



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Troy M. Hamblin**  
Labor Negotiator

April 20, 2011

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

Dear Committee Members:

Re: Common Council File Number 101533

The following classification and pay recommendations will be submitted to the City Service Commission on April 26, 2011. We recommend these changes subject to approval by the City Service Commission.

In the Common Council – City Clerk, one position of Office Assistant III in PR 425 is recommended for reclassification to License Specialist, PR 455.

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

Sincerely,

**Maria Monteagudo**  
Employee Relations Director

MM:st

Attachments: 1 Job Evaluation Report  
1 Fiscal Note

C: Mark Nicolini, Renee Joos, James Carroll, Troy Hamblin, Nicole Fleck, Joe Alvarado, Ronald Leonhardt, Rebecca Grill, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, Daniel Panowitz, and Calvin Lee (DC 48)

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: April 26, 2011

Department: Common Council - City Clerk

Current	Request	Recommendation
Office Assistant III PR 425 (\$33,865 - \$37,464)	License Specialist PR 455 (\$38,595 - \$43,028)	License Specialist PR 455 (\$38,595 - \$43,028)

**Action Needed** – In the Positions Ordinance, under Common Council – City Clerk, License Division, delete one position of “Office Assistant III” and add one position of “License Specialist(Y)”.

**Background**

The Department of Employee Relations received a letter from Ronald Leonhardt, City Clerk, requesting a classification study of a vacant position of Office Assistant III in Pay Range 425. A new job description was provided and discussions were held with Ron Leonhardt and Rebecca Grill, License Division Manager.

**Duties and Responsibilities**

The basic function of this position is to process license applications, understand procedures and regulations pertaining to licensing matters, and interact with a diverse population of people. The duties and responsibilities include the following:

100%

- Process license applications, fees, related Police Department, Health Department, and Department of Neighborhood Services reports, insurance and bond certificates, and other required documents.
- Respond to questions from applicants and other employees.
- Update and maintain computerized and physical license records, prepare license agendas for Common Council Committees and lists for Common Council action, and operate office computer programs.
- Search records and databases for information needed by the License Coordinator, License Division Assistant Manager, and License Division Manager for reports, speeches and briefings.
- Compose and initiate routine and non-routine correspondence and memorandums for signature of the License Division Assistant Manager and License Division Manager.
- Notarize license applications and other required forms.
- Perform other duties as assigned.

Requirements include an ability to communicate effectively, both orally and in writing, with elected officials, personnel from other departments, and the general public; perform effectively under pressure; work independently with a minimum of supervision; work cooperatively with other License Division personnel; understand legal entities such as partnerships, corporations, and limited liability corporations as they relate to license application procedures and requirements; take responsibility for all steps in the

processing of licenses; and operate a computer at a level required for the work in the Division. Other requirements include knowledge of computer word processing programs and a broad knowledge of the licenses issued by the Division.

**Analysis and Recommendation**

This vacant position of Office Assistant III was previously located in the Health Department and had the basic function of supporting the Consumer Environmental Health Unit, assisting customers in the licensing of a variety of establishments, processing license applications and payments, performing data entry, receiving complaints, answering inquiries from operators and consumers, and performing other miscellaneous assignments.

As part of the 2011 budget the Food Licensing process, and this position, were relocated from the Health Department to the License Division of the Common Council – City Clerk’s Office. The Department would like the Office Assistant III position to be reclassified and have it perform all the duties of a License Specialist. The License Division currently has 11 positions of License Specialist and this will provide one more position to help with the workload. The Department also plans to provide cross training so that the other License Specialist positions will also process license applications related to the Health Department.

As this position will be processing license applications related to a variety of areas, rather than just those related to the Health Department, the requested classification level is appropriate. Further, this position will be performing all the duties that the other License Specialist positions will be performing. We therefore recommend that this position of Office Assistant III in Pay Range 425 be reclassified to License Specialist in Pay Range 455.

Prepared by: *Sarah Trotter*  
Sarah Trotter, Human Resources Representative

Reviewed by: *Andrea Knickerbocker*  
Andrea Knickerbocker, Human Resources Manager

Reviewed by: *Maria Monteaudo*  
Maria Monteaudo, Employee Relations Director