



Department of Employee Relations

December 14, 2009

Tom Barrett
Mayor

Maria Monteagudo
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 091106

The following classification and pay recommendations were approved by the City Service Commission on December 1, 2009.

In the Health Department:

One new position was recommended for classification to Health Project Coordinator – Childhood Wellness, SG 04.

The following classification and pay recommendations will be submitted to the City Service Commission for consideration on December 15, 2009. We recommend these changes subject to approval by the City Service Commission:

Seven positions created or changed in conjunction with the implementation of the 2010 budget. The positions are located in the Employees' Retirement System, Unified Call Center, Department of Neighborhood Services, Fire & Police Commission-Office of Homeland Security, Department of City Development, Common Council-City Clerk and Port of Milwaukee.

In Department of Administration-Intergovernmental Relations Division:

One position of Administrative Specialist, SG 002 currently held by Mary Olinger is recommended for reclassification to Administrative Services Coordinator, PR 555

In the Department of Neighborhood Services:

One new position is recommended for classification as an Office Assistant III, PR 425.
Eight new positions are recommended for classification as Code Enforcement Inspector II, PR 541.

In the Department of Public Works – Operations Division:

Four positions of Nursery Laborer, PR 238 is recommended for reclassification as Nursery Specialist, PR 238.

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

Sincerely,


Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 5 Job Evaluation Reports
2 Fiscal Notes

C: Mark Nicolini, Renee Joos, Erick Shambarger, Marianne Walsh, Troy Hamblin, Nicole Fleck, Joe Alvarado, Jerry Allen, Martin Matson, Sharon Robinson, Paul Vornholt, Mary Olinger, Art Dahlberg, Thomas Mishefske, Lynne Steffen, Michael Tobin, Steve Fronk, Richard Marcoux, Martha Brown, Judy Allen, Gary Peterson, Ronald Leonhardt, Eric Reinelt, Betty Nowak, Jeffrey Mantes, Preston Cole, Dan Thomas, David Sivyler, Leo Nowak, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, James Fields and Calvin Lee (DC48)

JOB EVALUATION REPORT

City Service Commission Meeting Date: December 1, 2009

Department: Health

Current	Requested	Recommended
New Position	Health Project Coordinator – Project LAUNCH Well-Child SG 04 (\$44,194 - \$61,871)	Health Project Coordinator – Childhood Wellness SG 04 (\$44,194 - \$61,871)

Action Required

In the Salary Ordinance, under Salary Grade 04, add the title “Health Project Coordinator – Childhood Wellness.”

In the Positions Ordinance, under Health Department, Family and Community Health Services Division, Project LAUNCH Grant (SSS), delete one position of “Health Project Coordinator-Young Child Wellness Coord. (X)(SSS) and add one position of “Health Project Coordinator – Childhood Wellness (X)(SSS).”

Rationale: The level of responsibility and knowledge/skill required for this position is on a par with other Health Project Coordinators in the Health Department, all of which are classified as such and allocated to Salary Grade 04.

Duties and Responsibilities

This grant-funded position will function in the Division of Maternal and Child Health, under the direction of a Program Manager. The mission of Project LAUNCH, Well-Child Connections is to promote the wellness of children in Milwaukee, from birth through eight years of age by addressing the physical, emotional, social, cognitive, and behavioral aspects of development.

The Coordinator of this project will provide day-to-day coordination of Project LAUNCH and act as the designated “Young Child Wellness Coordinator” for Milwaukee. Duties and responsibilities will include coordination with state-level Young Child Wellness personnel to develop and implement a Child Wellness Council and strategic plan for the Project. The Coordinator will oversee evidence-based programming and continuously review the effectiveness of the Project. Specific duties and responsibilities, as stated in the job description prepared by the Health Department, will include:

- Monitoring and preparing budgets, contracts, program reports, and grant applications
- Overseeing and collaborating with teams of home visitors and parent educators to provide evidence-based practices in child wellness
- Providing input into hiring of program staff
- Assessing, coaching, training, and supervising staff
- Coordinating with the state representatives of Young Child Wellness to develop and implement a strategic plan.
- Convene and facilitate monthly meetings with the local Child Wellness Council and act in a leadership role in all facets of the local child wellness effort.
- Establishing relationships with individuals and organizations

Minimum Requirements and Notable Knowledge, Skill, Ability, and Competencies Required to Successfully Perform the Job

The minimum requirements of the position, as stated on the job description prepared by the Health Department include a bachelor's degree in early childhood development, health education, nursing, social work or related field and four years of experience coordinating public or community health programs.

The most notable knowledge, skills, abilities, and competencies (KSACs) required for successful job performance include the following:

- Ability to work successfully with clients, staff, and members of the public from diverse backgrounds
- Knowledge of early childhood development and health
- Knowledge of health issues associated with children from birth to age eight
- Knowledge of evidence-based interventions and practices that promote early childhood wellness
- Ability to plan, organize, and prioritize activities associated with the Project
- Ability to create and implement a strategic plan for a public health project of the scope associated with the job

It should be noted that neither the minimum qualifications nor the most notable KSACs stated above have been validated for purposes of staffing.

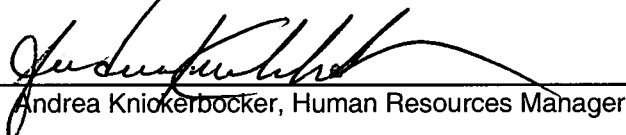
Analysis / Comparison to Other Positions


The nature of work, scope of responsibility, and knowledge/skill required for this job are very similar to a number of other Project Coordinator positions in the Milwaukee Health department, including Health Project Coordinator – Emergency Preparedness, Health Project Coordinator – Immunizations, and Health Project Coordinator – Plain Talk, all of which are allocated to Salary Grade 04.

Recommendation

Due to the fact that this position is very similar to other Project Coordinators in the Health Department allocated to SG 04, we recommend that this position be classified as a Health Project Coordinator – Childhood Wellness in SG 04.

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORTCity Service Commission Meeting: December 15, 2009

This report recommends appropriate classifications and compensation levels for seven positions created or changed in conjunction with the implementation of the 2010 City of Milwaukee budget. This report contains recommendations for positions in the Employees' Retirement System, Unified Call Center, Department of Neighborhood Services, Fire & Police Commission-Homeland Security, Department of City Development, Common Council-City Clerk, and Port of Milwaukee.

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.

EMPLOYEES' RETIREMENT SYSTEM

Current	Request	Recommendation
New Position	Records Technician II PR 410 (\$29,780 - \$35,041)	Records Technician II PR 410 (\$29,780 - \$35,041)

UNIFIED CALL CENTER

Current	Request	Recommendation
New Position	Call Center Director SG 14 (\$83,653 - \$117,118)	Call Center Director SG 12 (\$73,627 - \$103,077)

DEPARTMENT OF NEIGHBORHOOD SERVICES

Current	Request	Recommendation
Public Information Coordinator SG 05 (\$47,109 - \$65,957)	Certification and Communications Coordinator SG 05 (\$47,109 - \$65,957)	Certification and Communications Coordinator SG 05 (\$47,109 - \$65,957)

FIRE & POLICE COMMISSION – OFFICE OF HOMELAND SECURITY

Current	Request	Recommendation
New Position	Office of Homeland Security Grant Monitor SG 06 (\$50,206 - \$70,295)	Grant Monitor-Homeland Security SG 06 (\$50,206 - \$70,295)

DEPARTMENT OF CITY DEVELOPMENT

Current	Request	Recommendation
New Position	Communications and Outreach Manager SG 09 (\$60,809 - \$85,129)	Communications and Outreach Manager SG 09 (\$60,809 - \$85,129)

COMMON COUNCIL-CITY CLERK

Current	Request	Recommendation
New Position	Capital Program Specialist SG 08 (\$57,028 - \$79,836)	Fiscal Planning Specialist SG 08 (\$57,028 - \$79,836)

PORT OF MILWAUKEE

Current	Request	Recommendation
New Position	Graduate Intern PR 930 (\$13.93 - \$17.52)	Graduate Intern PR 930 (\$13.93 - \$17.52)

ACTIONS REQUIRED

In the Salary Ordinance,
 under Salary Grade 12, add the title "Call Center Director."
 under Salary Grade 09, add the title "Communications and Outreach Manager."
 under Salary Grade 06, add the title "Grant Monitor-Homeland Security."
 under Salary Grade 05, delete the title "Public Information Coordinator" and add the title "Certification and Communications Coordinator."

In the Positions Ordinance,
 under the Department of Neighborhood Services, Administrative Services Section, delete one position of "Public Information Coordinator (X)" and add one position of "Certification and Communications Coordinator (X)."
 under the Department of Fire & Police Commission-Office of Homeland Security, delete one position of "Compliance Analyst (Y)" and add one position of "Grant Monitor-Homeland Security (Y)."
 under the Department of Common Council-City Clerk, Central Administration Division, add one position of "Fiscal Planning Specialist."
 under the Port of Milwaukee, Marketing Section, delete one position of "Graduate Assistant" and add one position of "Graduate Intern."

EMPLOYEES' RETIREMENT SYSTEM

Current: **New Position**
Request: **Records Technician II PR 410**
Recommendation: **Records Technician II PR 410**

The basic function of this new position is to maintain the Employees' Retirement System's (ERS) source documents, records, electronic files, and data; and scan and index documents to initiate workflow in the ERS computer system (MERITS). The duties and responsibilities include the following:

- 55% Organize, prepare, scan, and index documents in the ERS MERIT computer system; perform quality assurance review of scanned and indexed documents; and maintain electronic records
- 20% Prepare, screen, enter, and maintain computer systems data; and detect and correct errors
- 15% Provide backup to the ERS front desk including greeting customers, answering phones, screening calls, and answering questions of a general nature
- 5% Research and retrieve files from City Records

- 5% Perform other job duties as assigned
Requirements for this position include experience with data entry and filing, Microsoft Windows XP and the Microsoft Office Suite.

The Employee's Retirement System has a new position in the 2010 budget that will be working primarily with the Department's imaging and workflow system. A review of the submitted job description indicates that the position will be performing duties that are substantially the same as those of another current position of Records Technician II in the Department. We therefore recommend that this new position in the Employee's Retirement System be classified as Records Technician II in Pay Range 410.

UNIFIED CALL CENTER

Current:	New Position	
Request:	Call Center Director	SG 14
Recommendation:	Call Center Director	SG 12

This new position will be responsible for creating a new unified Call Center for the City of Milwaukee for nonemergency calls employing "citizen relationship technology" and presumably a 311 telephone system. The overarching goals of the Call Center are to:

- improve direct customer service to residents
- increase the effectiveness and efficiency of City services through the use of readily available data on requests for service and responses to service; and
- increase accountability by providing the Mayor, Common Council, and department managers with information and measures of city services.

As envisioned, the Call Center will bring together customer service operations currently residing in the Department of Neighborhood Services, Milwaukee Water Works, and Department of Public Works, and other areas, and then determine the best processes, telephony, and information technology to implement. Establishing the Call Center will require a good deal of leadership as well as technical expertise in telephone systems and call center technology. Although requirements have not yet been validated for staffing purposes, the minimum requirements for the job, as stated on the job description, include a bachelor's degree in a field related to information technology or industrial engineering, and 5 years of experience designing and implementing business processes using a software solution.

In determining a proper level of compensation for this position, salary information was obtained from several cities with 311 call center operations. Two cities deemed the most comparable in terms of the size of their call center operations are that of Minneapolis and Baltimore. The Call Center for the City of Minneapolis, with a staff of 34, pays its Director \$92,604 annually. Baltimore's Call Center, with a staff of 40, pays its Director \$91,800 annually.

In addition, current Salary Grades for higher level management positions from within the City's employ were examined. From an internal perspective, the Call Center Director appears to be equivalent to a department head for a smaller department like the Election Commission in Salary Grade 12, or a high level manager such as the Permit and Development Center Manager in the Department of City Development in Salary Grade 12.

Salary Grade 12

Minimum	Midpoint	Maximum
\$73,627	\$88,352	\$103,077

If the midpoint of the range is considered the "going rate" for the job, the midpoint of SG 12, at \$88,352 is close (within 5%) of the compensation for Call Center Directors for Minneapolis and Baltimore. Considering the current labor market, which is extremely favorable to employers, the City's fiscal constraints, external salary comparisons, and internal Salary Grade comparisons, it appears appropriate to recommend classification of this new position as Call Center Director in Salary Grade 12.

DEPARTMENT OF NEIGHBORHOOD SERVICES

Current:	Public Information Coordinator	SG 05
Request:	Certification and Communications Coordinator	SG 05
Recommendation:	Certification and Communications Coordinator	SG 05

The duties and responsibilities associated with this position have changed the nature of work associated with this job. As a result of the addition of administrative work, such as ensuring that the Department's 50+ Inspectors meet state and City certification requirements and duties related to security, "public relations" as typified by writing press releases, arranging for advertisements, and so forth, is no longer the primary focus of the job. Although the position is still responsible for producing written materials used by a wide variety of individuals, including home owners, landlords, businessmen and women, and the staff of the Department, the additional administrative duties that have been added to the job warrant reclassification to a different job title. For this reason, we recommend that the position of Public Information Coordinator, in Salary Grade 05 be reclassified to Certification and Communications Coordinator in Salary Grade 05.

FIRE & POLICE COMMISSION – OFFICE OF HOMELAND SECURITY

Current:	New Position	
Request:	Office of Homeland Security Grant Monitor	SG 06
Recommendation:	Grant Monitor-Homeland Security	SG 06

This new grant-funded position will report to the Director of Homeland Security and be responsible for fiscal management and monitoring of the Urban Area Security Initiative (UASI) and other emergency management grants to insure compliance with federal, state, and local regulations and completion of projects within designated funding periods. The duties and responsibilities include:

- 10% Perform fiscal and accounting reconciliation activities of various grant awards
- 10% Provide technical assistance to all grant sub-recipients
- 10% Perform purchasing (FMIS) duties as related to the Office of Homeland Security (OHS) grant programs
- 10% Serve as a liaison to federal, state, and municipal agencies to ensure compliance with grant requirements
- 20% Conduct analysis of data to prepare financial status reports and appropriate materials required for financial and program audits
- 10% Assist in coordination of the inter-departmental agencies to achieve grant program goals and objectives
- 10% Assist with the writing of grant proposals

- 10% Update, develop, implement and maintain standard operating procedures and performance measures that provide for sound internal control environments
- 10% Perform other project management related tasks as assigned by the Homeland Security Director Requirements for this position include a Bachelor's Degree in Business, Public Administration or related field or three to five years of related experience or training.

In 2009 the Office of Homeland Security is located in the Department of Administration, but with the 2010 budget becomes a part of the Fire and Police Commission. This new position will report directly to the Homeland Security Director and be funded through the UASI grant.

Staff compared the duties and responsibilities of this position with other positions in Salary Grade 06 including as Grant Monitor, Compliance Analyst, and Environmental Policy Analyst. All of these positions are involved with monitoring grants for widespread programs, ensuring that activities and purchases conform to program requirements, and analyzing data. Similar to the Grant Monitor classification this new position will also provide technical assistance to those receiving grant funds and write financial and/or evaluative reports.

The closest fit is the Grant Monitor classification. We recommend the title "Grant Monitor – Homeland Security" to accurately describe the function of the position and to distinguish the position from other Grant Monitor positions that work with community development.

DEPARTMENT OF CITY DEVELOPMENT

Current:	New Position	
Request:	Communication and Outreach Manager	SG 09
Recommendation:	Communication and Outreach Manager	SG 09

This new position will be located in the Marketing Section of the Department of City Development. Using a variety of electronic media, print media, and outreach, including publications, online social networking, public meetings, and presentations, this position will provide customers and stakeholders with economic development information and tools and the impact of economic development. This position will also prepare grant applications to further economic development. The position will supervise a graphics designer and videographer. (The photographer/videographer is a contractor.)

Although requirements have not yet been validated for purposes of staffing, the minimum requirements for the job, as stated on the job description provided by the Department include a bachelor's degree in public administration or closely related field and six years of progressively responsible administrative experience in a public agency. It would seem that work experience in corporate communications would also be necessary requirement. Notable knowledge, skills, abilities, and attributes include: highly developed verbal and written communication skills; an ability to direct, supervise, coach, and train employees; and the ability to communicate effectively with all government officials and representatives of business interests.

The nature of work performed, level of responsibility and knowledge/skill required is similar to the following positions in the City service:

Title	Salary Grade	Department
Public Relations Manager	09	Milwaukee Police Department
Health Communication Officer	08	Milwaukee Health Department
Marketing and Public Relations Officer	09	Milwaukee Public Library
Publications and Information Manager	09	Common Council-City Clerk

Considering these internal comparisons, we recommend classification of this position as a Communication and Outreach Manager in Salary Grade 09.

COMMON COUNCIL-CITY CLERK

Current:	New Position	
Request:	Capital Program Specialist	SG 08
Recommendation:	Fiscal Planning Specialist	SG 08

In 2009, the Common Council and Mayor reestablished a Capital Improvements Committee. The purpose of this Committee, which is advisory in nature, is to develop and maintain a unified long-term capital improvements program for the City's infrastructure and facilities. The committee will evaluate recommendations from City departments and prepare an annual six-year capital improvements program based on City priorities and objectives.

The Committee will also prepare a report describing the condition of the city's infrastructure and facilities and the adequacy of effort made to preserve such infrastructure and facilities and eliminate any deferred capital maintenance. Based on these reports, in May of each year the Committee will submit to the Budget and Management Division a capital improvements budget for construction and maintenance of infrastructure and facilities for the ensuing fiscal year, and prepare semi-annual progress reports, with emphasis on the status of large-scale capital projects, for submission to the Common Council.

The duties and responsibilities of the position under consideration will flow from the mission, goals, and objectives established by the aforementioned Committee. Residing in the Office of the Common Council, City Clerk, and reporting to the Deputy City Clerk, this position will serve as the sole staff to the Committee. The major responsibilities of the job will be to:

- Prepare an annual report for submission to the Capital Improvements Committee that describes the condition of the city's infrastructure and facilities and the adequacy of the effort level made by the city to preserve such infrastructure and facilities and eliminate any deferred capital maintenance.
- Assist the Capital Improvements Committee in developing a recommended capital budget, including financing, for the construction and maintenance of infrastructure and facilities, based on capital budget requests submitted by city departments and within guidelines established by the Common Council, and describe its relationship to the 6-year capital improvements program to the Capital Improvements Committee.
- Secure supporting data and justification for proposed capital improvements projects, arrive at accurate cost estimates and secure from city departments a list of services and facilities and a projection of operating costs related to each construction project.
- Monitor completion of the capital improvements program as contained in the annual budget. Prepare semi-annual progress reports, with emphasis on the status of large-scale capital projects

as determined pursuant to Resolution File Number 061597, and other projects as determined by the committee, in relation to their predetermined construction schedule and estimated costs, for submission to the Capital Improvements Committee.

- Assist the Capital Improvements Committee in developing a prioritized 6-year capital improvements program for all departments under control of the Common Council, including total estimated construction and maintenance costs, the effect of the total costs upon estimated annual tax levies and debt service for each year of the program, and recommendations concerning financing of the program.

Although minimum requirements for this job have not yet been validated for staffing purposes, the job description submitted by the Common Council, City Clerk indicate that a bachelor's degree in public administration, civil engineering, or finance and three years of experience in capital budgeting, finance or related area would be required.

Notable knowledge, skills, abilities, and attributes needed to successfully perform the job include:

- Knowledge of the principals and practices of municipal finance, budgeting, and accounting.
- Knowledge of municipal government structure, statutes, and departmental responsibilities.
- Ability to employ cost-benefit analysis to analyze proposed budgets creatively in light of competing priorities, budget limitations, and alternative funding methods.
- Ability to present effective oral and written communications in a concise and clear manner.
- Ability to become proficient in use of the Financial Management Information System.
- Ability to work cooperatively with Committee members, elected officials, department heads and staff to develop capital budget requests, reports, and related documents.
- Ability to use advanced features of Microsoft Word, Excel, PowerPoint and database software.

The City has an established several series of job classifications for budgeting and planning with the following titles and Salary Grades:

Budget & Management Analyst	SG 03
Budget & Management Analyst-Senior	SG 05
Budget & Management Analyst-Lead	SG 06
Budget & Management Special Asst	SG 08
Fiscal Planning Specialist	SG 08
Fiscal Planning Specialist-Senior	SG 10

As the sole staff to the Capital Improvements Committee, the level of responsibility associated with this job, which includes the consequences of errors and failure to perform the job well, is significant. Further, the extent and purpose of contacts with others, which is a compensable job evaluation factor, will also be significant in this job. For that reason, it appears appropriate for the position under consideration to be allocated to SG 08.

For administrative simplicity, however, we recommend that the title of this position be that of Fiscal Planning Specialist, consistent with one of the aforementioned job series currently in use. This job classification recommendation will not prohibit the employee filling the job from using a working title, such as Capital Program Specialist as long as it meets the approval of the Committee and City Clerk.

We therefore recommend that this new position in the Common Council-City Clerk's Office be classified at Fiscal Planning Specialist in Salary Grade 08.

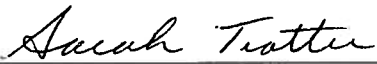
PORT OF MILWAUKEE


Current:	New Position	
Request:	Graduate Intern	PR 930
Recommendation:	Graduate Intern	PR 930


This new position will work as a Marketing Intern at the Port of Milwaukee. Specific duties and responsibilities will include assisting in


- Tracking customer tonnage, in particular general cargo tonnage.
 - Maintaining a lease database, and create reports on PPI increases, expirations of leases, etc.
 - Researching for new steel customers, energy projects, dried distiller grain market, wood pellet market, transload opportunities, liquids market and other cargoes in the Midwest area for Marketing to pursue.
 - Promotion opportunities, trade booths, advertising, web site upkeep, developing flyers, etc.
 - Following up on daily requests for information with customers.
- Requirement in include enrollment or written acceptance for admission to graduate school.
Knowledge of Excel and Access is ideal.

The duties, responsibilities and requirements of this position are consistent with the city-wide classification of Graduate Intern which assist in departments in a particular functional area and require enrollment in graduate school. We therefore recommend classifying this new position as Graduate Intern in Pay Range 930.

Prepared by: 
Sarah Trotter, Human Resources Representative

Prepared by: 
Laura Sutherland, Human Resources Representative

Prepared/Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Montegudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: December 15, 2009

Department: Department of Administration – Intergovernmental Relations Division

Present	Request	Recommendation
Administrative Specialist SG 02 (\$38,902 - \$54,455) Incumbent: Mary Olinger	Administrative Specialist-Senior SG 04 (\$44,194 - \$61,871)	Administrative Services Coordinator PR 555 (\$48,133 - \$54,958)

Action Required

In the Positions Ordinance, under Department of Administration, Intergovernmental Relations Division, delete one position of “Administrative Specialist” and add one position of “Administrative Services Coordinator.”

Background

The Department of Employee Relations received a letter on June 16, 2008 from Paul Vornholt, Legislative Liaison Director, requesting a classification study of one position of Administrative Specialist in Salary Grade 002. In studying this position, staff reviewed job descriptions and held discussions with the incumbent and the position’s supervisor, Paul Vornholt.

Duties & Responsibilities

The basic function of this position is to manage state legislation; be responsible for reporting the City’s lobbying activity to the Wisconsin Government Accountability Board (GAB) and adhering to all regulations; serve as a liaison to the Common Council Judiciary and Legislation Committee, Mayor’s Office, City Departments and organizational affiliations; and oversee administrative operations of the Intergovernmental Relations Division. The duties and responsibilities include the following:

- 40% Review state legislation as it is introduced, determine applicability to the City, and refer to appropriate City departments and staff; develop and maintain legislative database (customize Legistar); assist in the development of the City’s Legislative Package; research legislation from current as well as prior legislative sessions; prepare legislative agendas for Judiciary and Legislation Committee Meetings; and work closely with staff for the Judiciary and Legislation Committee.
- 30% Report lobbying activity of the City to the Wisconsin GAB and ensure the City’s adherence to the detailed and complex regulations; and prepare and submit on-line semiannual State Lobbying Report.
- 20% Oversee administrative operations of the Intergovernmental Relations Division and federal lobbying contract; and be responsible for the Division’s budget preparation and expenditures, payroll and personnel matters, record retention, equipment rentals and purchases, and inventory control.

10% Function as a secretary to the Legislative Liaison Director and the lobbying staff and take dictation of a difficult or technical nature; be responsible for distribution of information to the State Legislature; work closely with staff from the Mayor's Office in the preparation and execution of correspondence for the Mayor; and assist in the coordination and scheduling of meetings.

Requirements for this position include a Bachelor's Degree in Business, Public Administration or closely related field and one year of related experience. Equivalent combinations of education and experience may also be considered.

Changes to the Position

Changes in this position include the following:

- Primary responsibility for managing the review of state legislation which requires a knowledge of the legislative issues that impact the City including some that are technical in nature, and identifying and forwarding priority issues such as crime, health, transportation, tax, public works, and the environment to City Departments and Division staff.
- Researches legislation from current and prior legislative sessions and provides information to elected officials, Department heads, and Division staff.
- Responsibility for reporting the City's lobbying activity has become more complex due to various amendments to the Wisconsin Statutes that govern lobbying regulation.
- Responsibility for customizing and implementing the City Clerk's Office Legistar software to be used by the Division to track state legislation.
- Trains departmental administrative staff on FMIS, HRMS, Time Entry, and Payroll as needed.
- Assumes responsibilities in other Divisions when staff shortages occur in areas such as payroll, accounts payable, and budget requests.
- No longer supervises two office support positions that were eliminated.

Comparison to Other Positions

To study this position we made comparisons to numerous administrative job classifications, both management and nonmanagement, including the following:

Program Assistant III in Pay Range 550 (\$46,607 - \$53,328)

The specification for the Program Assistant job series indicates that these positions perform a variety of office support and administrative work in support of a program or distinct area of operations within a City Department. The term "program" is intended to be broad in application, encompassing the work of a bureau, division, section, or specific program in a department.

There are three levels of Program Assistant. The highest level, Program Assistant III, is for positions that perform a variety of duties and responsibilities to support a significantly complex program or area of operations within a City Department. In addition to requiring the equivalent knowledge and skill obtained with a bachelor's degree, these positions require in-depth knowledge of technical and/or administrative processes. Other Program Assistant III positions are located in the Department of Public Works, Department of Administration and the Fire and Police Commission. One position of Program Assistant III is located in the Fire and Police Commission. The basic function of this position is to serve as the confidential secretary to the Fire and Police Commission Executive Director and the Board of Fire and Police Commissioners; prepare for review and approval the annual department operating budget; oversee department accounts and records; direct and ensure the monitoring of

Police and Fire Departments payrolls and personnel activities; and oversee the general operations of the office.

Administrative Services Coordinator in Pay Range 555 (\$48,133 - \$54,958)

This position is located in the Department of City Development and serves as the coordinator for various departmental administrative functions and provides executive level support to the Commissioner – City Development and key staff in the Commissioner's Office. This includes coordinating various functions such as maintenance and custodial operations, record retention process, tracking system and responses to proposed state legislation; coordinating meetings between top level executives, the Mayor and the Commissioner and provide background material if needed; coordinating personal appearances for the Commissioner on behalf of the Mayor as directed by the Mayor; reviewing and prioritizing all correspondence addressed to the Commissioner and routing it to staff for response or information; and performing general research regarding departmental issues and projects upon request.

Administrative Services Specialist in Salary Grade 01 (\$36,507 - \$51,106)

Currently there are two filled positions with this classification. One is in the Police Department and the other one is in the Employee's Retirement System (ERS). The basic function of the latter one is to be responsible for the complete administration of financial and membership functions of the health and dental insurance for several different retiree groups including General City, Fire, Police, Pabst Theatre, Wisconsin Center, Duty and Ordinary Disability, and spouse survivors and dependents; on-going correspondence with members, ERS Board, staff, and other affected personnel; maintaining appropriate records and database; preparing required reports; and understanding and applying associated rules, regulations, and legal opinions governing the process.

Administrative Specialist in Salary Grade 02 (\$38,902 - \$54,455)

There are several positions of Administrative Specialist in the City Service including the position under study. Generally, these positions perform a wide variety of administrative, technical and supervisory duties. For example, one position in the Department of Administration – Budget and Management Division is responsible for administrative support to the Division which includes oversight of technical systems related to the preparation of budget systems and forms, official city budget documents, materials for the annual city budget review, and ongoing budget administration such as vacant positions, fund transfers, and emergency temporary position authorizations; preparing the annual City Positions Ordinance and organization charts for publication; coordinating the Division's accounts and payroll processing; providing support for the analytic staff with PowerPoint presentations and spreadsheets; and serving as a lead worker for an Administrative Services Specialist.

Administrative Specialist-Senior in Salary Grade 04 (\$44,194 - \$61,871)

There are also several positions of Administrative Specialist – Senior in the City. One of the positions is located in the Communications and Marketing Section of the Library. The basic function of this position is to promote the library's services and resources by editing and writing library publications, developing and maintaining electronic media; and assisting with developing and coordinating public relations, marketing programs, and special events. Another position is located in the City Attorney's Office and serves as the Executive Administrative Assistant to the City Attorney and Deputy City Attorney; oversees the automated office systems in the Department, troubleshoots with respect to hardware and software problems, and is the Department liaison with the Information and Technology Management Division of the Department of Administration; oversees the daily workload and operations of the office support staff and is a lead worker to ten positions; and assists the Special Assistant to the City Attorney with personnel related functions. A third position is located in the Circulation Division of the Library. The basic function of this position is, under the general direction of the Librarian V, to oversee the daily operation of the Circulation Bureau. This includes supervision

and decision making, evaluating and handling all disciplinary activities, serving as departmental liaison for scheduling and billing with the contracted security guard program, and overseeing the free flier distribution program.

Administrative Services Supervisor in Salary Grade 05 (\$47,109 - \$65,957)

There are two positions with this classification, one is located in the Assessor's Office and the other is in the Department of City Development. The first position supervises a staff of ten employees; provides administrative assistance to the Commissioner and Chief Assessor; does initial review of exemptions, requests additional information if needed and explains standards for exemptions in person and over the phone; ensures that the Department obtains all necessary equipment, materials and supplies; and prepares the Department's budget. The other position supervises a staff of four and oversees a variety of administrative functions critical to the operations of the Department of City Development including managing the Department's space in the 809 Building, payroll functions, and coordination of all departmental business with the Milwaukee Common Council.

Analysis and Recommendation

In 1996 this position was studied as part of the City-wide Office Support Study. This resulted in a title change from Administrative Specialist to Office Supervisor II in Salary Grade 02. Based on the specification, typical duties of an Office Supervisor II are as follows:

- Directly supervises a small staff of office support personnel.
- Analyzing work processes and making improvements where practicable
- Performing a variety of administrative duties needed to run an office such as ordering supplies and materials; evaluating equipment, hardware, and software needs and ordering upgrades; creating and maintaining files and filing systems; administering record retention systems; assessing telephone needs and coordinating installations; and maintaining financial, budgetary, personnel, and other types of records.
- Preparing budgetary documents and supporting documentation for annual and ongoing budget requests; monitoring budget expenditures; and preparing requisitions and payment certifications for office supplies, equipment, and services.
- Researching and analyzing issues related to the work of the section; and presenting conclusions and recommendations regarding issues orally and in writing.
- Preparing technical, financial, statistical, and other types of written reports.

In 2003 the position was studied, and as the position no longer supervised any other positions on a regular basis, was returned to the title of Administrative Specialist in Salary Grade 02. Because the level of administrative work remained at a high level, the salary grade did not change.

When a position is studied the standard for reclassification is not only whether there have been changes in the duties and responsibilities but whether the changes increase the level of responsibility enough to reclassify the position to a higher level. Duties and responsibilities are compared to those of other positions in the City Service.


A review of the current duties and responsibilities of the position under study indicates that many closely match the specification for Office Supervisor II. Since the position under study is already in one of the higher classifications for administrative support work several of the changes listed above, such as doing research, training staff on FMIS, HRMS, Time Entry, and payroll; and filling in for others in areas such as payroll, accounts payable, and budget requests, are consistent with the current classification and/or other positions in similar levels such as Pay Range 550 and 555.

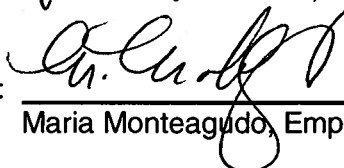
Some of the other changes such as managing the review of state legislation to see what might be of interest or concern to the City of Milwaukee; and complying with the more complex reporting requirements for the City's lobbying activity, are some of the stronger responsibilities of the positions. Working to customize and implement a new software program can be especially challenging during the initial phases but once it is completed, that type of work is greatly reduced. In addition, other positions in the City at the same or lower levels have also been involved with similar activity to help make their areas of operation more efficient. These changes do not change the level of responsibility of the position enough to support a reclassification to a higher level within the Management Pay Plan.

However, because the position no longer has supervisory responsibilities, reclassification to the comparable nonmanagement position of Administrative Services Coordinator in Pay Range 555 would be appropriate. The position in this classification in the Department of City Development also provides high level administration support to a key position in the City as well as other administrative functions within the Department.

Based on the above review and analysis we recommend that this position be reclassified from Administrative Specialist in Salary Grade 02 to Administrative Services Coordinator in Pay Range 555.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: December 15, 2009
 Department: Neighborhood Services

This report recommends appropriate classifications and compensation levels for nine positions created in conjunction with the implementation of the 2010 City of Milwaukee budget in the Department of Neighborhood Services. 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.

Current	Request	Recommendation
New Position	Office Assistant III PR 425 (\$33,865 – \$37,464)	Office Assistant III PR 425 (\$33-865 - \$37,464)
8 New Positions	Code Enforcement Inspector II – 8 positions PR 541 (\$43,909 - \$52,069)	Code Enforcement Inspector II – 8 positions PR 541 (\$43,909 - \$52,069)

ACTIONS REQUIRED

No action required.

BACKGROUND

In the 2010 budget, the Department of Neighborhood Services received additional position authority for eight Code Enforcement Inspector II’s, and one Office Assistant III, to staff a Vacant Building Registration Program and a Residential Rental Inspection Pilot Program. Staff reviewed standard job descriptions and held discussions with Business Operations Manager Lynne Steffen.

Vacant Building Registration Program

This new program will provide more proactive and comprehensive inspection and monitoring of vacant properties. As a result of the downturn in the housing market, the number of vacant properties is increasing, creating a greater risk to neighborhood conditions if these properties are not adequately maintained. If vacant properties are abandoned or not maintained, they create blight in neighborhoods, require additional city resources to be expended, and threaten public health, safety, and welfare. The program’s goal is to provide a deterrent to property owners not adequately maintaining vacant buildings. This should stabilize and improve neighborhood conditions while allowing for improved code enforcement, policing, and development strategies involving vacant properties. The program as proposed will require specific buildings that are vacant for a specified time period to be registered with DNS. Registration is valid for six months and must be renewed as long as the building remains vacant. A \$250 base renewal fee will be charged, with the fee increasing if uncorrected code violations exist. It is estimated that there are 300 vacant commercial buildings and 1,000 residential buildings that would initially qualify.

Four of the new Code Enforcement Inspector II positions and the Office Assistant III will be assigned to this program. The Code Enforcement Inspector II's will be responsible for conducting interior and exterior inspections of the properties to ensure that no critical code violations exist. If violations exist, they will issue orders to correct the violations.

The Office Assistant III will perform all necessary clerical functions related to the program. Duties and responsibilities will include answering calls and inquires, organizing the workload and setting up procedures, implement systems to meet the demands of the program's reviewing procedures, maintaining separate files of all applications, notice letters, certificates, and other related material, preparing reports, memos, letters, lists, and other related materials, following up on referrals to other divisions, and scheduling inspections and reinspections for inspectors.

Residential Rental Inspection Pilot Program

Certain areas of the city have a high concentration of rental properties, which increases the risk of fire and other safety hazards, as well as dangerous or unsatisfactory housing conditions. The program's goal is provide more proactive and comprehensive inspection and monitoring of rental properties in order to deter landlords from illegally and improperly maintaining rental units. This should ensure safe housing, reduce illegal occupancies and fire deaths, and minimize the adverse impact of rental housing. The program is being implemented on a pilot basis. The program as proposed will require each rental unit to obtain a residential rental certificate.

Four of the new Code Enforcement Inspector II positions will be assigned to this program. The Code Enforcement Inspector II's will be responsible for conducting interior and exterior inspection to ensure compliance with the building maintenance code and zoning ordinances. If violations exist, they will issue orders to correct the violations.

ANALYSIS AND RECOMMENDATION

The job descriptions provided for these eight new Inspector positions are consistent with the standard job description for Code Enforcement Inspector II. These positions conduct various types of inspections to insure that residential and commercial structures meet City and State codes.

The job description for Office Assistant III is consistent with other Office Assistant III positions in the department including a position in the Administrative Services Section of DNS which is responsible for pursuing compliance with the City's requirement to record property ownership and a position in the Neighborhood Improvement Program which performs all necessary clerical functions related to that program.

For the reasons indicated above, we recommend classifying these new positions as Code Enforcement Inspector II in Pay Range 541 and Office Assistant III in Pay Range 425.

Prepared by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager

Reviewed by: M. Monteagudo
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: December 15, 2009

Department: Department of Public Works – Operations Division

Current	Request	Recommendation
Nursery Laborer PR 238 (\$37,833 - \$41,791)	Study for Title Change	Nursery Specialist PR 238 (\$37,833 - \$41,791)

Action Required

In the Salary Ordinance, under Pay Range 238, delete the title “Nursery Laborer” and add the title “Nursery Specialist.”

In the Positions Ordinance, under Department of Public Works – Operations Division, Forestry Section, delete four positions of “Nursery Laborer” and add four positions of “Nursery Specialist.”

Background

As part of the 2004-2006 District Council 48, AFSCME, AFL-CIO Labor Agreement the City agreed to “look at (a) title change for (the) classification of Nursery Laborer”. The Department currently has four positions of Nursery Laborer. Discussions were held with James Fields, President, Local 33; Leo Nowak, Union Delegate, Local 33; David Sivyer, Forestry Services Manager; and Dan Thomas, Public Works Personnel Administrator.

Duties, Responsibilities & Requirements

The basic function of this position is to, under the direction of the Greenhouse and Nursery Manager and the Nursery Crew Leader perform duties at the Municipal Nursery related to the production of trees, shrubs, and flowers for use on city-owned properties. This work includes weekend and holiday shifts. The specific duties and responsibilities are as follows:

- 35% Flower Production – propagation of bedding plants; fertilizing; pest control; watering; monitoring and controlling temperatures in greenhouses; and preparing bedding plants for shipping to boulevard districts.
- 30% Tree Production – pruning; staking; fertilizing; watering nursery trees; harvesting balled, burlapped and bare root trees; planting nursery liners; and chemical and mechanical weed control.
- 30% General Duties – clearing fields of stumps and rocks; mowing grass; cutting down brush; applying pesticides; maintaining nursery roads, waterways and windbreaks; operating power equipment such as mowers, sprayers, chainsaws, tree spades, and brush cutters; driving City vehicles; cleaning greenhouses, work areas, vehicles, garages, and tools; and minor repairs of tools and equipment.
- 5% Other Duties as Assigned

Requirements include twenty credits from a degreed program in Horticulture or a closely related field; or nine months of experience in related horticultural activities; or an equivalent combination of education and experience.


Analysis and Recommendation

Through the negotiation process the City and District Council 48, AFSCME, AFL-CIO agreed to study the classification of "Nursery Laborer" for a possible title change. Discussions were held with Union and Department representatives. It was felt that the term "Laborer" does not reflect the level of the job since the job requires some education, experience or an equivalent combination. The term "Specialist" appears more appropriate and is used in several City positions that require some education or experience such as Urban Forestry Specialist and Water Distribution Tapping Specialist.

We therefore recommend the title for these four positions of Nursery Laborer be changed to Nursery Specialist.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director