



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

November 13, 2015

To the Honorable  
The Committee on Finance and Personnel  
Common Council  
City of Milwaukee

Dear Committee Members:                      Re: Common Council File Number **151016**

The following classification and pay recommendations will be submitted to the City Service Commission on **November 17, 2015**. We recommend these changes subject to approval by the City Service Commission.

In the Comptroller's Office, one position of City Payroll Specialist, PR 2HX is recommended for reclassification to Functional Applications Analyst – Senior, PR 2JX

In the Fire and Police Commission, a new position is recommended for classification to Fire and Police Commission Staffing Services Manager, PR 1IX.

In the Health Department, one new position of Violence Prevention Manager, PR 2HX is recommended for classification and one new position of Injury and Violence Prevention Program Coordinator, PR 2FX is recommended for classification.

In the Mayor's Office, one position of Management Services Specialist, PR 2DN is recommended for reclassification to Community Outreach Liaison and one position of Program Assistant II, PR 5FN is recommended for reclassification to Program Assistant III, PR 5IN.

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

Sincerely,  
  
**Maria Monteagudo**  
Employee Relations Director

MM:fcw  
Attachments: 2 Job Evaluation Reports  
Fiscal Note

C: Mark Nicolini, Dennis Yaccarino, John Ledvina, Deborah Ford, Victoria Robertson, Martin Matson, Glenn Steinbrecher, Barbara James, MaryNell Regan, Bevan Baker, Barbara Henry, Sandra Rotar, Terry Perry, Mayor Barrett, Patrick Curley



**JOB EVALUATION REPORT**

City Service Commission Meeting Date: November 17, 2015

**COMPTRROLLER**

Current	Request	Recommended
City Payroll Specialist PR 2HX (\$54,865 - \$76,806)	Study of Position	Functional Applications Analyst-Senior PR 2JX (\$62,338 - \$87,270)
<p>Rationale: The job analysis indicates that the nature of work and level of work performed by this position is on par with that of a Functional Applications Analyst-Sr. located in the Comptroller's Office. The pay range for the job is currently the same as that of a Functional Applications Analyst.</p>		

**Action Required**

In the Positions Ordinance, under Comptroller, Payroll Administration Division, delete one position of "City Payroll Specialist" and under the Financial Systems Support Division, add one position of "Functional Applications Analyst – Senior".

**Background**

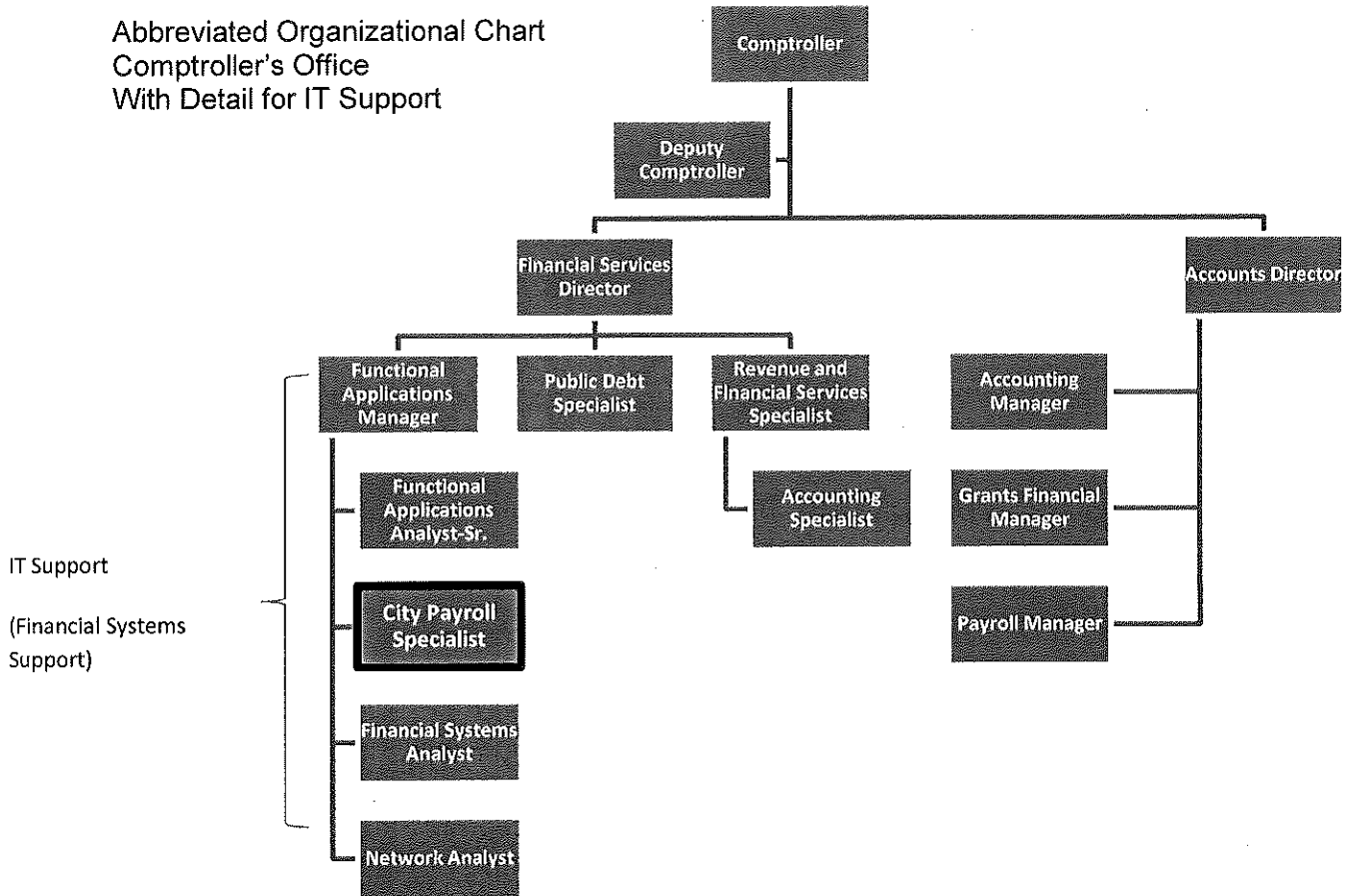
The Comptroller, Martin Matson, has requested this position be studied for proper level and rate of pay. In studying this request, a Job Analysis Questionnaire completed by the employee performing the work and reviewed by her immediate supervisor was reviewed. In addition, discussions were held with the employee to obtain first-hand detailed information regarding the duties and responsibilities of the job as well as discussions with the Comptroller.

**Duties and Responsibilities**

This position is assigned to the Information Technology (IT) area of the Comptroller's Office and reports to the department's Functional Applications Manager. The purpose of this job is fourfold: to insure that all employee pension contributions and plans are correct; resolve personal computer (PC) and network problems; investigate and resolve issues with the human resources and financial modules of PeopleSoft; and update the payroll General Ledger.

The following organizational chart indicates the placement of the position in the Comptroller's Office.

Abbreviated Organizational Chart  
Comptroller's Office  
With Detail for IT Support



The City Payroll Specialist, the position under study, is shown with a black frame. As illustrated, it is assigned to the IT Support Section, sometimes called Financial Systems Support, and reports to the Functional Applications Manager.

The job analysis indicates that the job has responsibilities in the following areas:

1. Auditing data on jobs and pensions, particularly employee contributions, on a daily basis
2. Investigating and solving issues with the HRMS and FMIS PeopleSoft systems regarding payroll and pension contribution data by running diagnostic queries and reviewing SQR program code
3. Updating the Payroll General Ledger Reporting table
4. Responding to open records requests
5. Implementing payroll setups in PeopleSoft

The first two areas—verifying contributions to pensions and benefits plans and troubleshooting information system problems—accounts for 80% of the position's time. For that reason, these two areas are discussed in some detail as follows.

In order to verify that pension contributions are correct, the employee performing the job performs a number of duties on a daily, weekly, and biweekly basis. They include auditing HRMS job and pension plan information; verifying employees' eligibility for pension plans; verifying enrollment into pension plans; auditing the Employee Retirement System's MERITS

pension payment data file; submitting reconciliation reports for biweekly pension payments; and submitting correction adjustments for employee contributions as needed.

Troubleshooting information systems problems includes investigating issues related to pension contributions in PeopleSoft; reviewing PeopleSoft SQR programs for flaws causing payroll and pension processing issues; assisting the Comptroller's payroll area and other City staff in implementing solutions to payroll and pension processing issues; and solving network problems such as those dealing with security and storage limits for the Comptroller's Office.

The employee performing the job creates queries in both the HRMS and FMIS PeopleSoft modules to identify payroll, pension, and financial processing issues using PeopleSoft SQR programs to identify the programming logic that may be the source of problems. Once the source of an issue is located, she follows through to ensure that the issue is corrected in the HRMS System Division and creates processes to ensure that contributions are properly processed in the future.

Implementing payroll setups in PeopleSoft (item number 5 above), requires creating new earnings codes; defining accounting, special processing, relevant unions, and other characteristics of new codes; modifying existing earning codes; maintaining the integrity of 722 earnings code setups in connection with their corresponding, almost 23,000, time reporting code/union code setups in PeopleSoft; creating new deduction codes; and maintaining the integrity of over 300 deduction code setups in PeopleSoft.

The minimum requirements for the job, as stated in a Job Analysis Questionnaire completed by the employee performing the work and reviewed by her immediate supervisor include a college degree in information technology or other related area and five years of work experience in human resources management systems, specifically PeopleSoft, payroll processing in a complex environment, and programming experience. These requirements have not been assessed for purposes of staffing.

## **Analysis**

This position requires strong analytical skills, the ability to diagnose and solve problems, and the ability to respond effectively to emergencies. Specific information technology skills include programming skills in Query/SQL, and knowledge of computer networks and personal computers. In addition, the employee performing the job must have specialized knowledge of pension policies and City of Milwaukee payroll policies and processes.

The employee performing the job works closely with the City's payroll Manager and staff, the Comptroller's Accounting Manager, and staff of the Employees' Retirement System and the Department of Employee Relations. Due to the requirements of Act 10, payroll processing has become more complex because all general City employees are now required to make contributions toward their pensions from their wages and salaries. In addition, approximately 12% of Firefighters and Police Officers currently make contributions to their pensions. The contribution rate for public safety personnel differs from that of general City employees. As a result of these changes, a very complex payroll system became even more complex requiring a position to specialize in auditing, troubleshooting, and overseeing pension contributions and other aspects of payroll from the perspective of pension eligibility, pension rules, required employee contributions, and the information technology systems and underlying logic of programs that enable rules and contributions to be correctly processed. In essence, this is how the position under study came to specialize in these areas.

As outlined in great detail in the Job Analysis Questionnaire, the nature of work performed by this position combines information technology duties and responsibilities with those of a "pension analyst" and "payroll specialist." Due to the fact that 80% of the employee's time is spent performing work that requires the knowledge and skills of an information technology professional, it is appropriate to classify this position in the same job group as other related IT positions.

A Functional Applications Analyst-Senior position in the same section of the Comptroller's Office appears to be closely related to the position under study. This Analyst is responsible for the analysis, design, testing, maintenance and operation of the City's HRMS/payroll and financial systems. Duties include maintaining module-related setups and the configuring tables and parameters; analysis and design of custom modules and making changes to existing programs; identification and analysis of issues; serving as "load master" responsible for the hands-on execution of data transfers and batch programs that format and load time and payment data into payroll; and serving as a liaison to other departments interfacing with payroll or financials and establishing procedures for their use.

According to the job description for the current Functional Applications Analyst-Sr. prepared by the department, the minimum requirements for the job include a bachelor's degree in a "computer science/accounting major" and a number of higher level technical skills and related knowledge. These include knowledge of fund encumbrance accounting practices as implemented by the City; extensive familiarity with PeopleSoft payroll and general ledger modules; a detailed knowledge of pay, leaves, and deduction practices; the ability to write highly complex program designs and documentation; a high degree of judgment and responsibility in stressful situations; skill in using SQL and People Tools; and the ability to work effectively with managers in other departments. It should be noted that these knowledge, skills, and abilities and minimum requirements have not been assessed for purposes of staffing.

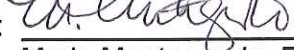
This description indicates that the nature of work performed by this position is that of an IT professional. The level of work performed, in terms of developing queries in both the HRMS and FMIS modules of PeopleSoft and identifying flaws in programming logic, warrant classification upward to a Functional Applications Analyst-Senior in Pay Range 2JX. The responsibility associated with identifying and correcting errors in pension contributions has a substantial impact upon employees and also affects the credibility of the City's payroll and retirement systems. It should be noted that the classification of City Payroll Specialist is in the same pay range as Functional Applications Analyst in Pay Range 2HX.

### Recommendation

It is therefore recommended that one position of City Payroll Specialist in Pay Range 2HX be reclassified to Functional Applications Analyst-Senior in Pay Range 2JX.

Prepared by:   
Laura Sutherland, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Montegudo, Employee Relations Director

**Job Evaluation Report**

City Service Commission Meeting: November 17, 2015

**Fire and Police Commission**

Current	Request	Recommendation
New Position	Human Resources Manager To be Studied	Fire and Police Commission Staffing Services Manager PR 1IX (\$75,478 - \$105,669)

**Health Department**

Current	Request	Recommendation
New Position	Violence Prevention Manager PR 2IX (\$58,462 - \$81,844)	Violence Prevention Manager PR 2HX (\$54,865 - \$76,806)
New Position	Injury and Violence Prevention Program Coordinator PR 2FX (\$48,294 - \$67,616)	Injury and Violence Prevention Program Coordinator PR 2FX (\$48,294 - \$67,616)

**Mayor's Office**

Current	Request	Recommendation
Management Services Specialist PR 2DN (\$42,500 - \$59,498)	Community Outreach Liaison PR 2EX (\$45,306 - \$63,426)	Community Outreach Liaison PR 2EX (\$45,306 - \$63,426)
Program Assistant II PR 5FN (\$42,539 - \$48,248)	Program Assistant III PR 5IN (\$47,779 - \$54,669)	Program Assistant III PR 5IN (\$47,779 - \$54,669)

**Action Required - Effective Pay Period 1, 2016 (December 20, 2015)**

In the Salary Ordinance, under Pay Range 2HX, add the title "Violence Prevention Manager"; and under Pay Range 1IX, add the title "Fire and Police Commission Staffing Services Manager".

In the Positions Ordinance, under the Fire and Police Commission, delete one position of "Examinations Supervisor (Y)" and add one position of "Fire and Police Commission Staffing Services Manager (Y)"; under the Health Department, Office of Violence Prevention, delete one position of "Injury and Prevention Program Coordinator (X)(Y)" and add one position of "Injury and Violence Prevention Program Coordinator (X)(Y)"; under the Mayor's Office, delete one position of "Management Services Specialist" and one position of "Program Assistant II" and add one position of "Community Outreach Liaison" and one position of "Program Assistant III".

**FIRE AND POLICE COMMISSION**

**Current:**                      **New Position**  
**Recommendation:**   **Fire and Police Commission Staffing Services Manager**                      **1IX**

The Fire and Police Commission Executive Director MaryNell Regan has requested the classification of a new position created in the 2016 budget of an Examinations Supervisor. This position will oversee the testing process for positions in the Milwaukee Police Department and the Milwaukee Fire Department and develop Fire and Police Commission (FPC) testing in order to rely less upon external consultants. Staff reviewed a new job description and discussed the new position with the Executive Director.

This new position will direct the FPC testing and recruitment staff. These staff members develop and administer the recruitment, examination, and hiring processes for City of Milwaukee public safety positions. Specific duties and responsibilities of this new position include:

- 40% Supervision and Leadership of the Testing and Recruitment Staff  
Supervise testing and recruitment staff. Provide for staff training and development. Develop and maintain effective relationships with all agencies affected by the service. Anticipate workforce needs and plan selection activities.
- 30% Job Analysis, Test Development and Administration  
Determine need for new selection procedures for entry level and promotional positions; approves qualifications, postings, components and weights of tests, job analysis procedures, and test materials as well as test scheduling and physical arrangements; review statistical test results and eligible lists prior to submission to the Fire and Police commission; ensure all testing activities are validated, developed and administered according to professional and legal standards (e.g. Standards for Educational and Psychological Testing, Principles for the Validation and Use of Personnel Selection Procedures and the Uniform Guidelines on Employee Selection Procedures); direct and evaluate the work of consultants; and ensure security and confidentiality of test materials.
- 20% Research, Reporting and Complaint Response/Resolution  
Serves as the testing subject matter expert for the Fire and Police Commission; prepare research reports and recommendations on employee selection and related human resources issues as requested by the Executive Director, Fire and Police Commission, Office of the City Attorney, public officials and other agencies; and respond to complaints or legal actions regarding selection processes.
- 10% Background Investigation and Pre-employment Testing  
Develop and oversee administration of the background investigation and appeals process pursuant to Fire and Police Commission Rules and professional/legal standards; and oversee the work of professionals contracted to perform pre-employment testing that includes drug screening and medical/psychological testing.

Minimum requirements proposed by the department include a Master's Degree in industrial psychology, human resources management, public administration or related field that includes coursework in testing and statistics and three years of progressively responsible experience in developing, administering and validating personnel selection procedures including the application of related principles, practices, techniques and legal considerations. These requirements have not yet been assessed by the Staffing Division and equivalent combinations of education and experience may be considered.

This proposed position is comparable in level of responsibility and scope of work to the Human Resources Manager (PR 11X) assigned to the Staffing Services Section of the Department of Employee Relations (DER). The DER position is responsible for directing professional and administrative testing staff in carrying out employee selection for general city departments. The scope of work includes management of staff development and all activities related to recruitment, job analysis, test development, and test administration as well as responding to civil service exemption requests, representing the department on staffing issues before Common Council Boards and Civil Service Commissions, responding to complaints regarding selection processes, and analysis and development of policies regarding employee selection.

While the scope of work for the new position is focused on the Police and Fire departments, the responsibilities of the position are higher profile in working with sworn department leadership, City policy makers and elected officials. This position develops both promotional and original civil service examinations which involve exposure to a higher level of litigious activity and the need to serve as a subject matter expert in support of testing decisions. The position requires a high level of technical expertise in working with external testing consultants, in the accountability for testing decisions; as well as in developing the technical expertise of FPC staff.

Based upon this analysis we recommend this new position in the Fire and Police Commission be classified as a Fire and Police Commission Staffing Services Manager in Pay Range 11X.

## HEALTH DEPARTMENT

**Current:**                      **New Position**  
**Recommendation:** **Violence Prevention Manager**              **PR 2HX**

The basic function of this new position is to direct and manage the City's strategic effort on youth development and violence reduction among youth in the City of Milwaukee; oversee the City's participation in the development and implementation of a strategic plan and be a lead in designing a community-wide plan; and be responsible for a multi-agency and community collaboration, alignment with current and future internal City initiatives, policy development, establishment of measurable objectives and activities, an evaluation of the plan, and oversight of data collection and analysis. Duties and responsibilities include the following:

- 20% Establish and maintain Steering Committee, develop process and action agenda, oversee creation of community stakeholder teams and community planning process; assist the Committee in setting clear outcomes and agendas based on action toward those outcomes; and ensure the Committee is informed and relevant, and manage their participation in community forums.
- 20% Lead assessment of local capacity to deliver services and find gaps in service delivery; and identify ways the City and Steering Committee members can increase local capacity to address those gaps.
- 20% Facilitate development of a long-term data informed plan for Milwaukee on youth and violence, set expectations and accountability for implementation, and revise based on results.
- 15% Advocate for resources and organizational alignment on youth development and violence prevention; and identify, with community partners, funding opportunities to support youth development and violence prevention activities.
- 10% Lead and support ongoing communication, including regular updates on progress and challenges in youth development and violence prevention, among various City leaders, and other government and community organizations.
- 10% Oversee the work of the Injury and Violence Prevention Program Coordinator assigned to youth development and violence prevention.
- 5% Perform other functions as assigned including developing positions on state and federal policy impacting youth violence prevention and participating in community education activities.



Requirements include a Bachelor's Degree in public health, social sciences, public administration, criminal justice, sociology, psychology, economics or related field plus four years of experience working with multi-disciplinary partners in a collaborative and action-oriented role, with high-risk youth, with injury or violence prevention, or improving social conditions of health. A Master's Degree in a related field is preferred. These requirements have not yet been assessed by the Staffing Division and equivalent combinations of education and experience may be considered.

This new position was created as part of the Youth Violence Prevention Initiative in the 2016 budget and will focus on the development and implementation of a comprehensive plan regarding youth development and violence prevention. It will be located in the Office of Violence Prevention in the Health Department. The position will report to the Violence Reduction and Prevention Initiative Manager and oversee the work of one new position of Injury and Violence Prevention Program Coordinator. In studying this position comparisons were made to other City positions including the following:

Community Outreach Coordinator in Pay Range 2HX (\$54,865 - \$76,806)

This position works to improve the quality of life of Milwaukee residents by improving safety and city-wide problems through targeted public education and information efforts. Areas of focus include reducing demand for drugs, improving educational achievement, and increasing school attendance rates. Duties and responsibilities include raising awareness about issues, mobilizing diverse community stakeholders, developing educational methods and materials, evaluating existing policies and programs and making recommendations for improvement to the Common Council, and advocating for change in concert with community stakeholders.

Family and Community Wellness Manager in Pay Range 1DX (\$54,865 - \$76,806)

This position provides leadership, oversight and direction for Project LAUNCH (Linking Actions of Unmet Needs in Children's Health) and the DAD Project (Direct Assistance to Dads). These programs promote the wellness of children and provide an intensive, evidence-based, and participant-driven home visitation program that is focused on fathers and fathers-to-be in a targeted area of Milwaukee. Duties and responsibilities include developing and monitoring budgets and contracts with professionals and community organizations; forming advisory groups; collaborating with community-based individuals and groups; training, coaching and supervising four positions of Health Project Assistant – Dad; coordinating the Young Child Wellness council; convening the Milwaukee Maternal and Child Health Home Visiting Community of Practice; and serving as the primary spokesperson for the two projects.

Environmental Sustainability Program Coordinator in Pay Range 2IX (\$58,462 - \$81,844)

This position works with various City departments to align budgets and goals with the "Refresh Milwaukee Sustainability Plan" which provides a vision for community sustainability and includes goals and targets for individuals and organizations. Duties and responsibilities include providing land use planning and zoning support to the Department of City Development and other City departments; developing a City green infrastructure policy plan in conjunction with the Department of Public Works sewer maintenance programs; preserving and expanding riparian corridors as redevelopment occurs; providing support to the Inner Harbor Redevelopment catalytic project; leading the "Milwaukee Shines" solar program; supporting the "Milwaukee Energy Efficiency (Me2) Program that focuses on energy saving projects such as insulation and more efficient furnaces and boilers; leading and developing neighborhood outreach to expand engagement with "Refresh Milwaukee" goals with the broader community; and managing outreach, design, social media and marketing for the Office of Environmental Sustainability.

This new position has similarities to all of these positions but is most similar in level to the Community Outreach Coordinator in Pay Range 2HX (\$54,865 - \$76,806) which will also be

working on important City-wide issues. The position under study is also comparable to several positions in the Health Department, including Family and Community Wellness Manager in Pay Range 1DX (\$54,865 - \$76,806), which are not developing a plan but do have more program and supervisory responsibilities. The Environmental Sustainability Program Coordinator in Pay Range 2IX (\$58,462 - \$81,844) has a broader area of responsibility with various programs and works with several City departments as well as the community at large.

We therefore recommend that this new position be classified as Violence Prevention Manager in Pay Range 2HX.

**Current:**                      **New Position**  
**Recommendation:**    **Injury and Violence Prevention Program Coordinator    PR 2FX**

This new position will work with the Violence Prevention Manager position described above and assist in the planning and implementation of a strategic effort to promote youth development and reduce violence among youth. Duties and responsibilities will include the following:

- 25%    Staff the Steering Committee and community teams in planning and implementation activities; and engage youth for participation in the planning process.
- 40%    Review and evaluate youth development and violence prevention programming in Milwaukee; conduct a City-wide program and service inventory; and establish a data collection and reporting process to identify needs and track progress.
- 25%    Develop and implement a communications plan to provide information for the community on strategies; share progress with community partners, policymakers and others; provide regular updates to the Common Council and other key interest groups through community presentations and events, and social or broadcast media; represent the City and the Health Department, with the Violence Prevention Manager, at meetings with community partners; and respond to constituent requests pertaining to youth development and violence prevention resources.
- 10%    Coordinate with internal partners to align efforts and build capacity to improve opportunity and reduce risk for youth; and perform other duties as assigned.

The City already has one position of Injury and Violence Prevention Program Coordinator in Pay Range 2FX that performs some similar duties. This other position serves as the Coordinator for the Milwaukee Commission on Domestic Violence and Sexual Assault; works with others in a community-coordinated effort to assure a continuation of care including treatment, referral, follow-up, education and outreach; reviews and advises the Department and the Commission on pending related legislation and policies; and represents the Health Department in the community when giving presentations or attending local information sessions.

As the new position will be performing similar duties with a different, but related, focus on youth development and violence prevention we recommend that this new position be classified as Injury and Violence Prevention Program Coordinator in Pay Range 2FX.

#### **MAYOR'S OFFICE**

**Current:**                      **Management Services Specialist**                      **PR 2DN**  
**Recommendation:**    **Community Outreach Liaison**                      **PR 2EX**

This position serves as the point-of-contact with the Mayor's constituency to address their concerns through public interaction and written and oral communication. Duties and responsibilities include the following:

50% Constituent Relations

Analyze content of incoming correspondence to determine appropriate response; record and collect the opinions of constituents on the phone; write mayoral proclamations, constituent response letters, and salutary remarks; route the Mayor's email account on a daily basis; and regularly communicate and coordinate with City department heads.

20% Internship Coordinator

Recruit, train and manage up to 10 college students per semester plus high school students through the Earn and Learn Program; and train constituent relations interns, oversee daily work, and coordinate professional development and team-building activities.

20% Open Records Request

Serve as the custodian of Open Records Requests for the Mayor's Office; and search for all potential responsive records, review for redactions, and format for release to the requestor.

10% Boards and Other Duties

Manage the appointment to 20 boards, prepare the board appointment cycle, provide action items to the team, and schedule meetings with the Mayor; serve as the Project Manager for the Mayor's Holiday Drive for Veterans; provide office tours; accompany the Mayor at some events and meetings; and perform other duties as assigned or needed.

Requirements include a Bachelor's Degree in Communications, English, Business Administration or related area and two years of administrative experience. Equivalent combinations of education and experience may be considered.

The Mayor's Office requested a classification study of one position of Management Services Specialist. A new job description was provided and comparisons were made to other City administrative and outreach positions. This position is comparable in scope and level of responsibility to the Communications Outreach Liaison in Pay Range 2EX (\$45,306 - \$63,426). The Communications Outreach Liaison is located in the Department of City Development (DCD) and focuses on community outreach efforts for the City's Foreclosure Initiative. Duties and responsibilities include promoting and providing information on department programs; representing the City and DCD at meetings and events; working with City Departments, political representatives, schools, community-based organizations, businesses, lenders and real estate professionals to identify potential homebuyers for foreclosed properties and promote homeownership opportunities in the community; and preparing and presenting reports to policymakers, funders and other stakeholders. Although this position has a specific focus on the City's Foreclosure Initiative, both positions include outreach and interaction with the community, the preparation of written materials, representing the City, and working with other City Departments regarding special projects or objectives.

We therefore recommend this position of Management Services Specialist in Pay Range 2DN be reclassified to Communications Outreach Liaison in Pay Range 2EX.

**Current:** Program Assistant II  
**Recommendation:** Program Assistant III

**PR 5FN**  
**PR 5IN**

This position performs all office management duties including the Department's budget, accounts payable and receivable, records management, payroll, supplies and equipment purchases, and paperwork and electronic entries related to Board and BID (Business Improvement District) appointments and reappointments for the Mayor. Duties and responsibilities include the following:


- 60% Prepare the Mayor's Office budget, maintain budgetary records and manage accounts, maintain confidential personnel records and other office records, handle all details regarding payroll including recordkeeping, order and maintain inventory of office supplies, review all incoming bills and prepare forms for payment.
- 20% Prepare Board and BID appointment and reappointment documents, and prepare all City employee retirement certificates and letters on behalf of the Mayor.
- 20% Assist staff with on-going projects and the Mayor's Holiday Drive for Veterans, help with reception duties as needed and perform other duties as assigned.


Requirements include a Bachelor's Degree in Business Administration or related field plus one year of office experience. Equivalent combinations of education and experience may be considered.

The Mayor's Office requested a study of one position of Program Assistant II. A new job description was provided and comparisons were made to other City position classifications and specifications. The general title of "Program Assistant" is still appropriate for the type of duties performed but the level of responsibility is more comparable to the III level. A Program Assistant III classification is intended for positions that perform a variety of duties and responsibilities to support a significantly complex program or area of operations within a City Department. In addition to requiring the equivalent knowledge and skill obtained with a bachelor's degree, these positions require an in-depth knowledge of technical and/or administrative processes.

This position is responsible for all office management functions in a highly visible Department plus the preparation of Board and BID appointment and reappointment documents. The consequence of error is high and it is important for an employee in this position to have an in-depth knowledge of the administrative processes in the office. We therefore recommend this position of Program Assistant II in Pay Range 5FN be reclassified to Program Assistant III in Pay Range 5IN.

Prepared by:   
Sarah Trotter, Human Resources Representative

Prepared by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director