



Department of Employee Relations

February 16, 2007

Tom Barrett
Mayor

Maria Monteagudo
Director

David Heard
Fire and Police Commission
Executive Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

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

Dear Committee Members: Re: Common Council File Number 061302

The following classification and pay recommendations were approved by the City Service Commission on February 6, 2007:

Twenty-four positions created or changed in conjunction with the implementation of the 2007 budget were classified in the Department of Public Works – Waters Works and Election Commission.

In the Department of Public Works-Administrative Services Division, various classification and pay recommendations were approved for 13 positions in the Tow Lot.

In the Department of Public Works-Water Works, various classification and pay recommendations were approved for 24 positions as part of a reorganization of the Water Distribution Division.

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

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 3 Job Evaluation Reports
Fiscal Note

c: Mark Nicolini, Renee Joos, Marianne Walsh, Troy Hamblin, Betty Schraith, Carrie Lewis, Laura Daniels, Jeffrey Mantes, James Purko, Dorinda Floyd, Dan Thomas, Susan Edman, Neil Albrecht, Gary Gibson, David Goldapp, Ben Glatzel, Jay Lloyd, Gil Taylor, Ross Brzycki, Gerald Wolslager, Ron Jurkowski, Mary Gass, Tom Gwiazdowski, John Westphal, Marty Wall, Jim Zalewski, Jesse Hernandez, David Lawrence, Louis Black, Patricia Roundy, Francisco Morales, Linda Brennan, Theresa Allen, Maria T. Gutierrez, Valencia Rodgers, Nelly Santos, Vivian D Young, Maureen Vargo, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer, and James Fields (DC 48); Samuel Purdy.

JOB EVALUATION REPORT

City Service Commission Meeting: February 6, 2007

This report recommends appropriate classifications and compensation levels for 24 positions created or changed in conjunction with the implementation of the 2007 City of Milwaukee Budget. This report contains recommendations for positions in the Department of Public Works-Water Works and Election Commission.

In reviewing these positions, staff analyzed new job descriptions and held discussions with management representatives from affected departments. The following chart summarizes the recommended changes.

DEPARTMENT OF PUBLIC WORKS-WATER WORKS

Current	Request	Recommendation
New	Water Meter Technician I PR 240 (\$36,044-\$39,826)	Water Meter Technician I PR 240 (\$36,044-\$39,826)
New	Customer Services Representative III PR 445 (\$34,767-\$38,474)	Customer Services Representative III PR 445 (\$34,767-\$38,474)
New	Automated Systems Specialist PR 598 (\$52,170-\$63,366)	Automated Systems Specialist PR 598 (\$52,170-\$63,366)
New	Machine Repair Person PR 287 (\$43,735-\$53,034)	Machine Repair Person PR 287 (\$43,735-\$53,034)

ELECTION COMMISSION

Current	Request	Recommendation
Election Inspector PR 948 Rate: \$84.15 daily Chief Inspectors paid \$109.15 daily rate	Election Inspector PR 948 Rate: \$84.15 daily Chief Inspectors to be paid \$150 daily rate	Election Inspector PR 948 Rate: \$84.15 daily Chief Inspectors to be paid \$150 daily rate

Action Required – Effective Pay Period 1, 2007

Under Pay Range 948, delete footnote "1/" in its entirety and add the following footnote: "1/ Chief Inspectors shall receive a daily rate of \$150.00 per day. Election Inspectors to receive an additional \$15.00 and Chief Inspectors to receive an additional \$25.00 for each instruction class attended prior to each election".

DEPARTMENT OF PUBLIC WORKS-WATER WORKS

Current: **New**
Request: **Water Meter Technician I PR 240**
Recommended: **Water Meter Technician I PR 240**

This position is located in the Meter Services Section of the Milwaukee Water Works. In this section there are currently 4 positions of Water Meter Technician I and 9 positions of Water Meter Technician II.

The basic function of this new position will be to perform service work on meters and ERT's in the field and shop as assigned. In the field this includes setting, exchanging, and removing meters ranging from 5/8 inches to 2 inches in size. The position will assist the Meter Repair Specialist on large meter service and will install emergency hose connections. In the shop, this includes testing, disassembling, cleaning, and repairing small meters from 5/8 to 1 inch in size.

This job description is consistent with the current duties and responsibilities of the Water Meter Technician I classification. We therefore recommend classifying this position as Water Meter Technician I in Pay Range 240.

Current:	New	
Request:	Customer Service Representative III	PR 445
Recommended:	Customer Service Representative III	PR 445

This position is located in the Commercial Services Section of the Water Works. Currently there are 11 positions of Customer Service Representative III.

The basic function of this new position will be to perform complex telephone, cashiering, and clerical duties in response to customer inquiries, requests for services, payment and concerns about their account. The duties and responsibilities include:

65% Customer Service—Telephone

Handle customer contacts concerning municipal services bills. Resolve issues by initiating work orders, analyzing customer accounts and explaining charges included on the bill, computing adjustments and posting to customer's accounts, posting adjusted entries to customer account records, receiving and recording customer payment arrangements.

20% Customer Service—Counter Service

Handle in person customer contacts concerning municipal services bills. Resolve issues by receiving and processing payment presented to the cashiering stations or through the mail in accordance with approved cashiering procedures, initiating work orders, analyzing customer accounts and explaining charges contained on the municipal services bill, computing adjustments and posting them to customer's accounts, posting adjusted entries to customer account records, and receiving and recording customer payment arrangements.

10% Customer Service—Account Maintenance

Maintain up-to-date customer account files by correcting customer account information and entering adjustments as the result of investigations and routine maintenance, initiating work orders, madding adjusting entries in customer account records, updating ownership and billing information, duties necessary to the maintenance of customer files with current information, and calculating and issuing final bills at the customer's request.

5% Other duties as assigned

The job description for this new position is consistent with the current duties and responsibilities of the Customer Service Representative III that includes performing customer service functions in person or via phone as well as account maintenance for customer accounts. We therefore recommend this position be classified as Customer Services Representative III in Pay Range 445.

Current:	New	
Request:	Automated Systems Specialist	PR 598
Recommended:	Automated Systems Specialist	PR 598

This position is located in the Plan Automation Section of the Water Works. The basic function of this new position will be to program, maintain and troubleshoot the Water Works automation systems from the Human Machine Interface (HMI), through the Programmable Logic Controllers (PLC) and down to the device level. This position is also responsible for documentation as it related to the Automation system, and providing use technical support and training. The duties, responsibilities and requirements include.

- 60% Program, maintain and troubleshoot all aspects of the Water Works Supervisory Control and Data Acquisition (SCADA) and Automation systems. Configure new and replacement hardware. Implement control strategies per the Plant Automation Specialist. Monitor hardware and software performance. Appropriately utilize specialty software and proprietary and vendor software.
- 15% Maintain system documentation and update and maintain vendor software.
- 10% Provide input to engineering and plant staff for expansion of SCADA/Automation systems. Utilize knowledge of system to continually implement improvements and expansions.
- 10% Provide user technical support and training to the Electrical and Instrumentation staff.
- 5% Provide "on call" support for emergency and off-hour problems.

The position requires a Bachelor's Degree in Electrical Engineering, Computer Programming, or a related field or 5 years experience as an Electrical Mechanic with the Water Works, or similar position, including significant skills and coursework in the intricacies of the SCADA system. In addition, good interpersonal and communication skills, both written and verbal, are required as is the willingness to keep current with changing technologies.

This position will work as a part of the Plan Automation Group that includes a Water Plant Automation Manager (SG 009), a Network Coordinator-Senior (SG 006), one other Automated Systems Specialist (PR 598), and two Program Assistant II's (PR 530).

The duties and responsibilities of this new position are consistent with the current classification of Automated Systems Specialist that is also responsible for programming, maintaining and troubleshooting Water Works automation systems. We therefore recommend this new position be classified as Automated Systems Specialist in PR 598.

Current:	New	
Request:	Machine Repairperson	PR 287
Recommended:	Machine Repairperson	PR 287

There are currently 17 positions Machine Repairperson in the Plants Section of the Milwaukee Water Works. This additional position will provide Journey level expertise for the preventive maintenance, repair, removal, and installation of all mechanical equipment in Water Works facilities. This position represents the senior level in a three-step promotional series for Water Plan machine repair personnel. Duties, responsibilities, and requirements include:

- 50% Perform complex preventative maintenance, troubleshooting and repair activities for all mechanical equipment such as compressors, pumps, valves, gear drives, and chemical feed equipment in all Water Works locations. Perform layout and design work as well as skilled bench work. Develop methods and oversee work of other.
- 20% Erect and install new equipment and utilize technical skills to perform precision alignments, vibration analyses, and equipment failure analyses
- 20% Design and fabricate special tools, jigs, and new fixtures for maintenance work
- 10% Use computerized Maintenance Management system for maintaining records of preventive and demand maintenance requests. Maintain equipment repair logs and system status reports. Recommend items for and levels of inventory to maximize workplace efficiency and reduce down time.
- 5% Perform related duties and assist other plan personnel as assigned.

The position requires four years of experience as a journey level machinist or journey level machine repair specialist. The position requires the ability to perform all duties associated with entry and midlevel titles at a competent level. The knowledge, skills, and abilities required of this position include:

- High degree of mechanical aptitude and machinery repair skills and ability to use all machine shop tools such as lathes, milling machines, keyseaters, drill presses, tool and cutter grinders, and be able to use hand and precision tools common to the trade. Must be capable of performing precision repairs on heavy-duty equipment.
- Ability to perform rigging and crane/hoist assisted lifting procedures
- Ability to perform basic pip-fitting tasks to facilitate installation and removal of equipment
- Knowledge of mathematics and mechanical drawing
- Ability to prepare shop drawings
- Ability to work from and interpret blue prints and possess competent reading writing skills
- Ability to use computerized maintenance management programs
- Ability to direct work activities of assigned personnel and arrange work in a safe and orderly manner
- Good manual dexterity and ability to work at height up to 100 feet, in confined spaces, and all weather conditions, and with and in close proximity to hazardous chemicals
- Capable of wearing a Self Contain Breathing Apparatus
- Ability to lift/handle loads of 50 pounds or more on a regular basis
- Maintain a valid State of Wisconsin Driver's License

The duties and responsibilities of this new position are consistent with the current classification of Automated Systems Specialist that is also responsible for programming, maintaining and troubleshooting Water Works automation systems. We therefore recommend this new position be classified as Automated Systems Specialist in PR 598.

The duties and responsibilities of this new position are consistent with the current classification of Machine Repairperson that functions at the senior level of preventive maintenance, repair, removal, and installation of all mechanical equipment in Water Works facilities. We therefore recommend this new position be classified as Machine Repairperson in Pay Range 287.

ELECTION COMMISSION

Current: **Election Inspector PR 948**
Chief Inspectors paid a rate of \$109.15 daily

Request: **Election Inspector PR 948**
Chief Inspector to be paid a rate of \$150 daily

Recommended: **Election Inspector PR 948**
Chief Inspector to be paid a rate of \$150 daily

Election Commission Executive Director Susan Edman has requested that the rate for Chief Inspectors be raised to \$150.00 daily in order to increase the Election Commission's ability to recruit well qualified and competent individuals to oversee polling locations.


The rate for Chief Inspectors was last increased in 2002 by 10% to a daily rate of \$109.15. On Election Days, Chief Inspectors work from 6:30 a.m. (1/2 hour before the polls open) to at least 8:30 p.m. (1/2 hours after the polls close) and often late into the evening. Chief Inspectors receive certification and other training prior to an election in their duties, responsibilities and election laws.

Chief Inspector duties and responsibilities include but are not limited to:

- Ensuring that the polling location is set-up correctly and that they have all needed supplies
- Manage the onsite registration of voters and ensure that eligible voters can participate in the election
- Providing information on where a person may vote
- Ensuring correct information is recorded on voter registration lists
- Ensuring ballots are provided and entered correctly into voting machines, including absentee ballots
- Maintaining order and supervising all staff at the polling site
- Working with Election Observers
- Closing the Polling Place including reconciling voter lists, counting ballots, completing all required forms, and delivering ballots and all required materials.

Increasing the rate paid to Chief Inspectors to \$150.00 daily appears reasonable in light of the level of responsibility and long hours required of the position. Increasing the rate will assist the Election Commission in recruiting additional individuals to serve in this critical role.

We therefore recommend that the rate for Chief Inspector be increased to \$150.00 daily.

Prepared by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 6, 2007

In a letter dated April 11, 2005, Jeffrey Mantes, Commissioner of Public Works, requested a study for reclassification of several positions in the Administrative Services Division and Parking Operations. Several of the positions have already been studied and reported on. This particular report is focusing on thirteen positions located at the City's Tow Lot at 3811 West Lincoln Avenue. Job Analysis Questionnaires were completed for each position below and discussions were held with an incumbent from each classification and with Dorinda Floyd, Administrative Services Director.

Current	Recommended
Tow Lot Manager (David Lawrence) Salary Grade 008 (\$54,814 - \$76,736) Step 10 (\$72,180)	Tow Lot Manager Salary Grade 009 (\$58,448 - \$81,824) Step 9 (\$74,647)
Tow Lot Assistant Manager (Louis Black) Salary Grade 004 (\$42,478 - \$59,468) Step 12 (\$59,468)	Tow Lot Assistant Manager Salary Grade 006 (\$48,257 - \$67,566) Step 9 (\$61,632)
Office Supervisor II (Patricia Roundy) Salary Grade 002 (\$37,392 - \$52,341) Step 3 (\$39,750)	Tow Lot Supervisor Salary Grade 004 (\$42,478 - \$59,468) Step 1 (\$42,478)
Vehicle Salvage Supervisor (Francisco Morales) Salary Grade 002 (\$37,392 - \$52,341) Step 9 (\$47,755)	Vehicle Salvage Supervisor Salary Grade 004 (\$42,478 - \$59,468) Step 6 (\$49,495)
Accounting Assistant II (Linda Brennan) Pay Range 445 (\$34,767 - \$38,474) Step 2 (\$35,544)	Tow Lot Assistant IV Pay Range 460 (\$37,221 - \$41,715) Step 1 (\$37,221)
Office Assistant IV (Theresa Allen) Pay Range 445 (\$34,767 - \$38,474) Step 4 (\$37,221)	Tow Lot Assistant IV Pay Range 460 (\$37,221 - \$41,715) Step 2 (\$38,127)
Office Assistant III (Seven Positions) Pay Range 425 (\$31,905 - \$35,296) Four Incumbents - Step 5 (\$35,296)	Tow Lot Assistant III (Seven Positions) Pay Range 445 (\$34,767 - \$38,474) Four Incumbents - Step 3 (\$36,362)
Office Assistant II (Underfill Title) Pay Range 410 (\$28,057 - \$33,014)	Tow Lot Assistant II (Underfill Title) Pay Range 435 (\$33,316 - \$36,708)
Office Assistant I (Underfill Title) Pay Range 400 (\$24,168 - \$30,245) One Incumbent - Step 2 (\$26,029)	Tow Lot Assistant I (Underfill Title) Pay Range 415 (\$29,479 - \$34,423) One Incumbent - Step 1 (\$29,479)
Two Vacant Positions	Two Vacant Positions

Action Required

The Salary and Position Ordinance changes will follow at the end of this report (Page #13).

Changes at the Milwaukee Tow Lot

The Milwaukee Tow Lot provides secure storage, release, disposition, and processing of "Police Hold" vehicles and all vehicles towed to the lot. Over 30,000 vehicles are processed annually which generates approximately \$5.5 million dollars in towing and vehicle disposal revenue. Several changes over the past few years have had an impact on positions located at the Tow Lot to varying degrees. These changes include the following:

- New contracts at the Tow Lot since 1995 include an additional towing contract, on-site recycling, vehicle salvage Memorandum of Understanding with the Milwaukee Police Department, auxiliary lot lease agreement, cleaning contract, and numerous vendor contracts relating to the sale of vehicles.

- The new Summons and Complaint Program that began in December of 2003 provides that Tow Lot staff can now serve a summons (subpoena) to appear in court to a person who has unpaid parking citations. Staff evaluate eligibility and then a summons is served if appropriate. The Tow Lot has now served over 5,000 summons for a total of \$2 million dollars.
- New on-site vehicle recycling program began in November of 2003. This program saves money since it eliminates the cost of towing and increases the disposal revenue. Over 13,000 vehicles have been processed on-site. The Tow Lot staff monitors the area for safety.
- New Billing and Registration Hold System was implemented in 2004. Under Wisconsin law the City may now collect towing and storage fees for abandoned vehicles and put a hold on the owner's registration if they do not pay the fees. Over 15,000 vehicles per year are affected by this new program. Further, the Tow Lot Staff is working with the Department of Revenue to certify registered owners who do not pay towing and storage fees with the Tax Refund Intercept Program.
- New Notice of Appearance Program was enacted in 2003 and allows people to voluntarily appear in Municipal Court and contest parking citations and fees. The Tow Lot staff schedules these dates and coordinates them with the Municipal Court and City Attorney's Office.
- Vehicle Sales Permits became required in 2003 by ordinance so that individuals are prohibited from selling vehicles on city streets without a permit. The Tow Lot staff now sells, determines eligibility, and tracks these permits; and vehicle inspection is conducted on-site.
- Salvage Vehicle Inspections were moved from the Police Department Administration Building to the Tow Lot in 2004. The Tow Lot staff now provides all the accounting, notification, and administrative work for this program.
- Tow Lot Staff began selling night parking permits in 2005. This involves entering the application into the night parking permit database and taking payment. The staff sold over 1,800 permits in 2006.
- Tow Lot Staff began taking payment for parking citations in May of 2006 due to an ordinance that allows the City to ticket and tow vehicles, parked on the street, that have an expired registration. To retrieve a car an individual must not only pay the citation but also the fees for towing and storage. The staff must access the parking citation processing system to record payment and provide proper accounting for monies received. The staff has received payment for nearly 2,500 citations since the program was initiated in May.
- Towing has expanded over the past several years due to changes in ordinances, statutes and other regulations as well as moving the Parking Enforcement staff to the Administrative Division of the Department of Public Works.

It should also be noted that the Tow Lot has always been a very challenging place to work because employees must interact daily with the public who are often upset about their vehicles being towed, that they have to pay towing and storage fees and/or a citation, and there may be inconsistencies between the vehicle title, the Department of Motor Vehicles (DMV) database, and ownership information, further complicating the processing and retrieval process. With the changes listed above, however, there is a greater consequence of error for the individual whose car is towed. These consequences include having a hold placed on their vehicle's registration or being served a summons for court. This can lead to more tension and confrontation and makes it imperative that the staff understand and communicate effectively these new programs.

Tow Lot Manager

The basic function of this position is to be responsible for the comprehensive management of the towing operations on a 24/7 basis which includes responsibility for staff; and overseeing the towing and vehicle recycling contracts. The duties and responsibilities are as follows:

- 25% General Management and Personnel – manage daily operations of the Tow Lot; direct personnel activities including the authorization of disciplinary action, training, hiring and absences; provide 24 hour availability to resolve issues and handle investigations; direct all processing, release, storage, sale, recycling, and disposition of vehicles; manage special programs such as collections and larger auto auctions, on-site processing, summons service, permit sales, and salvage vehicle inspections; and manage and monitor contractors to ensure compliance.
- 25% Financial - approve, track and reconcile about \$5.5 million annually in accounts receivable, and accounts payable; prepare and implement the Tow Lot Budget including capital expenditures, market projections, and adjustment of salvage vehicle sale prices; monitor and implement the abandoned vehicle billing program; manage the insurance billing program; and reconcile daily cash receipts of \$2.2 million annually.
- 20% Program Development and Implementation - implement and monitor the summons and complaint program including the notice of appearance processing, registration holds, abandoned vehicle billing, night parking and other permit sales, the salvage vehicle inspection program in cooperation with the Milwaukee Police Department, and the on-site vehicle processing program; and write specifications, and bid out and negotiate contracts for towing and recycling.

15% Legal, Legislative, and Regulatory Issues - respond and resolve citizen complaints, legal actions, Aldermanic requests, regulatory agency inquiries, and Common Council Committee mandates; insure facility and contractor regulatory compliance for notifications, environmental issues and licensure requirements; administer subpoena and summons scheduling in cooperation with Milwaukee Municipal Court; testify in legal proceedings on behalf of the City of Milwaukee; and request and implement City Attorney opinions.

15% Intergovernmental, Media, and Customer Relations - provide expert testimony to the Common Council, State Agencies, and other committees on issues related to the City's towing operations; respond to customer problems and make appropriate waivers or take corrective action; respond to media inquiries regarding towing issues; encourage state legislative changes; increase the number of bidders for vehicle sales; and certify bidders.

Requirements include a Bachelor's Degree in Business, Public Administration or related field and/or four years of management or administrative experience that included responsibility for budgeting, finance, accounting, contract compliance and/or staff supervision. The position also requires strong verbal and written communication skills; knowledge of the principles of inventory control and vehicle evaluation; an ability to work in a high stress environment; and an ability to work independently and interpret, analyze, and implement statutes and regulations. Equivalent combinations of education and experience may also be considered.

Analysis

This position has been affected by all of the changes listed above since it oversees all the contracts and does the analysis to help the Tow Lot to continue to make improvements. Due to the number and value of contracts and the associated expansion of responsibility, this position is now required to file a Statement of Economic Interests for the City of Milwaukee Ethics Board. These changes have increased the complexity of the work since this position has been responsible for the implementation and continued oversight of the new programs such as the issuance of a summons and complaint, salvage vehicle inspections, registration holds, abandoned vehicle billing, and permit sales. These new programs must also be included in the financial data and comprehensive reports on Tow Lot activities that are prepared by this position. This position also has responsibility for over twenty staff positions that have had to learn the new programs so they can administer and explain the programs to the public.

The amount and level of decisions has increased since this position has full decision authority for authorizing budgeted expenditures; soliciting bids for approved projects; appropriating measures for program development and implementation; and taking corrective actions, waivers, releases, or denials for customers, insurance carriers, lien holders, employees, contractors, or other interested parties. Comparisons to other positions include the following:

Business Operations Managers (Salary Grade 008)

Six positions of Business Operations Manager exist throughout the City Service. Three of the positions are located in the Department of Public Works – Administrative Services Division. Business Operations Managers generally are responsible for areas such as budgeting, accounting, billing, material procurement and disbursement, personnel and payroll, accounts payable and receivable, recordkeeping, and supervision of administrative staff.

Business Operations Manager – Health (Salary Grade 009)

The basic function of this position is to direct the administrative services of the Health Department including budget and finance, buildings and grounds services, purchasing and administrative office services. The 2006 budget for the Health Department is \$31 million dollars which includes several grants. This position oversees the work of six management positions and eight positions of Accounting Program Assistant.

Accounting Manager (Salary Grade 010)

The basic function of this position is to be responsible for the design, configuration, implementation and management of a uniform accounting system for the recording and reporting of all accounting transactions for the City of Milwaukee. This includes directing and managing the general accounting division staff in this process including accounts payable, City debt payments, budgetary controls, revenues, expenditures, assets, liabilities and fund equities of all governmental, proprietary, fiduciary funds and the accounts group. This position oversees the work of six management positions and eight positions of Accounting Program Assistant.

The position under study performs and/or has responsibility for many of the functions listed for Business Operations Managers in Salary Grade 008 such as budgeting, accounting, billing, material procurement and disbursement, personnel, and recordkeeping. The position also oversees the contracts for towing, cleaning, and the sale of vehicles as well as on-site

recycling, a vehicle salvage Memorandum of Understanding with the Milwaukee Police Department, and an auxiliary lot lease agreement. These contracts and programs require extensive analysis for development and improvements. We recommend Salary Grade 009 which is the level recommended for the Parking Financial Manager which also does extensive analysis, oversees contracts and works to make and implement improvements. The position of Accounting Manager in Salary Grade 010 is stronger and wider in scope as it designs and implements policies related to accounting transactions that affect all City departments.

A review of the management job evaluation factors indicates that the levels should be increased. Based on our review the management job evaluation factors should be as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	10	158
Knowledge and Skill	8	111
Relationships Responsibility	7	46
Working Conditions	2	7

Total Points: 322
 (Salary Grade 009: 306 – 352 points)

Recommendation

Based on the above analysis we recommend this position of Tow Low Manager in Salary Grade 008 be reallocated to Salary Grade 009.

Tow Lot Assistant Manager

The basic function of this position is to oversee the daily operations of the Tow Lot including personnel problems, customer complaints, revenue and expenditures, contractors, and intake and release of vehicles. The duties and responsibilities are as follows:

- 55% General Management and Personnel – manage the daily operations of the tow lot and its subcontractors; manage personnel including the authorization of disciplinary actions, and the hiring and termination of employees; be on-call 24 hours for personnel problems, towing problems, unforeseen occurrences, and police investigations; oversee all releases, storage, sales, recycling, and disposition of vehicles; oversee special programs, on-site processing, the serving of summons and complaints, permit sales, and salvage vehicle inspections; oversee the sub-contractor compliance, the daily sale of vehicles, the intake and release of vehicles, and on-site processing; monitor the appearance of the building grounds including contracts for cleaning and video equipment; and monitor overtime levels in conjunction with the Tow Lot Manager, the Vehicle Sales Supervisor and the Office Supervisor.
- 25% Financial and Budgetary - approve and track accounts payable; assist in implementing the Tow Lot Budget including capital expenditures; monitor the abandoned vehicle program, and insurance and contract compliance; manage the cash handling activities including the preparation of daily audits and revenue reports; and maintain all cash transaction records, daily tow system records, deposit slips, and daily cash draw balances.
- 15% Legal, Legislative, and Regulatory Issues - respond to citizen complaints; monitor safety requirements; and respond and resolve issues involving insurance companies, city attorneys, private attorneys, and law enforcement agencies.
- 15% Intergovernmental, Media, and Customer Relations - provide testimony to the Milwaukee Common Council and Common Council Committees; and respond to media inquiries regarding towing issues.

Requirements include a one to two years of post high school education or equivalent work experience; experience in managing field operations and contract compliance, and accounting and cash management; skills in computers/data entry, customer service, verbal and written communication, and dispute resolution; knowledge of vehicle evaluations including value, damage assessment, and marketability; and an ability to work in a high stress environment.

Analysis

This position has also been affected by the changes listed above and has had to work with staff to implement the many changes in process and procedures. The two supervisory positions, Office Supervisor II and Vehicle Salvage Supervisor, both report directly to this position. All three positions have had to learn these new programs in detail to be able to handle the day to day

questions or problems that may occur with the staff and the public. These new programs have also increased the level of responsibility for communicating clearly and effectively the terms of these new programs. This position steps in to help with the most difficult customer service situations.

It was also noted that the number of staff has increased from 14 to 23 over the past several years, the vehicle inventory has increased from approximately 14,000 to 40,000 per year, and the inventory for vehicle auctions and recycling has also increased. The recycling on-site has resulted in debris so it is important that staff have proper clothing. Inspections are done on a weekly basis to check for any safety concerns. Comparisons to other positions include the following:

Parking Operations Supervisor (Salary Grade 005)

The basic function of this position is to manage the City’s on-street parking program which includes about 6,400 parking meters generating annual revenue of over \$4 million dollars. Duties include the supervision of three Parking Meter Technicians, oversight of the coin collection and cash deposit contracts, design of on-street angle parking and parking meters, administration of the City’s employee parking permit program, investigation and response to complaints, and coordination of multi jurisdictional parking /traffic activities.

Parking Enforcement Assistant Manager (Salary Grade 006)

The basic function of this position is to be responsible for managing the Parking Information Desk on a 24/7 schedule including the handling of citizen parking inquiries and complaints, processing night parking permissions, and managing vehicle towing dispatch operations. This position also coordinates the Parking Information Desk with Parking Enforcement and Tow Lot Operations; and assists in the supervision of Parking Enforcement personnel.

Sanitation District Manager (Salary Grade 007)

The basic function of this position is to supervise and direct first line supervisory personnel in carrying out all Sanitation duties within a Sanitation District which is approximately one sixth of the City. Staff supervised includes four Sanitation Supervisors, five support staff, one Field Headquarters Coordinator, one to four Sanitation Inspectors, 40 – 60 Operations Driver Workers and over one hundred snow emergency personnel.

The Parking Operations Supervisor in Salary Grade 005 is responsible for the City’s parking meter program which includes oversight of a coin collection contract and a cash deposit contract as well as supervision of three employees. The position under study does not have independent responsibility for overseeing contracts but does assist with the implementation of their terms and monitors them for compliance. It also oversees a much larger staff of approximately twenty positions. The Parking Enforcement Assistant Manager in Salary Grade 006 is most comparable to the position under study and has responsibility for over twenty staff, must work well under pressure and assists in overseeing a 24/7 operation related to parking and towing. There are several other Assistant Supervisor or Assistant Manager positions in Salary Grade 006. The Sanitation District Manager in Salary Grade 007 is stronger since the position has responsibility for a much larger staff, oversees sanitation services including snow removal for approximately one sixth of the City and oversees an operation that can be 24/7 during inclement weather conditions.

A review of the management job evaluation factors indicates that the levels should be increased. Based on our review the management job evaluation factors should be as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	6	91
Knowledge and Skill	6	80
Relationships Responsibility	6	38
Working Conditions	2	7

Total Points: 216
 (Salary Grade 006: 201 – 230 points)

Recommendation

Based on the above analysis we recommend this position of Tow Lot Assistant Manager in Salary Grade 004 be reallocated to Salary Grade 006.

Office Supervisor II

The basic function of this position is to supervise the daily operations of the support staff; assist with supervision of the Lot Attendants; and oversee personnel problems, customer complaints, cashier drops, and the customer service counter. The duties and responsibilities are as follows:

- 50% General Management and Personnel - assist in personnel management including recommendations for disciplinary actions and employee hiring and termination; monitor the issuance of all operational supplies including those mandated by union contract; assist in the release and storage of vehicles and with issuing equipment to employees; schedule support staff; assist with supervision of the Lot Attendants; rotate as duty manager with other Tow Lot Management and be responsible for the Customer Service Counter.
- 30% Cashiering, Front Counter, and Internal Services - check cashier reports; prepare revenue for armored truck pickup; monitor accounts payable and receivable; monitor the title turn in process and health tows; serve as a back up to the Tow Lot Assistant Manager for reconciling cash reports; provide customer service and respond to telephone inquiries; monitor the release of vehicles to lien holders, insurance companies, and tow companies; train new employees; and respond to and investigate customer complaints.
- 20% Maintenance Activities - supervise the daily upkeep of buildings and office equipment; and order and maintain an inventory of supplies.

Requirements include one to two years of post high school education or equivalent work experience; computer, communication and problem solving skills; knowledge of personnel and general management, customer service, and accounting; and supervisory experience.

Analysis

This position has been affected by the changes listed above in that it oversees all the support staff and is involved with training and implementation of new policies and procedures. This position also serves as a backup supervisor for all Tow Lot yard personnel and is on call 24 hours per day. Comparisons to other positions include the following:

Office Supervisor II (Salary Grade 002)

Eleven positions of Office Supervisor exist throughout the City. As first-line supervisors of office personnel they assign work; and guide, train, lead and evaluate personnel and work operations in a particular office, service, program, or section. They also make decisions regarding hiring, training, job performance, job assignments, discipline, and other related matters.

Parking Enforcement Supervisor (Salary Grade 004)

The basic function of this position is to be responsible, under the direction of the Parking Enforcement Assistant Manager, for the supervision of parking checker staff who are engaged in the enforcement of city parking regulations, towing of illegally parked and abandoned vehicles, and responding to citizen complaints. This position also assists in the coordination of the City's Tow Desk, a 24 hour operation, which processes requests for towing services and dispatches tow equipment.

Parking Operations Supervisor (Salary Grade 005)

The basic function of this position is to manage the City's on-street parking program which includes about 6,400 parking meters generating annual revenue of over \$4 million dollars. This position also directly supervises four employees.

The changes at the Tow Lot have made this position stronger since it must understand fully the new programs and policies related to parking and towing. Unlike other Office Supervisor II positions it must also serve as a backup supervisor to yard personnel and be on call 24 hours per day. A review of the limited number of positions in Salary Grade 003 did not result in a good comparison. However, the Parking Enforcement Supervisor in Salary Grade 004 has many similarities. Like the position under study it also supervises staff, works under pressure, needs to be familiar with applicable ordinances and statutes, and assists with overseeing a 24/7 operation related to towing and parking. The Parking Operations Supervisor in Salary Grade 005 is stronger than the position under study. Although it does not have as much supervisory responsibilities it does manage a large program, the City's on-street parking program, and oversees two large contracts.

A review of the management job evaluation factors indicates that the levels should be increased. Based on our review the management job evaluation factors should be as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	5	79
Knowledge and Skill	4	57
Relationships Responsibility	4	26
Working Conditions	2	7

Total Points: 169
(Salary Grade 004: 152 – 174 points)

Due to the unique nature of the work at the Tow Lot we recommend the title for this position be changed to Tow Lot Supervisor. This will provide a parallel to other management titles used at the Tow Desk.

Recommendation

Based on the above analysis we recommend this position of Office Supervisor II in Salary Grade 002 be reclassified to Tow Lot Supervisor in Salary Grade 004.

Vehicle Salvage Supervisor

The basic function of this position is to oversee the daily operations of the Tow Lot including personnel problems, customer complaints, revenue and expenditures, contractors and intake and release of vehicles. The duties and responsibilities are as follows:

- 35% General Management and Personnel - assist in personnel management including the recommendation of disciplinary action and employee hiring and termination; monitor the issuance of all operational supplies including those mandated by union contract; on call 24 hours for personnel problems, towing problems, unforeseen occurrences and police investigations, assist with releases, storage, sales, recycling and disposition of vehicles; process and sell salvage vehicles; and assist with the issuance of equipment.
- 35% Vehicle Processing Activities - supervise all vehicle movement into and out of the tow lot working to insure that the maximum amount of spaces are available at all times; supervise junk bid (J-Bid) transactions including holds, sales, auctions, and deposits; supervise vehicle recycling including holds; monitor the number of vehicles being taken to the recycling contractor; assist Tow Lot and Parking Enforcement Management in ensuring the maximum number of vehicles is being towed, especially during emergency situations; and monitor activities of the recycling contractor to ensure all contract provisions are being met.
- 20% Maintenance Activities - supervise the daily upkeep of buildings and grounds, and all vehicle maintenance.
- 10% Legal Issues - monitor activities of towing contract to insure that the maximum number of towing equipment is staffed and on the street especially during severe weather conditions.

Requirements include one to two years of post high school education or equivalent work experience; computer, communication and problem solving skills; knowledge of vehicles, personnel and general management, customer service, and accounting; and supervisory experience.

Analysis

This position has been directly affected by the changes listed above since one of the duties is to supervise the recycling of vehicles, including holds, and monitor the number of vehicles being taken to the recycling contractor. This position has decision-making authority to take corrective action for customers, employees, and contractors and has responsibility for the junk bid and scrap revenue, tow lot equipment, and related data and information. This position also processes and sells salvage vehicles and ensures that policies and procedures are being followed. Comparisons to other positions include the following:

Fleet Repair Supervisor I (Salary Grade 003)

The basic function of this position is to supervise personnel engaged in equipment repair. This includes assisting in determining the nature and extent of repairs needed to return equipment to service, preparing work orders, entering repair data and maintaining shop records.

Parking Enforcement Supervisor (Salary Grade 004)

The basic function of this position is to be responsible, under the direction of the Parking Enforcement Assistant Manager, for the supervision of parking checker staff who are engaged in the enforcement of city parking regulations, towing of illegally parked and abandoned vehicles, and responding to citizen complaints. This position also assists in the coordination of the City's Tow Desk, a 24 hour operation, which processes requests for towing services and dispatches tow equipment.

Fleet Maintenance Supervisor (Salary Grade 005)

The basic function is to perform all duties of the Maintenance Service Section to provide an effective motor vehicle fleet that will be available for the Police Department staff. This includes supervision of up to 23 personnel in the maintenance and operations of the Department's fleet, developing schedules, initiating and securing procurement of parts and equipment, and inspecting work done by outside vendors.

Similar to the Fleet Repair Supervisor in Salary Grade 003 the position under study must have a thorough knowledge of vehicles. The Fleet Repair Supervisor needs a more extensive knowledge of vehicle mechanics, hydraulics, maintenance and repair but the position under study works more independently and supervises all vehicle processing activities including vehicle recycling and the processing and sale of vehicles. The Parking Enforcement Supervisor is more comparable since it supervises staff, works under pressure, needs to be familiar with applicable ordinances and statutes, and assists with overseeing a 24/7 operation related to towing and parking. The Fleet Maintenance Supervisor in Salary Grade 005 is stronger since the position has a larger staff and a broader scope of responsibility with the motor vehicle fleet for the Police Department.

A review of the management job evaluation factors indicates that the levels should be increased. Based on our review the management job evaluation factors should be as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	5	79
Knowledge and Skill	4	57
Relationships Responsibility	4	26
Working Conditions	3	11

Total Points: 173
(Salary Grade 004: 152 – 174 points)

Recommendation

Based on the above analysis we recommend this position of Vehicle Salvage Supervisor in Salary Grade 002 be reallocated to Salary Grade 004.

Accounting Assistant II

The basic function of this position is to provide customer service to assist rightful owners in retrieving their vehicles, assist in the sale of abandoned vehicles, and perform collection activities for insurance companies, citizens, lien holders, and bidders. The duties and responsibilities are as follows:

- 40% Customer Service for Citizens – provide information and respond to customer inquiries; verify and review the integrity of submitted documents; process cash, credit or check payments for towing, storage fees, parking permits, and vehicle sale permits; produce appropriate release documents including notification for owners and lien holders; reconcile cash deposits; legally serve Summons and Complaints (subpoena) for Citizens to appear in Court for outstanding parking citations; serve Notices of Appearance for voluntary adjudication requests of citizens; process and prepare Vehicle Sales Permit applications; explain parking regulations and process Vehicle Night Parking Permit applications; and assist in processing salvage vehicle inspections.
- 30% Customer, Vendor and Insurance Company Billing – review and check for accuracy documentation for abandoned and cited vehicles; verify invoices and prepare for payment; generate invoice bills for abandoned vehicles towing and storage fees; compile data and update reports and logs in spreadsheets; mail invoices and notification letters; answer telephone inquiries related to billing and payment issues; and work with DPW Accounting Division to assure prompt processing of invoice payments to vendors.

20% Customer Service for Internal Services – process inquiries from insurance companies, lien holders, agents for owners, vendors, and customers; process and collect payments for vehicles sold from corporate customers; compile date and prepare accurate reports for abandoned vehicles to be sold; write and enter vehicle sales orders; and produce and track certified mailings for abandoned vehicles pending sales.

10% Recordkeeping, Accounts Receivable, Accounts Payable, Investigations, and Notifications – process payments from billings; report and notify vendors, and collect fees and principal from non sufficient funds checks; investigate billing complaints and recommend solutions; provide for secondary collection of past due accounts; and investigate allegations of misrepresentation or fraud.

Requirements for this position include one year of post high school education or equivalent work experience; skills in computers/data entry, customer service, oral and written communications, problem solving, and accounting; and an ability to read and comprehend financial reports.

Analysis

This position has also been affected by the changes listed above since it serves as a leadworker and is directly involved with taking payments, explaining programs and serving a summons or notice of appearance. The specification for the current classification of Accounting Assistant II in Pay Range 445 is as follows:

Performs more complex office and accounting functions in accordance with standard procedures in such areas as balancing general or subsidiary ledgers, processing payments, purchasing supplies, materials, and services, and compiling monthly closings, annual reports, and other financial statements; contacts other departments and/or outside agencies to resolve problems; responds to questions from other employees, vendors, and customers on a regular basis; works independently, prepares accounting documents and related correspondence, uses regular and advanced features of microcomputer software and mainframe applications; often functions as a group leader, requires knowledge of basic accounting terminology and concepts, a working knowledge of the City's accounting system, and working knowledge of the City's purchasing procedures, and the consequence of error is higher and may involve larger sums of money than at the "I" level.

While this position performs most of the above functions it also serves as a leadworker in a stressful environment and must not only provide information regarding accounts and billings but also in the more complex areas of change listed above. A more comparable classification is Program Assistant I in Pay Range 460. The specification for that classification is as follows:

Positions assigned to the Program Assistant series perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. As used here the term "program" is intended to be broad in application, encompassing the work of a bureau, division, section, or specific program within a department. The duties and responsibilities of each Program Assistant I are specific to each job assignment.

The level of work performed by Program Assistants is characterized as semiprofessional. As such, the Program Assistant series serves as a "bridge" between a number of office support job series and bona fide professional occupations, such as Management Accountant and Administrative Specialist, requiring a bachelor's degree or equivalent.

The Program Assistant I positions perform duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. They require a good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job work experience in the area. These positions carry out duties and responsibilities very independently and consult with managers and professionals regarding unusual situations requiring the interpretation of policies.

The position under study is responsible for knowing the policies and procedures associated with a number of programs that are being utilized at the Tow Lot. Due to the unique nature of the Tow Lot the on-the-job work experience is also important. Similar to the Communications Assistants IV in Pay Range 455 at the Tow Desk this position oversees operations in the absence of a supervisor and serves as a leadworker. The changes listed above, the complexity of the programs, and the increased need to communicate clearly the terms of the new program and policies to the public have strengthened this position so that it is stronger and more similar to the level of Program Assistant I in Pay Range 460. This position performs duties that are unique to the Tow Lot such as processing salvage vehicle inspections and other functions in the yard. We therefore recommend the title of Tow Lot Assistant IV in Salary Grade 460 which will recognize the unique duties at the Tow Lot.

Recommendation

Based on the analysis above we recommend the Accounting Assistant II position in Pay Range 445 be reclassified to Tow Lot Assistant IV in Pay Range 460.

Office Assistant IV

The basic function of this position is to provide customer service to assist rightful owners to retrieve vehicles; assist in the sales transaction involving abandoned vehicles collection activities for insurance companies, lien holders, and bidders; coordinate schedules within the unit to provide adequate coverage in the customer service window and on the phone; and train employees in policies and procedures at the Tow Lot. The duties and responsibilities are as follows:

- 40% Customer Service for Citizens – Oversee, coordinate and perform customer inquiries in person and over the phone; verify and review the integrity of submitted document and approve exceptions for release or waivers; process cash, credit, or check payments for towing and storage fees, and parking and vehicle sales permits; reconcile discrepancies and recommend corrective action; produce and modify appropriate release document; ensure timely and accurate notification for owners, lien holders, and insurance companies; reconcile cash deposits with drawer reports and prepare daily deposits; legally serve summons and complaints (subpoena) for citizens to appear in court for outstanding parking citations; serve Notices of Appearance for voluntary adjudication at the request of citizens; process and prepare Vehicle Sales Permit applications and Vehicle Night Parking Permit applications; and assist in processing salvage vehicle inspections.
- 20% Customer Service for Internal Services – Process inquiries from insurance companies, lien holder, agents for owners, bidders, Police Officers, vendors and customers and resolve conflicts; handle problematic customers and complaints; ensure proper customer service and accuracy of payments for vehicles sold from corporate customers; ensure accurate lists of abandoned vehicles to be sold are distributed; monitor the entry of vehicles sales orders; and monitor and coordinate certified mailings for pending sales of abandoned vehicles.
- 15% Operational Coordination and Setup – ensure proper coverage for cashiering, phones and individual work responsibilities, coordinate billing, reporting, and scheduling of health tows; prepare IRI's; act as duty manager for weekend rotation; monitor employee work schedules and recommend discipline; ensure all correspondence is appropriate, timely, and accurate; and monitor activities of vehicles sales staff.
- 15% Scheduling and Other Areas of Responsibility – monitor progress of Vehicle Salvage Inspection Program; prepare employee work schedules each morning; monitor accounts receivable; ensure staff coverage in all aspects of Tow Lot services and that proper supplies are ordered and available to assist employee efficiency; and update and modify policies and procedures.
- 10% Recordkeeping, Investigations, and Notifications – produce billings, including vehicle registration holds, for abandoned vehicles; investigate allegations of misrepresentation or fraud; monitor accuracy of Summons and Complaint and Notices of Appearances; develop, record, produce and archive all documentation; monitor and oversee employees; and respond to requests from vendors regarding vehicle sales for regulatory compliance purposes.

Requirements for this position include one year of post high school education or equivalent work experience; and skills in computers/data entry, personnel and general management, customer service, oral and written communications, problem solving, and accounting.

Analysis

This position is also affected by the changes since the duties and responsibilities are very similar to those of the Accounting Assistant II with less emphasis on billing and more emphasis on daily scheduling and other administrative duties. The specification for the current title of Office Assistant IV in Pay Range 445 is as follows:

Performs diverse and complex duties involving the application of standard procedures to a variety of assignments; selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility; and screens telephone calls, answers questions, and provides information. Some telephone and in-person work may be difficult due to the nature of questions or customers served. Uses advanced features of software packages on a regular basis to produce complex documents. Acts as a group leader which may include basic office management such as monitoring equipment and ordering supplies, monitoring and improving office procedures and practices, and directing a small group of employees and/or exercising

responsibility for a specific function or service area requiring extensive knowledge of technical and/or complex procedures and processes having a significant consequence of error.

This position performs most of the functions listed above but also serves as a leadworker in a stressful environment and must provide information in the complex areas of change listed above. This position also performs the more complex duties and responds to the more difficult customer service situations. A more comparable classification is Program Assistant I in Pay Range 460. The specification for that classification is as follows:

Positions assigned to the Program Assistant series perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department. As used here the term “program” is intended to be broad in application, encompassing the work of a bureau, division, section, or specific program within a department. The duties and responsibilities of each Program Assistant I are specific to each job assignment.

The level of work performed by Program Assistants is characterized as semiprofessional. As such, the Program Assistant series serves as a “bridge” between a number of office support job series and bona fide professional occupations, such as Management Accountant and Administrative Specialist, requiring a bachelor’s degree or equivalent.

The Program Assistant I positions perform duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. They require a good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job work experience in the area. These positions carry out duties and responsibilities very independently and consult with managers and professionals regarding unusual situations requiring the interpretation of policies.

Like the Accounting Assistant II position, the position under study is responsible for knowing the policies and procedures associated with a number of programs that are being utilized at the Tow Lot. Due to the unique nature of the Tow Lot the on-the-job work experience is also important. Similar to the Communications Assistants IV in Pay Range 455 at the Tow Desk this position oversees operations in the absence of a supervisor and serves as a leadworker. The changes listed above, the complexity of the programs, and the increased need to communicate clearly the terms of the new programs and policies to the public have strengthened this position so that it is stronger and more similar to the level of Program Assistant I in Pay Range 460. This position performs duties that are unique to the Tow Lot such as processing salvage vehicle inspections and other functions in the yard. We therefore recommend the title of Tow Lot Assistant IV in Salary Grade 460 which will recognize the unique duties at the Tow Lot.

Recommendation

Based on the analysis above we recommend that this position of Office Assistant IV in Pay Range 445 be reclassified to Tow Lot Assistant IV in Pay Range 460.

Office Assistant III (Seven Positions)

The basic function of these positions is to provide customer service to assist rightful owners retrieve vehicles; assist in the sales of abandoned vehicles, and perform collection activities for insurance companies, lien holders, and bidders. The duties and responsibilities and the percentage of time vary for each position but the main areas of work are as follows:

- Customer Service to Citizens
- Customer Service to Internal Services
- Administrative Support for Vehicle Bids, Sales, and Quality Assurance
- Coordination of Salvage Vehicle Inspections
- Recordkeeping, Investigations, and Notification
- Accounts Receivable
- Maintenance of Archive Filing
- Back-up of Internal Services and Lot Attendant Areas
- On-Site Recycling Accounting, Tracking, and Disposal

Requirements include skills in computers/data entry, oral and written communications and problem solving.

Analysis

These seven positions have been most directly affected by the changes since they are the ones who have the most direct contact with the public. The changes listed above have made the payment process more complex and increased the consequence of error for individuals who don't pay their fines or fees. They also must be fully aware of the procedures so that the information they give is correct. The customer service portion of the job has always been difficult because the people coming in have a reason to be upset. As indicated above the changes in the programs have increased the reasons for the public to be upset which can result in difficult encounters and often threats. Further, the department has also had these positions perform other functions such as working with the salvage vehicle sales and obtaining junk bids. The specification for the current classification of Office Assistant III in Pay Range 425 is as follows:

Performs diverse and complex duties involving the application of standard procedures to a variety of assignments; selects and interprets data, and demonstrates a thorough knowledge of departmental and organizational policies and procedures in assigned area of responsibility; and screens telephone calls, answers questions, and provides information. Some telephone and in-person work may be difficult due to the nature of questions or customers served. Uses advanced features of software packages on a regular basis to produce complex documents. May work with others on a team to complete special projects, and may guide and check the work of other employees.

A more comparable classification is Communications Assistant as described in the specification below.

The primary function of positions in the Communications Assistant series is to facilitate the transfer of information between City operations and its internal and external customers. The importance of this role and the amount of time spent in communications is what distinguishes these positions from other office positions in City government. Communications Assistants spend virtually all of their time obtaining information from various sources and conveying information to others using a variety of communications devices and in direct face to face contact. Positions may communicate with either internal or external customers. Positions in this series may be assigned secondary duties but the performance of the primary function generally takes precedence over secondary duties. It is expected that interruptions during the performance of secondary duties may be frequent.

Communications Assistant III

The scope of information being communicated falls within a limited range, but the processing of such information requires an understanding of the technical nature of the work involved. This knowledge is one of the differentiating factors between the "II" and the "III" levels. Positions at the "III" level are expected to contact and/or dispatch appropriate personnel and explain the technical nature of the situation.

Reallocating these positions to Pay Range 445 will make them parallel to the Communications Assistants III at the Tow Desk who also must communicate clearly regarding parking and towing regulations, work under pressure and for a 24/7 operation. The positions under study may work on Saturdays but generally do not work at night like the positions at the Tow Desk. The positions at the Tow Lot, however, do handle financial transactions and must communicate face to face in situations that may be difficult at times. The positions at the Tow Desk primarily handle telephone inquiries from citizens, receive requests from Parking Checkers and the Police for tows and contact the tow contractor with the correct information.

Due to the unique duties and responsibilities at the Tow Lot we also recommend that these positions have the unique title of Tow Lot Assistant III in Pay Range 445. We further recommend the creation of the titles Tow Lot Assistant I in Pay Range 415 and Tow Lot Assistant II in Pay Range 435 which will be parallel to the Communications Assistant series and will allow the department to underfill the positions when desired.

Recommendation

Based on the analysis above we recommend the seven positions of Office Assistant III in Pay Range 425 be reclassified to Tow Lot Assistant III in Pay Range 445. We further recommend the creation of the underfill titles of Tow Lot Assistant I in Pay Range 415 and Tow Lot Assistant II in Pay Range 435.

Action Required

In the Salary Ordinance:

Under Salary Grade 002, delete the title "Vehicle Salvage Supervisor".

Under Salary Grade 004, delete the title "Tow Lot Assistant Manager" and add the titles "Tow Lot Supervisor" and "Vehicle Salvage Supervisor".

Under Salary Grade 006, add the title "Tow Lot Assistant Manager".

Under Salary Grade 008, delete the title "Tow Lot Manager".

Under Salary Grade 009, add the title "Tow Lot Manager".

Under Pay Range 415, add the title "Tow Lot Assistant I".

Under Pay Range 435, add the title "Tow Lot Assistant II".

Under Pay Range 445, add the title "Tow Lot Assistant III".


Under Pay Range 460, add the title "Tow Lot Assistant IV".

In the Position Ordinance, under Department of Public Works, Parking Fund, Tow Lot, delete one position of "Office Supervisor II", one position of "Accounting Assistant II", one position of "Office Assistant IV" and seven positions of "Office Assistant III", and add one position of "Tow Lot Supervisor", two positions of "Tow Lot Assistant IV" and seven positions of "Tow Lot Assistant III".

Prepared by:


Sarah Trotter, Human Resources Representative

Reviewed by:


Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 6, 2007

CURRENT	REQUEST	RECOMMENDATION
1. Water Distribution Manager Salary Grade 012 (\$70,767 - \$99,074) (Gary Gibson)	Same	Water Distribution Manager Same Salary Grade 012
2. Water Distribution District Supervisor Salary Grade 008 (\$54,814 - \$76,736) (Dave Goldapp)	Water Distribution Operations Manager Salary Grade 010 (\$62,288 - \$87,205)	Water Distribution Operations Manager Salary Grade 010 (\$62,288 - \$87,205)
3. Water Distribution District Supervisor (Ben Glatzel) Salary Grade 008 (\$54,814 - \$76,736)	Water Distribution Construction Manager Salary Grade 009 (\$58,448 - \$81,824)	Water Distribution Construction Manager Salary Grade 009 (\$58,448 - \$81,824)
4. Water Distribution Supervisor II Salary Grade 006 (\$48,257 - \$67,566) (Jay Lloyd)	Water Distribution Repairs Manager Salary Grade 007 (\$51,440 - \$72,013)	Water Distribution Scheduling Manager Salary Grade 008 (\$54,814-76,736)
5. Water Distribution Supervisor II Salary Grade 006 (\$48,257 - \$67,566) (Gil Taylor)	Water Distribution Manager Salary Grade 007 (\$51,440 - \$72,013)	Water Distribution Scheduling Manager Salary Grade 008 (\$54,814-76,736)
6. Systems and Project Manager Salary Grade 005 (\$45,280 - \$63,396) (Ross Brzycki)	Water Distribution Systems Manager Salary Grade 006 (\$48,257 - \$67,566)	Water Distribution Business Systems Supervisor Salary Grade 006 (\$48,257 - \$67,566)
7. Water Distribution Supervisor I Salary Grade 004 (\$42,478 - \$59,468) (Gerry Wosiager Ron Jurkowski Mary Gass Tom Gwiazdowski John Westphal Marty Wall Richard Davila Jesse Hernandez)	Water Distribution Field Operations Supervisor Salary Grade 005 (\$45,280 - \$63,396)	Water Distribution Field Supervisor Salary Grade 005 (\$45,280 - \$63,396)
8. Field Investigator Pay Range 254 (\$37,349 - \$43,265) (10 Positions)	Water Distribution Utility Investigator Same Pay Range 254	Water Distribution Utility Investigator Same Pay Range 254

A new organization chart for the Water Works Distribution Division is provided on **Attachment A**.

Action Required

The Salary and Position Ordinance changes will follow at the end of this report (Page 9 & 10).

Background

In the early Spring of this year the Milwaukee Water Works implemented a major reorganization of its Water Distribution Division by consolidating the north and south distribution operations into one entity at the Department of Public Works' field operations near Capitol Drive and 35th Street. The Water Works began its initial planning for this reorganization several years ago, based upon the premise that consolidating operations would result in cost efficiencies from equipment use, repair, maintenance, and replacement; and more effective use of personnel. In anticipation of this reorganization, 11 positions have been eliminated from the Water Distribution Division through attrition. In November of 2005, Carrie Lewis, Superintendent of the Milwaukee Water Works, requested that a number of positions be studied in conjunction with this reorganization.

In studying the positions listed above, written documentation in the form of revised job descriptions and Job Analysis Questionnaires completed by the employees filling the jobs was reviewed. Job audit interviews were also conducted with the following employee at their worksite:

- | | |
|--------------------|----------------------------------------|
| 1. Tom Gwiazdowski | Water Distribution Supervisor I |
| 2. Mary Gass | Water Distribution Supervisor I |
| 3. Jesse Hernandez | Water Distribution Supervisor I |
| 4. Ross Brzycki | Systems and Project Manager |
| 5. Gil Taylor | Water Distribution Supervisor II |
| 6. Jay Lloyd | Water Distribution Supervisor II |
| 7. Ben Glatzel | Water Distribution District Supervisor |
| 8. Dave Goldapp | Water Distribution District Supervisor |

These interviews included detailed discussions of the duties and responsibilities of each job, the changes that had taken place in the jobs, and in some cases an examination of work products from employees.

Discussions between the affected managers and Laura Daniels, Administration and Special Projects Manager, resulted in a revised list of recommendations received in December of 2006. Final recommendations from the Water Works were received in January, 2007.

The essence of the aforementioned reorganization was a consolidation of water distribution operations into one location. The Water Works' Distribution Division was formerly divided into two separate geographical districts—one that serviced the north side of the City and surrounding suburbs and a counterpart on the south side of the City. Each section had its own office, equipment, personnel, and supervisory structure. In addition, each area had a unique shop or operation. In March of 2006 the north and south water distribution areas were combined into one operation. The scope of responsibility exercised by supervisors and managers increased consequently increased, although not all positions were affected to the same degree. The analysis that follows concentrates upon the changes that have taken place in individual positions and job classifications; how those changes have impacted the level of responsibility and knowledge/skill required to perform the job; and how the jobs compare with other field operations jobs in the Department of Public Works.

1. Current: Water Distribution Manager, SG 12

Gary Gibson

Request: Same

The title and salary grade for this position will remain the same.

2. Current: Water Distribution District Supervisor, SG 08

Dave Goldapp

Request: Water Distribution Operations Manager, SG 10

Recommendation: Water Distribution Operations Manager, SG 10

For approximately the past ten months, the manager filling this position, Mr. Dave Goldapp, has assumed responsibility for all day-to-day operations of the water distribution system for the entire City and surrounding suburbs. Prior to the consolidation, Mr. Goldapp worked on the south side of the City and was responsible for approximately one-half of the water distribution system. In addition, Mr. Goldapp now supervises 10 Water Distribution Field Investigators who investigate water main breaks, leaks, and other issues, and 10 Water Distribution Laborers who repair breaks, leaks, and provide other services. The addition of these Investigators and Laborers has resulted in a higher level of complexity in scheduling and higher level of responsibility because the work of these employees affects the entire water distribution system. This position also has responsibility for all of the Water Distribution's facilities and specialized shops, including a stores area, garage, and yard storage. This includes working with Infrastructure to maintain an adequate inventory of water materials and appurtenances and ensuring that employees adhere to inventory procedures.

Perhaps the single most critical component of this job is to personally supervise all feeder main projects. As could be inferred, feeder mains supply water to other smaller mains. They are large, ranging in size from 20" to 60" in diameter. The consequence of error associated with taking a feeder main out of service or placing it back into service is very high. Done incorrectly, hundreds of businesses and thousands of residents could lose water pressure or service. In addition, roadways, buildings, sewers, communication duct packages, and other parts of the City's infrastructure could be damaged.

The job analysis indicates that this job requires a bachelor's degree in engineering or related field and a minimum of six years of work experience in water distribution system repair, maintenance, and construction. In addition, experience leading, supervising, and directing others is required to enter the job. Successful job performance requires a working knowledge of the Milwaukee Water Works construction practices and specifications; the ability to read and interpret plans; the ability to plan and carry out short and long-term projects and coordinate multiple projects at the same time; knowledge of federal and state regulations pertaining to water distribution systems; knowledge of safe work practices; the ability to lead, direct, supervise, and motivate others; and the ability to work cooperatively with a private contractors, other supervisors and managers, elected officials, and the general public.

It is very clear that job has changed significantly during the last nine months and the associated level of responsibility and impact of the position has increased, as well as the knowledge and skills required. In comparing the relative level of responsibility exercised, impact, and knowledge

and skill required for this position with others in the Department of Public Works, it appears appropriate to allocate this position to Salary Grade 10, as requested by the Water Works.

The profile for this job is as follows:

Current and New Profile for Water Distribution Operations Manager				
	Current		New	
	Salary Grade 08		Salary Grade 10	
	Level	Points	Level	Points
Impact and Accountability	9	138	12	209
Knowledge and Skill	7	94	8	111
Relationship Responsibilities	6	38	8	55
Working Conditions	2	7	2	7
Total Points		277		382
Point range for SG 08 is 266-305				
Point range for SG 10 is 352-404				

- 3. Current:** **Water Distribution District Supervisor, SG 08**
Ben Glatzel
- Request:** **Water Distribution Construction Manager, SG 09**
- Recommendation:** **Water Distribution Construction Manager, SG 09**

Prior to the consolidation of operations, this position worked on the north side of the City and had responsibility for approximately one-half of the water distribution system. This position now functions as the "construction manager" for the Water Distribution Division and has responsibility for managing and coordinating all work regarding the construction of new water relays. At any given time the employee filling this position has responsibility for some 15 construction projects which requires him to schedule for to 4 to 5 projects each day. One water relay can extend from 1 to 5 city blocks. In addition, the position has ongoing responsibility for special projects such as overseeing the installation of new locks for water hydrants.

One of the major changes associated with this job is to supervise two supervisors: one schedules and oversees all work associated with paving and the other schedules and supervises all work associated with new construction and some emergencies. This job requires a high degree of coordination with Water Engineering, Public Works' Infrastructure Construction, Public Works Inspectors, private contractors, and other utilities. At the same time, this Supervisor must oversee the work of assigned Water Distribution Supervisors I and solve problems as they arise during the course of construction and hook-up of which means that he is working in the field about one-half of the time. Importantly, this Supervisor has the authority to ensure that private contractors adhere to the Milwaukee Water Works' standards and specifications and has the authority to accept proposed modifications to plans in the field.

The most noteworthy knowledge, skills, abilities, and competencies required to perform this job are:

- Ability to read construction and engineering plans and drawings
- Knowledge of underground utility installations
- Ability to plan and coordinate simultaneous processes
- Knowledge of water system construction principles and practices

- Knowledge of water distribution repair
- Ability to lead and supervise employees
- Ability to create and maintain good working relationships with contractors, employees, union officials, engineering staff, members of the public, and others.

Well qualified candidates would be expected to have a bachelor's degree in civil engineering or related technical area and six years of experience in water distribution system construction, maintenance, and repair, two years of which should be in a leadership position.

The job analysis indicates that the degree of knowledge and skill required to perform this position has increased, as well as its level of responsibility. For this reason, we recommend that this position be reclassified to Water Distribution Construction Manager in Salary Grade 09. The profile of this position is depicted below.

Current and New Profile of Water Distribution Construction Manager

	Current		New	
	Salary Grade 08		Salary Grade 09	
	Level	Points	Level	Points
Impact and Accountability	9	138	10	158
Knowledge and Skill	7	94	9	130
Relationship Responsibilities	6	38	7	46
Working Conditions	2	7	2	7
Total Points		277		341
Point range for SG 08 is 266-305				
Point range for SG 09 is 306-351				

- 4. & 5. Current:** **Water Distribution Supervisor II, SG 06**
 Gil Taylor, Jay Lloyd
- Request:** **Water Distribution Maintenance Manager, SG 07**
- Recommendation:** **Water Distribution Scheduling Manager, SG 08**

There are currently two Water Distributions Supervisors II allocated to Salary Grade 06. They will be considered together because they are currently allocated to the same Salary Grade and the Water Works sees them as equivalent.

Prior to the consolidation of services the employees filling these positions functioned as second-line supervisors within a geographical district. At the present time, one position, filled by Gil Taylor, manages and coordinates the inspection of all water system components prior to each paving project and after each project has been completed. These inspections are required to document the condition of all water system components prior paving and after paving has been completed so that any damage that caused by contractors is accurately recorded and charged to them.

There are numerous duties that must be performed to ensure that these inspections take place. They include: compiling detailed information regarding the type of paving being performed and the number and location of valves and water boxes that will be affected; and scheduling personnel to perform any required repairs or adjustments. In addition, the employee filling this position is responsible for several special projects, one of which is a small valve exercise repair and replacement program consisting of 40,000 small valves.

The other Water Distribution Supervisor II position, filled by Jay Lloyd, is responsible for maintaining the master repair schedule for the Water Distribution Division according to agreements, employee availability, equipment needs, and the logistics of projects. This requires considerable coordination with first-line Supervisors, other sections of Public Works, the Diggers Hotline, and others. Prior to the consolidation of the Water Distribution Division, Mr. Lloyd was the "repairs manager" for approximately one-half of the City. Now, however, the position is responsible for all the scheduling work of the entire water distribution system. When water mains break and other emergencies occur, the employee filling this position must quickly decide the best course of action and redirect equipment and personnel to meet the challenge.

The most notable knowledge, skills, abilities, and competencies required to successfully perform both the position held by Mr. Taylor and Mr. Lloyd are:

- Ability to plan and prioritize work
- Ability to read construction and engineering maps, plats, and drawings
- Knowledge of underground utility installations
- Ability to plan and coordinate simultaneous processes
- Knowledge of water system construction principles and practices
- Knowledge of water distribution repair
- Ability to lead and supervise employees
- Ability to create and maintain good working relationships with contractors, employees, union officials, engineering staff, members of the public, and others.

Some of these items, such as the ability to plan, schedule, and prioritize work, exist to a larger degree in the position held by Mr. Lloyd. Others, such as the ability to read construction and engineering maps, plats, and drawings, apply to a greater degree to the position held by Mr. Taylor.

Well qualified candidates for this job would be expected to have extensive knowledge of water distribution repair, construction, and maintenance, but would not necessarily be expected to have a bachelor's degree in civil engineering or related technical area. In comparison with the Water Distribution Construction Manager, then, these positions requires less formal education.

The job analysis indicates that the scope of responsibility and demands of this job for these positions have increased as a result of the reorganization and consolidation of functions in the Water Distribution Division. We therefore recommend that these positions be reclassified to Water Distribution Scheduling Manager and allocated to Salary Grade 08. We are recommending the same job title for both positions for the sake of simplicity. The profile for these positions is as follows.

Current and New Profile of Water Distribution Scheduling Manager

	Current		New	
	Salary Grade 06		Salary Grade 08	
	Level	Points	Level	Points
Impact and Accountability	7	104	9	138
Knowledge and Skill	5	68	7	94
Relationship Responsibilities	4	26	6	38
Working Conditions	2	7	2	7
Total Points		206		277
Point range for SG 06 is 201-230				
Point range for SG 08 is 266-305				

- 6. Current:** **Systems and Project Manager, SG 05**
Ross Brzycki
- Request:** **Water Distribution Systems Manager, SG 06**
- Recommendation:** **Water Distribution Business Systems Supervisor, SG 06**

This position performs a unique combination of field and office work that incorporates the use of information technology hardware and software to increase the effectiveness and efficiency of Water Distribution. The job is divided into the following major areas: 1. using information technology to create and maintain various databases, including mapping information and work order data and maintaining hand-held computers and lap top computers; 2. managing the hydrant inspection program, 3. managing the Water Distribution main flushing program, and 4. managing the operations and staff of the customer service call center and office staff assigned to the field office. Of these four areas, the fourth area—managing the customer service call center and office staff -- is a new addition to the job.

About one-third of this position's time is devoted to updating and distributing map information on the ArcView GIS network. This requires the employee filling the job to convert data files, input new information, plot plat pages and requested plans, and other related duties. Another portion of the job is devoted to managing the Division's hydrant preventative maintenance and inspection program, which requires supervision of Hydrant Service Workers, collection of data, and related work. Managing the flushing program requires this position to supervise other employees and coordinate work with Field Supervisors and others.

The employee in this position also serves as the Division's liaison to other agencies and departments for the purpose of exchanging information and coordinates the Division's technology needs with the Information Technology and Management Department.

The job analysis indicates that the overall level of responsibility associated with this position has increased due to the addition of responsibility for the call center and office staff in the field. It is therefore recommended that this position be reclassified to Water Distribution Business Systems Supervisor, SG 06. The current and new profile for this position is noted below.

Current and New Profile for Water Distribution Business Systems Supervisor

	Current		New	
	Salary Grade 05		Salary Grade 06	
	Level	Points	Level	Points
Impact and Accountability	4	68	5	79
Knowledge and Skill	6	80	8	111
Relationship Responsibilities	3	32	4	26
Working Conditions	2	7	2	2
Total Points		187		218
Point range for SG 05 is 175-200				
Point range for SG 06 is 201-230				

7. Current: Water Distribution Supervisor I, SG 04
Request: Water Distribution Field Operation Supervisor, SG 05
Recommendation: Water Distribution Field Supervisor, SG 05

The basic function of this job classification is to direct, supervise, lead, motivate, and evaluate the work and personnel assigned to repair and maintain the water distribution system. The vast majority of time is spent in the field in the following areas:

- Setting up sites for prospective jobs
- Completing work orders, requisitions, and other reports
- Directing work in progress and ensuring adherence to repair standards
- Communicating with others in water distribution and elsewhere regarding the status of work
- Responding to inquiries and complaints from customers and business owners regarding interruptions in water service.

The most notable knowledge, skills, abilities, and competencies required for successful job performance (not minimum requirements) are:

- Ability to read construction plans, prints, and GIS maps
- Knowledge of water distribution repair and maintenance and underground construction
- Ability to plan and organize work
- Ability to respond to customer concerns in a diplomatic and concerned manner
- Mechanical know-how regarding equipment, vehicles, and all water system materials, valves, pipes, and fittings
- Ability to train and coach employees in correct and safe use of tools and equipment, established work repair standards, Water Works policies and procedures
- Ability to lead, supervise, and direct crews of employees
- Ability to use standard office software and hardware
- Ability to drive throughout the City and surrounding suburbs
- Ability to work outside during adverse weather conditions, especially very cold weather.
- Ability to be on-call as scheduled, during any shift.

Well qualified candidates for this first-line Supervisor job would be expected to have an associate's degree in engineering technology, construction technology, or a related field and 4

years of work experience in water distribution repair, construction, and maintenance. Equivalent combinations of education and experience are acceptable.

The job analysis indicates that during the recent past, the technical knowledge required to perform these jobs has increased. The impact of these jobs has also increased due to the consolidation of the Water Distribution Division. We are therefore recommending that this job classification be reclassified to Water Distribution Field Supervisor in Salary Grade 05.

The relative Salary Grade placement of these field supervisors in comparison with other non-engineering supervisors and managers in the Department of Public Works is shown on **Attachment A**.

The current and new profile for this job classification is shown below.

Current and New Profile of Water Distribution Field Supervisor

	Current		New	
	Salary Grade 04		Salary Grade 05	
	Level	Points	Level	Points
Impact and Accountability	4	68	5	79
Knowledge and Skill	4	57	5	68
Relationship Responsibilities	3	22	4	26
Working Conditions	3	11	3	11
Total Points		158		184
Point range for SG 04 is 152-174				
Point range for SG 05 is 175-200				

8. Field Investigator

It is recommended that the title of Field Investigator be changed to Water Distribution Utility Investigator to match the other new titles recommended here. The pay grade associated with the job is recommended to remain the same.

Action Required

In the Salary Ordinance:

Under Salary Grade 004, delete the title "Water Distribution Supervisor I 5/".

Under Salary Grade 005, delete the title "Systems and Project Manager" and add the title "Water Distribution Field Supervisor 2/".

Under Salary Grade 006, delete the title "Water Distribution Supervisor II 4/", delete footnote "4" in its entirety and add the title "Water Distribution Business Systems Supervisor".

Under Salary Grade 008, delete the title "Water Distribution District Supervisor 3/" and add the title "Water Distribution Scheduling Manager 3/".

Under Salary Grade 009, add the title "Water Distribution Construction Manager 4/" and add the following footnote: "4/ The incumbents of positions in this class, if certified by the Commissioner-Public Works as being, when appropriate, regularly involved in emergency

restoration of water service to affected customers which results in an excessive amount of overtime work, to receive \$100 additional biweekly as compensation for such overtime work".

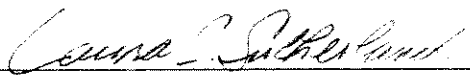
Under Salary Grade 010, add the title "Water Distribution Operations Manager 3/" and the following footnote: "3/ The incumbents of positions in this class, if certified by the Commissioner-Public Works as being, when appropriate, regularly involved in emergency restoration of water service to affected customers which results in an excessive amount of overtime work, to receive \$100 additional biweekly as compensation for such overtime work."

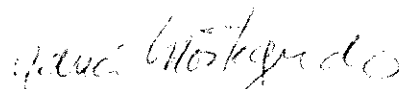
Under Pay Grade 254, delete the title "Field Investigator" and add the title "Water Distribution Utility Investigator".

In the Position Ordinance:

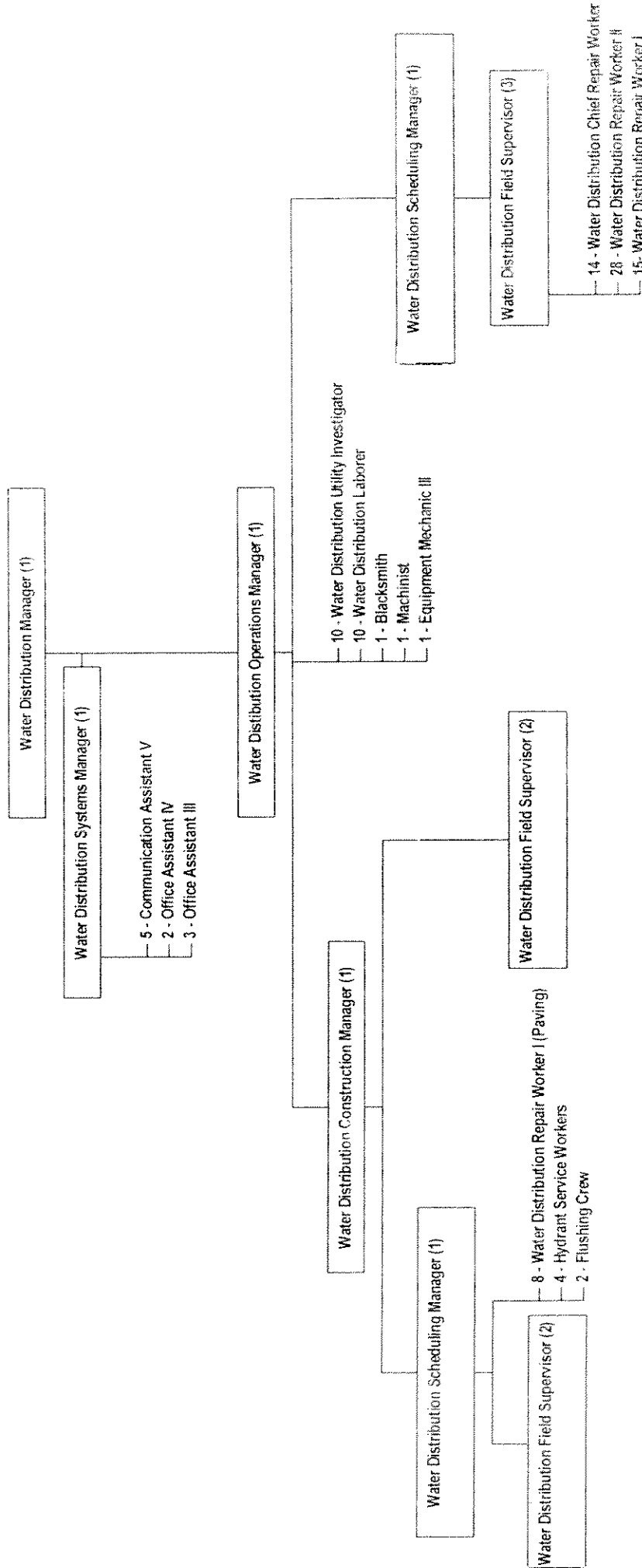
Under Department of Public Works -- Water Works, Distribution Organization, Field Operations, delete two positions of "Water Distribution Construction Manager (X)" and add two positions of "Water Distribution Scheduling Manager (X)"; delete eight positions of "Water Distribution Field Operations Supervisor (X)" and add eight positions of "Water Distribution Field Supervisor (X)"; delete one position of "Water Distribution Systems Manager (X)" and add one position of "Water Distribution Business Systems Supervisor (X)".

Under Auxiliary, delete one position of "Water Distribution Field Operations Supervisor (0.33 FTE)" and add one position of "Water Distribution Field Supervisor (0.33 FTE)"

Submitted by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Maria Monteagudo, Employee Relations Director

Milwaukee Water Works Distribution Organizational Chart



Total # of Employees: 110

- Auxiliary Positions:
- 1 - Water Distribution Operations Manager
 - 1 - Water Distribution Field Operations Supervisor
 - 1 - Water Distribution Utility Investigator
 - 2 - Hydrant Service Worker
 - 4 - Water Distribution Laborer