medical, and private entities; provide individualized health education around promoting the adoption of safe and healthy behaviors including healthy parent-child interaction and self-care practices; collaborate with private care providers, allied professionals, and other MHD personnel regarding needs of clients; develop and implement care plans for resolution of assessed need; document all client interactions following MHD policy, and Model and Medicaid requirements; and provide consultation and support to other team members as needed.
- 5% Peripheral Duties: Perform other duties as assigned, including responding to an emergency or broad impact event.

Minimum qualifications include an Associate's Degree in public health, social work, community health, or related field and two years of related experience and/or training in public health community outreach, program development, and/ or other community organizing. Candidates are required to obtain a CLC (Certified Lactation Consultant) certification within one year of hire. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

The Birth Outcomes Made Better (BOMB) Doula Program is a City of Milwaukee and Milwaukee County funded initiative created to support healthy pregnancies and nurture healthy babies in the City of Milwaukee. The goal is to reduce maternal and infant mortality through client-centered programming, and the provision of public health interventions on individual, group and community levels. Services are provided during prenatal, labor and delivery, and postnatal times and include assisting in gaining access to social service benefits and primary medical care, health education, and capacity building around understanding developmental milestones, parent-child interactions, breastfeeding, birth planning, and the importance of pre and postnatal self-care.

The department indicated that this program requires a significant amount of coordination between the MHD doulas, community doulas, MHD programs, and community stakeholders. This coordination is integral to the functionality of service provision, onboarding of doulas, and administrative support of the team. The Doula Program currently has the following positions.

Title	Pay Range	Rates	Number of Positions
Doula Program Manager	1EX	\$58,462 - \$81,844 and recruitment at \$63,807	One
Doula	2EN	\$45,306 - \$63,426	Four

This new position will provide support and coordination to the Doula Program Manager and the Doulas. The position will not have a caseload of its own but rather will assign cases, and train and serve as a backup to the Doula positions. For the level of pay, we recommend Pay Range 2GN (\$51,469 - \$72,063) which is two levels above the classification of Doula in Pay Range 2EN (\$45,306 - \$63,426). This is also the same pay range for Public Health Nurse Coordinator although that position has higher footnoted rates as part of a career ladder. The requested title of "Doula Program Coordinator" distinguishes this position from the others in the program and reflects the primary function of coordination.

We therefore recommend that if this new position is approved by the Common Council and Mayor that it be classified as Doula Program Coordinator in Pay Range 2GN (\$51,469 - \$72,063).

**Action Required – Effective Pay Period 14, 2020 (June 28, 2020)**

In the Salary Ordinance:

Under Pay Range 2GN, add the title of "Doula Program Coordinator".

In the Positions Ordinance:

Under Health Department, Community Health Division, Maternal and Child Health, add one position of "Doula Program Coordinator".

Prepared by: Sarah Trotter  
 Sarah Trotter, Human Resources Representative

Reviewed by: Andrea Knickerbocker  
 Andrea Knickerbocker, Human Resources Manager

Reviewed by: M. Monteagudo  
 Maria Monteagudo, Employee Relations Director



# City of Milwaukee Fiscal Impact Statement

**A** Date 6/26/2020 File Number 200180  Original  Substitute

**Subject** Communication From the Department of Employee Relations relating to the classification studies approved at the June 16, 2020 City Service Commission Meeting.

**B** Submitted By (Name/Title/Dept./Ext.) Sarah Trotter / Human Resources Representative / Employee Relations / x2398

**C** This File

- Increases or decreases previously authorized expenditures.
- Suspends expenditure authority.
- Increases or decreases city services.
- Authorizes a department to administer a program affecting the city's fiscal liability.
- Increases or decreases revenue.
- Requests an amendment to the salary or positions ordinance.
- Authorizes borrowing and related debt service.
- Authorizes contingent borrowing (authority only).
- Authorizes the expenditure of funds not authorized in adopted City Budget.

**D** Charge To

- Department Account
- Capital Projects Fund
- Debt Service
- Other (Specify) \_\_\_\_\_
- Contingent Fund
- Special Purpose Accounts
- Grant & Aid Accounts

Purpose	Specify Type/Use	Expenditure	Revenue
Salaries/Wages		\$0.00	\$0.00
		\$0.00	\$0.00
Supplies/Materials		\$0.00	\$0.00
		\$0.00	\$0.00
Equipment		\$0.00	\$0.00
		\$0.00	\$0.00
Services		\$0.00	\$0.00
		\$0.00	\$0.00
Other		\$0.00	\$0.00
		\$0.00	\$0.00
<b>TOTALS</b>		<b>\$ 0.00</b>	<b>\$ 0.00</b>



F

Assumptions used in arriving at fiscal estimate. Please see attached spreadsheet. \_\_\_\_\_

G

For expenditures and revenues which will occur on an annual basis over several years check the appropriate box below and then list each item and dollar amount separately.

1-3 Years       3-5 Years      \_\_\_\_\_

1-3 Years       3-5 Years      \_\_\_\_\_

1-3 Years       3-5 Years      \_\_\_\_\_

H

List any costs not included in Sections D and E above. \_\_\_\_\_

I

Additional information. \_\_\_\_\_

J

This Note     Was requested by committee chair.

Department of Employee Relations  
Fiscal Note Spreadsheet

City Service Commission Meeting of June 16, 2020  
Finance and Personnel Committee Meeting of July 1, 2020

**NEW COSTS FOR 2020**

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Comptroller's Office	Office Assistant III	6FN	Office Assistant IV	6HN	\$37,203	\$39,063	\$930	\$162	\$1,092
1	Health	New Position	N/A	Doula Program Coordinator	2GN	N/A	N/A	N/A Included in File #200217		
2								\$930	\$162	\$1,092

Assume effective date is Pay Period 14, 2020 (June 28, 2020).

**NEW SAVINGS FOR 2020**

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Savings	Rollup	Total Rollup+ Sal
1	Comptroller's Office	Office Assistant III	6FN	Office Assistant II	6EN	\$34,717	\$30,529	\$2,094	\$365	\$2,459
1								\$2,094	\$365	\$2,459

**NEW COSTS FOR FULL YEAR**

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Comptroller's Office	Office Assistant III	6FN	Office Assistant IV	6HN	\$37,203	\$39,063	\$1,860	\$325	\$2,185
1	Health	New Position	N/A	Doula Program Coordinator	2GN	N/A	N/A	N/A Included in File #200217		
2								\$1,860	\$325	\$2,185

**NEW SAVINGS FOR FULL YEAR**

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Savings	Rollup	Total Rollup+ Sal
1	Comptroller's Office	Office Assistant III	6FN	Office Assistant II	6EN	\$34,717	\$30,529	\$4,188	\$731	\$4,919
1								\$4,188	\$731	\$4,919

Note: Costs may not be to the exact dollar due to rounding.