



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

December 4, 2013

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

Dear Committee Members: Re: Common Council File Number 131098

The following classification and pay recommendations were approved by the City Service Commission on December 3, 2013.

In the Department of Public Works – Water Works, one position of Program Assistant I, Pay Range 5EN was recommended for reclassification to Program Assistant II, Pay Range 5FN.

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

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: Job Evaluation Report
Fiscal Note

C: Mark Nicolini, James Carroll, Deborah Ford, Nicole Fleck, Carrie Lewis, Laura Daniels, Earl Smith, Richard Rasmussen, Richard Zawlocki, Boyd McCamish, Kenneth Wischer, Daniel Panowitz, Calvin Lee, and Penni Secore (DC48)



JOB EVALUATION REPORT

City Service Commission Meeting Date: December 3, 2013

DEPARTMENT OF PUBLIC WORKS – WATER WORKS

Current	Request	Recommendation
Program Assistant I PR 5EN (\$40,100 - \$46,261)	Study of Position	Program Assistant II PR 5FN (\$42,118 - \$47,771)

Action Required – Effective Pay Period 21, 2013 (September 29, 2013)

In the Positions Ordinance, under the Department of Public Works – Water Works, Commercial Services Section, delete one position of “Program Assistant I” and add one position of “Program Assistant II”.

Background

This new position was recently studied and the classification of Program Assistant I in Pay Range 5EN was approved. After further discussions with the Department regarding recruitment to fill the position, it was determined that higher level competencies would be needed for an individual to perform the job duties and responsibilities. As a result, It was recommended that the requirements should be changed and the current classification of Program Assistant I should be reviewed. Discussions were held with Laura Daniels, Administration & Project Manager, and Earl Smith, Water Business Manager.

Duties and Responsibilities

This position in the Commercial Services Section of the Milwaukee Water Works will be responsible for processing delinquent accounts and bankruptcies and managing those accounts; preparing bankruptcy account reports to assist managers in preparing year end write offs, the certification of outstanding account balances eligible for the annual tax role and the preparation of communications detailing outstanding bankruptcy accounts; serving as a leadworker in interacting with customers who are behind in bill payments; and providing input for the accurate and efficient collections of outstanding Municipal Services bills. Duties, responsibilities and requirements include the following:

- 50% Process bankruptcy claims submitted to the Water Works by noting account information, suspending billing, and setting up bankruptcy accounts in the enQuesta system; and work with the court system and the City Attorney’s office to collect outstanding revenue through the bankruptcy system.
- 10% Prepare work to be processed by gathering, sorting, organizing and recording data.
- 10% Act as a lead worker to the Customer Service Representative II assigned to delinquent accounts; and assist in training the Customer Services Representative II on the enQuesta system, bankruptcy processes and general customer service guidelines.
- 10% Prepare reports by collecting and analyzing information; resolve complaints by investigating and composing responses; and refer non-standard complaints and legal issues to managers.
- 10% Post customer payments by recording cash and check transactions; gather case evidence and documentation; monitor case progress; contribute information to case review; and provide administrative support.
- 10% Maintain financial security by following internal accounting procedures; resolve valid authorized deductions by reviewing bankruptcy calculations and final bills prior to

enQuesta entry; and verify the validity of account discrepancies by obtaining and/or investigating information from banks, bankruptcy courts, the Department's Customer Service Section, PACER, the Assessor's Office and other available resources.

Requirements include four years of office support experience performing duties related to the position and one year of experience performing work that is directly related to processing delinquent accounts and bankruptcies; and knowledge of the bankruptcy process and laws related to Chapters 7, 11, 13, and 128 filings.

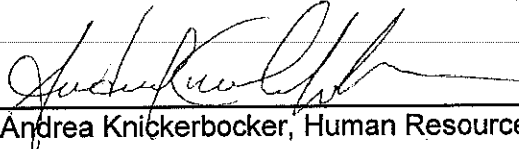
Analysis and Recommendation

With the new requirements of at least one year of experience with processing delinquent accounts and bankruptcies; and knowledge of the bankruptcy process and laws related to Chapters 7, 11, 13 and 128, we reviewed the position's current classification of Program Assistant I in Pay Range 5EN. These requirements indicate a higher level position that will have a larger role in working with delinquent accounts and bankruptcies. A comparison was made to the position of Program Assistant II in the City Treasurer's Office.


Program Assistant II in Pay Range 5FN (\$42,118 - \$47,771)

Performs various administrative services support functions at a paraprofessional level including collection agent services, delinquent tax collection, bankruptcy administration, payroll administration, tax collection, financial services, and general office administration. About 60% of this position's time is spent on assisting with duties related to in rem tax foreclosures and taxpayer bankruptcy filings. These duties include reviewing the collection agent's daily cost ledger and entering costs; conferring with taxpayers and their legal counsel regarding tax account status, payments, complaints, ownership difficulties and vacated judgments; processing payments received from various bankruptcy trustees; and monitoring debtor payment plans for compliance. Requirements include an understanding of City operating and accounting procedures and information system applications.

Based on the above analysis we recommend that this new position be reclassified higher to Program Assistant II in Pay Range 5FN. As the classification of this position was originally approved in Pay Period 20, 2013 we recommend that the effective date for this reclassification be Pay Period 21, 2013 (September 29, 2013).

Prepared by: 
Andrea Knickerbocker, Human Resources Manager

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Maria Monteagudo, Employee Relations Director