



Department of Employee Relations

October 28, 2005

Tom Barrett
Mayor

Maria Monteagudo
Director

David Heard
Fire and Police Commission
Executive Director

Michael Brady
Employee Benefits Director

David Kwiatkowski
Labor Negotiator

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

Dear Committee Members: Re: Common Council File Number 050716

The following title changes were approved by the Board of Fire and Police Commissioners on October 20, 2005:


In the Police Department:

Three positions of School Crossing Guard, Pay Range 929, were retitled to School Crossing Guard Operator, Pay Range 929.

Three Positions of School Crossing Guard (Auxiliary), Pay Range 929, were retitled to School Crossing Guard Dispatcher, Pay Range 929.

The job evaluation report containing the necessary Salary and Positions Ordinance amendments is attached.

Sincerely,



Maria Monteagudo
Employee Relations Director

MM:pb

Attachments: Job Evaluation Report
 Fiscal Note

c: David Heard, Mark Nicolini, Erick Shambarger and Marianne Walsh, Chief Nannette Hegerty, Valarie Watson, Pamela Roberts, Florence Dukes, Sherry Nelson, Lishunda Patterson, Delores Thomas, Diane Rauth, Valerie Tobias, Antoinette White, Judith Airaudi, Mary Gorecki and Laura Kais.

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: October 20, 2005

- A. Diane Rauth
- A. Valerie Tobias
- A. Antoinette White
- B. Judith Airaudi
- B. Mary Gorecki

Incumbents: B. Laura Kais

Department: Police Department – Safety Division

Present	Request
Title: A. School Crossing Guard - 3 positions B. School Crossing Guard (Auxiliary) – 3 positions	Title: A. School Crossing Guard Operator B. School Crossing Guard Dispatcher
Salary: A. Pay Range 929 (\$10.99 – \$11.60) (Hourly Rate) B. Pay Range 929 – Footnote <u>2/</u> (\$13.18-\$13.92) (Hourly Rate)	Salary: A. and B. Same
Step: Not Applicable	Source: Department
<p>Recommendation:</p> <p>Title: A. School Crossing Guard Operator B. School Crossing Guard Dispatcher</p> <p>Salary: A. Pay Range 929 (\$10.99 - \$11.60) B. Pay Range 929 – Footnote <u>2/</u> (\$13.18 - \$13.92)</p>	
<p>Rationale: These title changes are recommended to better reflect the duties and responsibilities of three positions of School Crossing Guard and three positions of School Crossing Guard (Auxiliary) which are also known as Substitute School Crossing Guards. School Crossing Guard positions generally direct traffic to help school children cross streets safely but these six positions under study work in the office and perform some of the administrative aspects related to disseminating information and ensuring adequate coverage at all locations.</p>	
<p>History of Position: These classifications were last studied in 1989 when the rates for School Crossing Guard (Auxiliary) were increased to help with recruitment efforts.</p>	

Action Required:

In the Salary Ordinance, under Pay Range 929, add the titles and footnote designations "School Crossing Guard Operator 1/ 3/" and "School Crossing Guard Dispatcher 2/ 3/". Delete and recreate the following footnotes:

"1/ Receives the second rate specified above after 190 work days or one full year as a School Crossing Guard and/or School Crossing Guard Operator."

"2/ Employees who have worked as a School Crossing Guard (Auxiliary) or School Crossing Guard Dispatcher for less than 190 days or one full year shall receive \$13.18 per hour. Employees who have worked as a School Crossing Guard (Auxiliary) or School Crossing Guard Dispatcher for more than 190 days or more than one year shall receive \$13.92 per hour."

(Footnotes Continued)

"3/ Any School Crossing Guard, School Crossing Guard (Auxiliary), School Crossing Guard Operator or School Crossing Guard Dispatcher, assigned to train another School Crossing Guard, School Crossing Guard (Auxiliary), School Crossing Guard Operator or School Crossing Guard Dispatcher shall receive fifty (50c) cents per hour in addition to their base rate as a School Crossing Guard, School Crossing Guard (Auxiliary), School Crossing Guard Operator, or School Crossing Guard Dispatcher while performing such training assignment."

In the Positions Ordinance, under Police Department, Safety Division, delete three positions of School Crossing Guard and three positions of School Crossing Guard (Auxiliary) and add three positions of School Crossing Guard Operator and three positions of School Crossing Guard Dispatcher.

Background:

The Fire and Police Commission forwarded two letters, dated March 3, 2005, from the Police Department regarding School Crossing Guards. The department requested a change in title for three positions of School Crossing Guard to School Crossing Guard Operator and three positions of School Crossing Guard (Auxiliary) to School Crossing Guard Dispatcher to provide a more accurate description of the work being performed. Discussions were held with Florence Dukes, Safety Director, the three supervisors of these positions, Sherry Nelson, Lishunda Patterson, and Delores Thomas, Safety Specialist – Senior, Valarie Watson, Police Department Personnel Administrator, and Pamela Roberts, Personnel Officer.

A. Current: School Crossing Guard – Pay Range 929 (\$10.99 - \$11.60) (Three Positions)
Requested: School Crossing Guard Operator – Pay Range 929 (\$10.99 - \$11.60)
Recommended: School Crossing Guard Operator – Pay Range 929 (\$10.99 - \$11.60)

The basic function of these three positions, located at the Safety Academy, is to receive calls from School Crossing Guards to confirm their presence at their crossing site and provide this information to the "Dispatcher" positions. The duties and responsibilities are as follows:

- 75% Maintain an accurate record of Substitute School Crossing Guards and disseminate information to Dispatcher positions in a timely manner, ensuring adequate coverage for all Crossing Sites/Locations.
- 15% Provide support staff assistance to the Office Assistant III position and management staff upon request. These duties include assisting with the preparation and dissemination of mailings, recording attendance at various training sessions and meetings, distributing and recording uniforms and equipment, and serving as a backup for front desk support staff duties.
- 10% Assist with other Safety responsibilities as requested.

According to the job description, requirements for these positions include a familiarity with school crossing sites/locations throughout the City and with operating office equipment.

Analysis:

The work currently being performed by these three positions was previously done by office personnel at the District Stations. Due to workload and efficiency concerns the department decided, a number of years ago, to assign these three positions of School Crossing Guard to the office and have them perform these Operator functions at one location, the Safety Academy. Since they no longer are performing the basic function of a School Crossing Guard the department wishes to change their title to better reflect their duties and responsibilities.

The City currently has 210 positions of School Crossing Guard. These positions are part time and are paid on an hourly basis. Generally they work two hours a day at the same location. School Crossing Guard assignments are made based on proximity to the employee's home address. These three positions under study all report to the Safety Academy and generally work three hours a day in the office.

Although these three positions perform different types of work from other School Crossing Guard positions the department considers the scope and level of work to be the same. Both groups perform a specific function at the same location each day. While the School Crossing Guards in the field must work in all types of weather and interact directly with the public, the School Crossing Guards in the office must receive messages accurately and inform the Dispatchers promptly. They also assist with other office and training duties as needed. A comparison to other City positions indicates that other positions that work in the office and receive phone calls should continue to be at a higher level. For example, a comparison to the Police Telecommunicator (Seasonal) in Pay Range 928 (\$11.88 - \$14.74) indicates they are stronger since they respond to Emergency 911 calls and require a much broader area of knowledge. Office positions, such as Office Assistant I, Pay Range 400 (\$11.28 - \$14.12) may have some telephone work but are also stronger since they require higher level office skills such as computer word processing.

The requested title of School Crossing Guard Operator is appropriate since it reflects the group in which it works and is descriptive of the main function.

Recommendation:

Based on the above analysis we recommend the title of these three positions of School Crossing Guard be changed to School Crossing Guard Operator.

B. Current: School Crossing Guard (Auxiliary) – Pay Range 929 – Footnote 2/ (\$13.18 - \$13.92)
(Three Positions)
Requested: School Crossing Guard Dispatcher–Pay Range 929–Footnote 2/ (\$13.18 – \$13.92)
Recommended: School Crossing Guard Dispatcher–Pay Range 929–Footnote 2/ (\$13.18-\$13.92)

The basic function of these three positions, located at the Safety Academy, is to independently assign School Crossing Guard (Auxiliary) positions at crossing sites throughout the City to ensure adequate coverage. The positions they assign direct traffic to help school children cross streets safely. The duties and responsibilities are as follows:

- 40% Retrieve messages from voicemail and receive calls from School Crossing Guards to verify their presence or absence from their assigned crossing site.
- 15% Identify, assign, and place Substitute School Crossing Guards where needed to ensure adequate coverage at all crossing sites. When needed, notify Parking Checkers and District Squads to assist with providing coverage.
- 10% Contact schools to verify no shows when School Crossing Guards and Substitute School Crossing Guards do not call.
- 10% Assist with the maintenance and upkeep of the daily ledger specifying reasons and dates for absences, vacation schedules, medical leaves and return to work dates for School Crossing Guards.
- 15% Assist Safety Specialist-Senior positions with the maintenance and upkeep of school calendars, the list of guards on duty and the current list of schools in session. Compile the names of School Crossing Guards/Substitutes with their daily absences and notify those who work as Operators. Provide assistance to School Crossing Guards with dissemination of information to appropriate officials regarding call box repairs, removal of debris on sidewalks and surrounding areas, signal damage or outage, pothole repairs, refilling of salt/sand boxes during winter, graffiti and dead or roaming animals.
- 10% Perform any other related duties as assigned.

According to the job description, requirements for these positions include experience with high intensity phone work that includes resolving problems; and a familiarity with school crossing sites/locations throughout the City and with operating office equipment.

Analysis

The work currently being performed by these three positions was also previously performed by office personnel at the District Stations. Due to workload and efficiency concerns the department decided, a number of years ago, to assign these three positions to the office and have them perform Dispatcher duties at one location, the Safety Academy. Since they are no longer performing the basic function of a School Crossing Guard (Auxiliary) the department wishes to change their title to better reflect their duties and responsibilities.

The City currently has 31 positions of School Crossing Guard (Auxiliary). These positions are also part time and are paid hourly. They work as substitutes, however, and so they work only as needed. The location of their crossing site can change and they are required to have a valid driver's license and vehicle to go to where they are needed. In contrast, the regular School Crossing Guards are assigned to one location that is usually close to their home so they do not necessarily need a driver's license and vehicle. The rate of pay for School Crossing Guard (Auxiliary) is 20% higher due to the irregular hours, assignments at a variety of locations and the additional requirements.

The positions under study are being paid at this higher rate of pay even though they have regular hours and generally work only at the Safety Academy. One of the incumbents goes out in the field to help with coverage but it is not a regular part of the job. These positions do, however, have responsibility for assigning School Crossing Guards (Auxiliary) to various sites according to where coverage is needed. This task must be completed quickly and accurately to help ensure that all the crossing sites are covered. These positions also do follow-up to verify no shows and call the appropriate City departments regarding various issues such as call box repairs, removal of debris and signal damage or outage.

Although these three positions perform different types of work from other School Crossing Guard (Auxiliary) positions the department considers the scope and level of work to be the same. Both groups must perform their work under a time constraint. The School Crossing Guard (Auxiliary) positions that work in the field must be flexible and willing to problem solve as they work at different sites on different days. As indicated before their extra pay is for the irregular hours, variety of assignments, and the requirements of a valid driver's license and vehicle. The School Crossing Guard (Auxiliary) positions in the office must also work under time constraints and be flexible as they problem solve when they receive calls and assign employees to various sites. Although they have regular hours, they also have more responsibility in having to make assignments for a number of positions, do follow-up regarding various problems that may arise, and assist the Safety Specialist – Seniors with various administrative tasks such as maintenance and upkeep of the daily ledger and school calendars. A comparison to other City positions indicates that other "Dispatch" type positions should continue to be at a higher level. For example, the Police Dispatchers in Pay Range 478 (\$16.57 - \$22.11) must have a broader knowledge base for dispatching Police Squads and be able to type 30 words per minute. The Communications Assistant positions in the Department of Public Works are also paid at a higher rate but are stronger as they need a broader knowledge base and assist with the daily scheduling and assignment of numerous personnel and equipment.

The requested title of School Crossing Guard Dispatcher is appropriate since it also reflects the group in which it works and is descriptive of the main function.

Recommendation:

Based on the above analysis we recommend the title of these three positions of School Crossing Guard (Auxiliary) be changed to School Crossing Guard Dispatcher.

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

Reviewed by: *Maria L. Monteagudo*
Maria Monteagudo, Employee Relations Director