



Department of Employee Relations

April 26, 2006

Tom Barrett
Mayor

Maria Monteagudo
Director

David Heard
Fire and Police Commission
Executive Director

Michael Brady
Employee Benefits Director

Troy 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 051682

The following classification and pay recommendations were approved by the City Service Commission on April 25, 2006.

In the Office of the Common Council-City Clerk, one position of Graphic Designer I, Pay Range 505, held by Christina Klose, was reclassified to Graphic Designer II, Pay Range 535.

In the Health Department, one position of Compliance Analyst, Salary Grade 005, held by Ali Reed, was reclassified to Compliance Officer, Salary Grade 007; and one new position was classified as Compliance Analyst, Salary Grade 004.

In the Department of Public Works-Operations Division, one position of Building Services Supervisor, Salary Grade 002, held by Karen Toth, was reclassified to Building Services Supervisor II, Salary Grade 004.

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:pb

Attachments: 3 Job Evaluation Reports
Fiscal Note

c: Mark Nicolini, Erick Shambarger, Marianne Walsh, Betty Schraith, Ronald Leonhardt, Carolyn Hill Robertson, William Arnold, Christina Klose, Bevan Baker, Vivian Chen, Michelle Stein, Ali Reed, Jeffrey Mantes, Dan Thomas, James Purko, Venu Gupta, Gary Kulwicki, Joseph Jacobsen, Karen Toth, Dawn Crowbridge, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer, and James Fields

Department of Employee Relations

JOB EVALUATION REPORT

City Service Commission Meeting Date: April 25, 2006

Incumbents: Christina Klose

Department: Common Council/City Clerk's Office

Present	Request
Title: Graphic Designer I	Title: Graphic Designer II or higher level
Salary Pay Range 505 (\$34,767 - \$38,474)	Salary: Salary Grade 535 (\$40,191 - \$45,695)
Step: Step 5 (\$38,474)	Source: Department
<p>Recommendation: Title: Graphic Designer II Salary: Pay Range 535 (\$40,191 - \$45,695) New Rate: \$40,191</p>	
<p>Rationale: This position is now working more independently and is responsible for the design, graphics, and layout of newsletters, posters, and brochures. These and other changes have made the duties and responsibilities of this position more typical of the journey level Graphic Designer II classification.</p>	

Action Required:

In the Positions Ordinance, under Common Council-City Clerk, Public Information Division, Public Relations Section, delete one position of Graphic Designer I and add one position of Graphic Designer II.

Background:

In a letter dated September 13, 2005 the City Clerk requested that the Department of Employee Relations conduct a study of their Graphic Designer I position. He indicated that there has been a number of changes in the duties and responsibilities of the position. The incumbent completed a job analysis questionnaire and discussions were held with the incumbent; Ronald Leonhardt, City Clerk; and the position's immediate supervisor, William Arnold, Publications and Information Manager.

Duties and Responsibilities:

Based on the job description dated April 18, 2005 the basic function of this position is to provide graphics; desktop publishing; design and editing of web pages; and photographic services to Common Council Members and the City Clerk. The duties and responsibilities include the following:

- 50% Design layout, format and graphics for Aldermanic newsletters, postcards, invitations, flyers and other printed materials as needed. This includes digital drawings of maps and graphics; designing logos, scanning photos and artwork; photo manipulation and retouching; developing and creating designs; and coordinating printing specifications for major printing projects.

- 15% Prepare and handle mass mailed newsletters and postcards which includes preparing and uploading address files with mail houses and the U.S. Post Office. Analyze the U.S. Postal Service Automation Design Standards required for mail piece automation and implements into design to achieve efficiency and cost savings. Maintain records of various postal accounts used for mailing expenses and reports account balances to supervisor, the Publications and Information Manager.
- 15% Provide designs for graphics, and edits and updates the city internet web pages for the department, which includes the creation of PDF files.
- 15% Consult with vendors on ordering, scheduling, bidding, and specifications for print jobs; prepares printing specifications for outside printing jobs and work orders for inside printing jobs; and maintains printing, posting, and mailing totals for Aldermanic newsletters.
- 5% Assist other departments with design and layout for various printed materials.

Requirements include a Bachelor's Degree in Graphic Design, Commercial Art, or related field plus one year of experience or an Associate's Degree in Graphic Design or Commercial Art or related field plus three years of experience. Equivalent combinations of education and experience may also be considered.

Changes in the Position:

The changes in this position include working more independently on the design, graphics, and layout of newsletters, posters and brochures; serving as a liaison with vendors for printing and mailing projects; working with the United States Postal Service (USPS) web site to send out large mailings of post cards; creating a mailing expenses report for all Council Members; redesigning some web pages for the department; working with other departments on various design and print jobs; creating digital letterheads; and more photography work.

Analysis:

The Graphic Designer classification series was originally created in 1986 to replace the Commercial Artist series. The Graphic Designer I classification in Pay Range 505 was created as an entry level position that performs less complex illustration, design and layout work and receives close supervision. It also was considered an official underfill title for the journey level Graphic Designer II classification that was originally created in Pay Range 525. The Graphic Designer III level was created for positions that serve as a leadworker or perform work that requires specialized knowledge and skills at a higher level than the II level. In 1991 the level of Graphic Designer II was changed to Pay Range 535.

For several years the department had one position of Graphic Designer II and one position of Photo – Typesetter I in Pay Range 435. In 1994 the position of Photo – Typesetter I was reclassified to Graphic Designer I but not as an underfill since the position was limited to the less complex illustration, design, and layout work and did not need the higher level qualifications of the Graphic Designer II.

The current incumbent is now performing the more complex illustration, design and layout work that is usually associated with the Graphic Designer II classification. The two Graphic Designer positions in the department previously worked more closely together with the I level assisting the II level on various projects. With the addition of web pages the work was redistributed so that the current Graphic Designer II focuses on web design and content management for the web pages of the Council Members. The current Graphic Designer I position now has more responsibility for all of the newsletter designs and layout work for the members of the Common Council. This position also handles all the posters, flyers, invitations, and other special print projects and serves as the primary

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contact with print and mail handling vendors. These higher level duties and responsibilities are more typical of a Graphic Designer II level. The other changes listed above also contribute to the independent and journey level type work that is being performed by this position. For example, other Graphic Designer II positions in the City may also serve as a liaison with vendors, work with large print orders and do photography work. We therefore recommend that this position be reclassified to Graphic Designer II in Pay Range 535.

Recommendation

Based on the above we recommend this position be reclassified from Graphic Designer I in Pay Range 505 to Graphic Designer II in Pay Range 535.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: April 25, 2006

Incumbents: A. Ali Reed
B. New Position

Department: Health Department

Present	Request
Title: A. Compliance Analyst Salary: Salary Grade 005 (\$45,280 - \$63,396) Step: Step 9 (\$57,829) Title B. New Position Salary: Not Applicable Step: Not Applicable	Title: A. Compliance Officer Salary: Salary Grade 007 (\$51,440 – \$72,013) Title: B. Compliance Specialist Salary: Salary Grade 004 (\$42,478 - \$59,468)
<p>Recommendation:</p> <p>A. Title: Compliance Officer Salary: Salary Grade 007 (\$51,440 - \$72,013) New Rate: \$59,939 (Step 6)</p> <p>B. Title: Compliance Analyst Salary: Salary Grade 004 (\$42,478 - \$59,468) New Rate: Not Applicable</p>	
<p>Rationale:</p> <p>The Health Department wishes to reorganize the area of Compliance:</p> <p>Position A: The position is taking more of a lead in the department and is responsible for creating an overall plan to help the department comply with the requirements of contract language, federal and state laws, and the Accountability in Management (AIM) process and procedure. With this increase in duties and responsibilities it is recommended that this position be reclassified to Salary Grade 007.</p> <p>Position B: As part of this reorganization the department has created a new position to help with the data gathering and analysis. The duties, responsibilities and requirements are similar in level to other management positions in the Health Department in Salary Grade 004.</p>	

Action Required:

In the 2006 Salary Grade Ordinance, under Salary Grade 005, delete the title of "Compliance Analyst" and under Salary Grade 007, add the title of "Compliance Officer". Under Salary Grade 004, add the title of "Compliance Analyst".

In the 2006 Positions Ordinance, under Health Department, Administration Division, delete one position of Compliance Analyst (Y) and one position of Compliance Auditor and add one position of Compliance Officer (Y) and one position of Compliance Analyst.

Background:

The Department of Employee Relations (DER) received a letter, dated January 24, 2006, from the Commissioner of Health, requesting a reclassification study of one existing position of Compliance Analyst and classification of one new position in the 2006 budget. Both of these positions are located in the Compliance Unit of the Milwaukee Health Department (MHD). Job descriptions were reviewed and the incumbent completed a questionnaire. Discussions were held with the incumbent, Bevan Baker, Commissioner of Health and Michelle Stein, Health Personnel Officer.

A. COMPLIANCE ANALYST

The basic function of this position is to perform a full-range of professional duties relating to the compliance function and program development in the MHD such as implementation and management of a department wide compliance plan that will track work completion and enforce accountability of all health department management to the Commissioner of Health. This position will provide leadership in recommendations for improving efficiency, effectiveness and compliance with various departmental contracts, grants, and regulatory requirements. The duties and responsibilities include the following:

- 30% Compliance Program Management and Development
Establish and monitor compliance program goals, direction and outcomes; develop, administer, and monitor negotiated contracts between the MHD and the State of Wisconsin, private organizations and other entities for program compliance; develop processes and procedures for the general operation of the department's compliance efforts and functions; ensure appropriate documentation for the execution of contracts, analyze contract terms and conditions, ensure the contractor's compliance with the requirements of the contract language and federal and state laws and regulations; and prepare reports, briefings and updates as necessary for the Commissioner of Health and the Health Operations Director.

- 25% HIPAA Privacy Officer/Limited English Proficiency Coordinator
Manage the role of the Health Insurance Portability and Accountability (HIPAA) Privacy Officer for the MHD, develop and integrate department-wide HIPAA Privacy policies and procedures; train, implement, and monitor staff on Privacy Regulations as well as maintain compliance through reviews, surveys and audits; provide leadership as the Limited English Proficiency Coordinator for MHD; and conduct ongoing efforts to implement policy changes ensuring staff have appropriate resources to provide language assistance for all clients.

- 25% Contract Administration
Monitor the Department's compliance with contract/grant requirements for all MHD programs and administrative procedures; work with Division and Program Managers to identify potential areas of compliance vulnerability and risk and direct corrective action plans for resolution of issues; oversee the timely and accurate reporting for contract requirements; prepare department for audits and other compliance reviews from the Federal and State Government; coordinate organizational response and action plans; act as the Contract Liaison in the community for Business Associate Agreements and memorandum of Understanding between the MHD and outside agencies, including but not limited to the State Department of Public Health, community based organizations, Block Grant Administration, private agencies, and City Departments; and maintain all agreements and ensure they are up-to-date.

- 10% Leadership and Involvement
Collaborate with the MHD management team, local Health Departments, the State Division of Health, managed care organizations, and physician networks to assure relationships are established and compliance goals and requirements are met; assist senior management in

developing and implementing the Accountability in Management (AIM) process and procedure; act as a liaison between the MHD and other Health Organizations to ensure strong relationships and contract compliance.

- 10% Requests for Proposals and Other Miscellaneous Duties
Assist in the development of requests for proposals, bids, and timetables for contracts, including analysis of contract terms and conditions, and the audit of guidelines to determine appropriate contract scope.

Based on the job description provided by the department the requirements for this position include a Bachelor's Degree in Business, Public Administration, Health Administration, or related field and four years of related experience and/or training. Equivalent combinations of education and experience may also be considered.

Changes in the Position:

The scope of responsibility for this position has increased. This position now reports directly to the Commissioner of Health and is responsible for implementing and managing a department wide compliance plan. This position also serves as the HIPPA Privacy Officer which includes training all staff in the rules and regulations of HIPPA, conducting internal audits to ensure compliance, working with outside agencies to ensure that staff members receive the medical information they need, and handling any client or provider complaints. This position also serves as the Limited English Proficiency Coordinator for the MHD which includes ensuring that all clients receive meaningful access to the MHD services; training staff on Civil Rights Regulations; and as a result of new data collection methods relating to race, ethnicity, and language spoken, reviewing and documenting corrective action for all electronic tracking systems. This position also now serves as a liaison to the State Contracting Workgroup that provides feedback on State policies and procedures and discusses progress in the performance based contracting process. This position will supervise one new Compliance Analyst.

Analysis:

The department has indicated that they wish to reorganize the area of Compliance and have this position serve in a more proactive role. The department requested the creation of a new position to assist with the data gathering and general analysis. This will allow more time for the position under study to take more of a lead in the department and be responsible for setting up an overall plan to help the department comply with the requirements of contract language, federal and state laws and the Accountability in Management (AIM) process and procedure.

There have been a number of changes in this position as indicated above. To determine the appropriate level of this position we reviewed the duties and responsibilities of a number of management positions in the MHD and other City Departments in Salary Grades 006 and 007.

Grant Monitor, Salary Grade 006, Department of Administration – Community Block Grant Administration

This position is responsible for monitoring and evaluating assigned Community Development projects, assisting project operators on an on-going basis in the implementation of their activities, ensuring that Community Block Grant Administration (CBGA) funded activities conform to all program requirements, and evaluating the effectiveness of project activities and the performance of project operators. The time is divided up as 25% for technical assistance, 25% for monitoring, 25% for evaluations, and 25% for preparation of report findings, data collection and processing, and other duties. This position does not directly supervise another position. Requirements include a Bachelor's Degree in Community Relations, Urban Development or related field.

Environmental Health Field Supervisor, Salary Grade 006, Health Department

The basic function of this position is to supervise, train, and coordinate both inspection and technical staff assigned to the Childhood Lead Poisoning Prevention Program (CLPPP). This involves directly supervising 13 positions of Lead Risk Assessor, one Environmental Hygienist and one Office Assistant. Other responsibilities include providing strategic leadership for environmental interventions that result in timely and effective services to lead poisoned children and their families; overseeing and refining data collection protocols; and developing and promoting educational opportunities for staff and clients. Requirements include a Bachelor's Degree in Environmental Health, Public Health, Natural/Physical Sciences, Engineering, Architecture, Business Administration or related field and four years of experience.

Auditing Specialist, Salary Grade 006, Comptroller's Office

This position conducts internal audits of City departments and operations, as well as special management reviews and other projects as assigned. These audits are a significant part of the City's internal financial and management control. Specific duties include evaluating internal controls related to financial and operating procedures and making recommendations to strengthen internal controls where needed; evaluating financial and operating procedures for compliance with applicable laws, regulations, and policies and making recommendations to correct noncompliance where needed; evaluating financial and operating procedures for economy, efficiency, and results and making recommendations for improvement where needed; preparing orderly and logical work papers containing all information and documentation necessary to support audit findings, conclusions, and recommendations; and prepare clear and concise audit reports. This position does not supervise another position. Requirements include a Bachelor's Degree in Accounting and three years of auditing experience.

Clinic Operations Manager, Salary Grade 007, Health Department

This position administers and manages all clinical operations and activities at the Immunization; Family Health; Walk-In; Women's, Infant's, and Children's Nutrition Program (WIC); Sexually Transmitted Disease Program (STD); and Tuberculosis (TB) clinics. This position provides leadership in the development and implementation of uniform clinic policies and procedures, and ensures the effective utilization of resources and the adequate delivery of quality and culturally responsive services. This position supervises four positions. Requirements include a Master's Degree in Health Service Administration, Public Health, Nursing Administration, Public Administration, or related field and five years of experience in health care administration, clinical operations or health care delivery systems.

Health Personnel Officer, Salary Grade 007, Health Department

This position manages the human resources function of the department including staffing and recruitment, training and development, labor management relations and contract administration, job analysis and documentation, payroll and leave administration policies, worker's compensation and safety, performance evaluations, grievance administration, training and development, and disciplinary actions. The position supervises four positions. Requirements include a Bachelor's Degree in Human Resources Management, Business Administration, Social or Behavioral Science, or related field plus five years of progressively responsible related experience.

Auditor-Lead, Salary Grade 007, Comptroller's Office

This position plans, schedules, and supervises assignments for internal audits of City departments and operations, as well as special management reviews and accounting related projects assigned by the Comptroller. Specific duties include scoping assignments, identifying work tasks to accomplish assignment objectives, leading audit staff in the execution of the assignments, reviewing and approving workpapers, preparing and editing reports, and presenting audit reports to Common Council committees. This position communicates with and works with all levels of City management including department heads, Common Council Members, outside auditors, consultants, contractors

and organizations. This position is a leadworker for two to three positions. Requirements include a Bachelor's Degree in Accounting and three years of auditing experience.

A review of these and other positions indicate that the position under study is quite unique and there is no direct match. The position under study has only limited supervisory responsibility but does oversee compliance throughout the department that requires knowledge of all the programs whereas some of the positions above are focused on one particular program or area. The Auditing positions in the Comptroller's Office have some similarities to the position under study, as they also must become knowledgeable about various programs and projects to properly audit them for the City. The Auditor-Lead is a better match since the position under study will also be overseeing the work of someone else and has contact with a wide variety of people at the City, State and community level. The Clinic Operations Officer in Salary Grade 007 also has a wide scope of responsibility since it oversees the policies and practices at all of the MHD clinics. It also has stronger requirements than the position under study but does not work with all of the programs in the MHD. The Health Personnel Officer also has department wide responsibility for a particular area, reports directly to the Commissioner, and has a high consequence of error due to the many laws and regulations related to human resources. The consequence of error for the position under study is also high since the department could lose significant amounts of funding due to inadequate controls or compliance. The MHD receives more grant funding than any other City department and approximately 45% of department positions are funded by grants.

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	7	104
Knowledge and Skills	7	94
Relationships Responsibility	7	46
Working Conditions	2	<u>5</u>
		249

Salary Grade 007 (231-265)

The requested title of Compliance Officer is consistent with other enforcement or oversight positions in Salary Grades 006 and 007 such as Health and Safety Officer and Health Personnel Officer.

Recommendation:

Based on the above we recommend the position of Compliance Analyst in Salary Grade 005 be reclassified to Compliance Officer in Salary Grade 007.

B. NEW POSITION

The basic function of this position is to perform a full range of professional duties relating to the compliance function in the MHD. This includes ensuring compliance with internal process and procedures as well as State and Federal mandated policies and laws, assisting the Compliance Officer, and assuming the duties and responsibilities of Compliance Officer in that position's absence.

35% Compliance Administration

Assist the Compliance Analyst in the development and administration of compliance policies and programs, including but not limited to reviewing, analyzing and updating State and Federal Public Health Statutes, MHD policy under the HIPAA, annual Civil Rights Plan, and

internal policies relating to grant monitoring; responding to inquiries from MHD staff regarding compliance issues; and ensuring that each Division in the MHD is following protocol for Outcome and Objective Attainment Reporting.

30% Grant and Contract Monitoring

Monitor and maintain internal Grants and Contracts Database; ensure contract reporting compliance by Program Managers through monthly reminders and tracking the timeliness of reporting; review contracts for reporting requirements and notify Senior Staff of any issues or questions about contract language; act as a liaison between the MHD and the Community Development Block Grant Administration to monitor the annual multi-million dollar CDBG contract including assurance of timely and accurate reporting; assist the Compliance Analyst with contract negotiations between the MHD and the State of Wisconsin; and provide guidance and education related to grant applications and required reporting forms to MHD staff.

30% Internal Auditing of Programs

Work with Health Center Managers to conduct audits of Centers regarding State and Federal mandated regulations (HIPPA and Civil Rights Compliance); conduct walk-through audits with nurses, food inspectors, and other MHD staff to ensure that state statutes are applied; and discuss and provide guidance to Program Managers on best practices related to compliance.

5% Perform other duties as assigned.

Based on the job description provided by the department the requirements for this position include a Bachelor's Degree in Business, Public Administration, Health Administration or related field or one to two years of related experience and/or training. Equivalent combinations of education and experience may also be considered.

Analysis:

The duties and responsibilities of this new position were compared to other management positions in MHD. A number of management positions in the requested level of Salary Grade 004 have the title of Health Project Coordinator and are responsible for a specific program or assist a higher-level manager with a larger program.

For example, the basic function of Health Project Coordinator (Meta House) is to coordinate and facilitate mental health and substance abuse services for African American women in targeted areas of the City. Duties include coordinating education, prevention, and intervention programs activities in the areas of economic self-sufficiency, drug free family environment, good mental health, tobacco and drug use reduction, and sound /legal personal decisions. This position is also responsible for contract compliance and grant monitoring activities with Meta House including site visits, outcomes measurement and monitoring, and fiscal oversight. These Health Project Coordinator positions generally require a Bachelor's Degree in Public Health Education, Health Administration, Nursing, or closely related field plus two years of related experience.

The basic function of the Health Insurance Specialist position in Salary Grade 004 is to educate and counsel beneficiaries in their transition from the Municipal Health Services Program (MHSP) to non-demonstration health care systems. This includes overseeing data collection, case presentations, and database development and management to insure validity, completeness, confidentiality, and de-identification. This position reports to the MHSP Program Manager and does not supervise. The requirements include a Bachelor's Degree in Health Administration, Business Administration, Law or closely related field.

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Again, the duties and responsibilities of the position under study are somewhat unique but the requested level of Salary Grade 004 is consistent with many other management positions in the department. This position will be assisting a higher-level management position in a particular area but will also be expected to work independently in gathering data and analyzing information. Based on the duties, responsibilities and requirements of this new position the management job evaluation factors should be as follows:

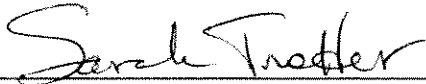
<u>Factor</u>	<u>Level</u>	<u>Points</u>
Impact and Accountability	5	79
Knowledge and Skills	4	57
Relationships Responsibility	4	26
Working Conditions	1	<u>5</u>
		167

Salary Grade 004 (152-174)

We recommend the title of Compliance Analyst rather than Compliance Specialist since it better reflects the focus of this position.

Recommendation:

Based on the above we recommend this new position be classified as Compliance Analyst in Salary Grade 004.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: April 25, 2006

Incumbent: Karen Toth Department: Department of Public Works-Operations Division

Present	Request
Title: Building Services Supervisor	Title: Not Stated
Salary: SG 002 (\$37,392 - \$52,341)	Salary: Salary Grade 004 (\$42,478 - \$59,468)
Step: 11 (\$50,767)	Source: Department
Recommendation:	
Title: Building Services Supervisor II Salary: SG 004 (\$42,478 - \$59,468) New Rate: \$52,618 (Step 8)	
Rationale:	
The scope of authority and responsibility associated with this job increased significantly in 2004 when the individual filling the position became the sole Supervisor of custodial and maintenance services for City Hall and the Frank P. Zeidler Municipal Building. In addition, the knowledge, skill, and competencies required for successful job performance significantly increased at that time and have continued in terms of inventory control and purchasing, employee relations, and day-to-day contract administration for services.	

Action Required

In the Salary Ordinance, under Salary Grade 004, add the title "Building Services Supervisor II."

In the Positions Ordinance, under Department of Public Works-Operations Division, Facilities Development and Management Section, Operations and Maintenance Unit, Custodial Services, delete one position of Area Maintenance Supervisor and add one position of Buildings Services Supervisor II. Under Auxiliary Personnel, delete one position of Building Services Supervisor and add one position of Building Services Supervisor II.

Background

A request to study this position was included in changes in the 2005 budget. In studying this request, the staff reviewed written documentation related to the position, including a current job description and a Job Analysis Questionnaire completed by the incumbent of the position, Ms. Karen Toth. When the Job Analysis Questionnaire was returned to Employee Relations in February of 2006, the staff interviewed Ms. Toth at her worksite to obtain a detailed understanding of the position's duties and responsibilities. Discussions were also held with Mr. Jacobsen regarding this position.

Duties and Responsibilities

The Building Services Supervisor works under the general direction of the Operations and Maintenance Manager, Mr. Joseph Jacobsen on the second shift beginning in late afternoon. The purpose of the position is to schedule all necessary custodial and maintenance services required to

provide a clean and safe environment in City Hall and the Frank P. Zeidler Municipal Building. The position directly supervises four Custodial Workers III and indirectly supervises 22 Custodial workers and two Maintenance Technicians and one contracted security guard.

This job is divided into the following areas of responsibility:

- Planning, scheduling, directing, and supervising all phases of custodial services and maintenance repair work
- Administering contracts with outside service providers for specialized cleaning services such as cleaning blinds, and large-scale carpet cleaning
- Coordinating and monitoring requests for custodial services, maintenance work, and security
- Performing the full range of human resources, employee relations, and labor relations work including coaching, training, hiring, promotions, preparing probationary reports, creating job performance improvement plans, responding to grievances, and issuing discipline
- Training Custodial Workers in work procedures, and the proper use of equipment and cleaning materials and agents.
- Assisting in researching new cleaning techniques and products
- Initiating needed building repairs.

In carrying out these responsibilities, the Building Services Supervisor is required to create daily staff schedules and assignments; contact vendors for products and services; inspect all areas of the Municipal Building and City Hall on a daily basis; direct Custodial Workers III who function as lead workers for Custodial Workers II; prioritize requests for service; maintain attendance and payroll related records; maintain up-to-date information on building maintenance processes, equipment, and materials; and perform a myriad duties related to employee relations and labor relations.

The job analysis conducted for purposes of compensation indicates that the minimum requirement for the position are an associate's degree in an area related to facilities management (or equivalent work experience) and three years of experience in building maintenance, two years of which must have been as a supervisor. Previously the job required a high school diploma and two years of experience in building custodial services or a related field.

Changes in Duties and Responsibilities

In 2004, another Building Services Supervisor who had responsibility for the Municipal Building and ordering/monitoring all supplies retired. His position was eliminated shortly thereafter and Ms. Toth assumed sole responsibility for both the Municipal Building and City Hall, as well as supplies, inventory, and the administration of contracts with outside vendors. This change effectively doubled the square footage for which she was responsible, which is an important consideration in evaluating positions that manage facilities.

This change in the scope of responsibility also elevated the amount of supervisory authority exercised by this position and added the responsibility and associated duties of administering contracts with outside vendors for specialized cleaning services on a day-to-day basis.

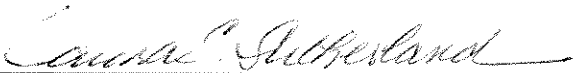
Comparisons with other Building Services Supervisors in City government indicate that this position exercises a higher degree of responsibility than those positions.

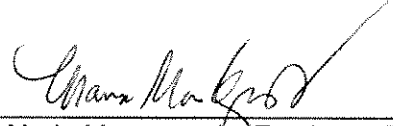
Conclusion and Recommendation

The scope of responsibility associated with this job has increased significantly in the recent past, as well as the degree of authority and the knowledge and skill required for successful job performance. We therefore recommend that the position of Building Services Supervisor in the Department of Public Works be reclassified to Building Services Supervisor II in Salary Grade 004.

The current and new levels and points associated with this position are shown below.

	Current		New	
	Level	Points	Level	Points
Impact and Accountability	3	60	4	154
Knowledge and Skill	2	41	4	68
Relationship Responsibilities	2	18	4	57
Working Conditions	3	11	3	11
Total		130		290

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Maria Monteagudo, Employee Relations Director