



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

February 24, 2014

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

Dear Committee Members: Re: Common Council File Number 131466


The following classification and pay recommendations will be submitted to the City Service Commission on **February 25, 2014**. We recommend these changes subject to approval by the City Service Commission.

In the Department of City Development, one position of Accounting Manager – City Development, Pay Range 1EX is recommended for reallocation to Pay Range 1GX.

In DOA-Information Technology and Management Division, one new position is recommend for classification as IT Support Specialist, Pay Range 2EN and one position of Network Coordinator-Senior, Pay Range 2GX is recommended for reclassification to IT Support Specialist-Senior, Pay Range 2GN.

In the Health Department, one position of Accounting Assistant II, Pay Range 6HN is recommended for reclassification to Program Assistant II, Pay Range 5FN; one new position was recommended for classification to Health Project Specialist-DAD, Pay Range 5BN; and one new position was recommended for classification to Family and Community Wellness Manager, Pay Range 1DX.

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

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw
Attachments: 2 Job Evaluation Reports
1 Fiscal Note

C: Mark Nicolini, James Carroll, Dennis Yaccarino, Deborah Ford, Nicole Fleck, Paula Kiely, Rocky Marcoux, Martha Brown, Sandra Rotar, Judith Allen, Lori Schmidt, Sharon Robinson, Nancy Olson, Richard Watt, David Simons, Bevan Baker, Joe'Mar Hooper, Yvette Rowe, Barbara Henry, Amanda Lewis, Boyd McCamish, Kenneth Wischer, Daniel Panowitz, Calvin Lee, and Penni Secore (DC 48)



JOB EVALUATION REPORT

City Service Commission Meeting Date: February 25, 2014

DEPARTMENT OF CITY DEVELOPMENT

Current	Request	Recommendation
Accounting Manager - City Development PR 1EX (\$57,884 - \$81,034)	Accounting Manager - Senior PR 1GX (\$65,767 - \$92,089)	Accounting Manager – City Development PR 1GX (\$65,767 - \$92,089)

Action Needed (Effective PP 1, 2014)

In the Salary Ordinance, under Pay Range 1EX, delete the title “Accounting Manager – City Development” and under Pay Range 1GX, add the title “Accounting Manager – City Development”.

In the Positions Ordinance, under Department of City Development, General Management and Policy Development Decision Unit, Finance and Administration, delete one position of “Accounting Manager – Senior” and add one position of “Accounting Manager – City Development”.

Duties and Responsibilities

The basic function of this position is to provide professional accounting, internal control oversight, and related financial management services for the Department of City Development (DCD), the Redevelopment Authority of the City of Milwaukee (RACM), the Neighborhood Improvement Development Corporation (NIDC) and the Century City Redevelopment Corporation (CCRC). The specific duties and responsibilities are as follows:

- 60% General Accounting – DCD, RACM, NIDC, and CCRC – Act as lead Accounting Manager for all NIDC and City-related financial transactions and provide interim financial and account-status reports as requested; have primary responsibility for accounting oversight of City and all DCD component unit financial transactions and review all payment requests, cash receipts, deposits, and journal entries before posting; develop and lead implementation of internal controls procedures, conduct continual review and refinement of accounts payable and accounts receivable policies; implement City accounting procedures such as Governmental Accounting Standards Board (GASB) reporting changes when notified by the Comptroller’s Office; represent the Department on all accounting-related matters to the Comptroller’s Office, City Treasurer’s Office, Budget Office etc.; draft departmental response to accounting-related inquiries; perform in-depth analysis of department or component-unit accounts as required; insure transactions to accounts are appropriate and balanced; take lead role in the year-end closing of all activities for DCD and NIDC accounts; prepare year-end financial data and reports; prepare closing journal entries, review ledgers, and distribute City account balances to the appropriate ledgers; and act as the lead accountant and internal “expert” for problem resolution or requested changes to the RACM, NIDC, and CCRC financial management and accounting system (CDC) and the City’s financial system (FMIS).

- 30% Financial Statements – Be responsible for completion of the NIDC financial statement audit and the Single Audit related to the Milwaukee Neighborhood Reclamation Corporation (MNRC) land bank activity; work with accounting support staff to insure timely completion; coordinate and review the work of RACM lead accountant related to the annual audit of RACM and CCRC activity; assist in the preparation of the annual audit by completing assigned work papers; act as the point of contact for City and external auditors; and insure all City audit and financial reporting deadlines are met.
- 10% Supervision – Participate in the evaluation of accounting position candidates including interviewing, testing and hiring; act as a mentor to accounting staff, including training of new employees; supervise the staff of the Accounting Oversight Section; serve as the supervisor of the Finance and Administration Division when so designated by the Finance and Administration Manager; and perform other professional management responsibilities as required.

Requirements include a Bachelor's Degree in Accounting and five years of progressively responsible accounting or financial analysis experience. A Certified Public Accountant (CPA) designation is preferred and governmental, inter-agency, and complex financial organization accounting experience is desirable. Equivalent combinations of education and experience may also be considered.

Analysis and Recommendation

This position was created as part of the 2007 budget to provide professional accounting and related financial management services for the Department of City Development, specifically for Tax Increment Districts (TID), Business Improvement, Community Development Block Grant (CDBG) and required City of Milwaukee accounting activities. The Department indicated that a key responsibility was to "formulate internal control and accounting oversight procedures". The position supervised one position of Accounting Assistant II and one position of Administrative Assistant III.

There have been several changes that have affected this position since 2007. In addition, the Department has reorganized the Finance and Administration Division in 2014 as three more positions are moving from RACM to DCD; and one position is moving to the Department of Administration – Information Technology Management Division (ITMD) as part of the City-wide consolidation of IT personnel. Changes to this position include the following:

- Duties now include the review and approval of all payment requests, cash receipts, deposits and journal entries for RACM, NIDC, and CCRC where before it was more limited to DCD and RACM.
- Elimination of the Accounting Supervisor position (RACM) that oversaw all NIDC financial activities resulted in this position managing the accounting for NIDC and supervising two additional positions, an Accountant II and an Accountant I.
- With the reorganization this position will work with the Finance and Administration Manager and the Budget and Management Reporting Manager to establish the duties and assignments of all the accounting staff; and will now supervise a total of seven accounting related positions as listed below:

One Accounting Specialist (DCD) position (PR 2HX)

- One Lead Accountant (RACM) position (PR 2HX)
- Two Accountant II positions (PR 2DN)
- Two Accountant I positions (PR 2CN)
- One Program Assistant I position (PR 5EN)

Comparisons were made to other positions in the City including those listed in the chart below:

Title	Department	Pay Range	Rate of Pay
Accounting Manager	Comptroller's Office	1GX	\$65,767 - \$92,089
Water Accounting Manager	DPW – Water Works	1GX	\$65,767 - \$92,089
Port Finance Officer	Port of Milwaukee	1FX	\$61,721 - \$86,406
Business Operations Manager	Dept of Public Works	1EX	\$57,884 - \$81,034

To study this position we looked at the changes listed above and made comparisons to other positions within the Department of City Development as well as other City Departments. There is no direct match but the Water Accounting Manager in Pay Range 1GX is the most similar. The Water Accounting Manager directly administers the centralized payroll, budget preparation, and expenditure control for the Milwaukee Water Works and reviews and recommends policies and procedures regarding the administration of various Municipal service charges. The position supervises eight positions in the Accounting Services Section including three positions of Accountant III (PR 2GX), one position of Water Claims Specialist (PR 2FX) and one position of Business Services Specialist (PR 2DN).

Although the position works with expenditure control for a larger budget, the position under study has responsibility for providing professional accounting, internal control oversight, and related financial management services for DCD, RACM, the Neighborhood Improvement Development Corporation (NIDC), and the Century City Redevelopment Corporation (CCRC) which involve economic development projects that have a huge impact on the City of Milwaukee. We also recommend the retaining the title of Accounting Manager-City Development.

Recommendation

Based on the above analysis we recommend the position of Accounting Manager – City Development in Pay Range 1EX be reallocated to Pay Range 1GX.

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

Reviewed by: *Andrea Krickerbocker*
Andrea Krickerbocker, Human Resources Manager

Reviewed by: *Maria Montezgudo st*
Maria Montezgudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: February 25, 2014

DOA-INFORMATION TECHNOLOGY & MANAGEMENT DIVISION

Current	Request	Recommendation
New Position	IT Support Specialist PR 2EN (\$50,214 - \$62,799)	IT Support Specialist PR 2EN (\$50,214 - \$62,799)
Network Coordinator Senior PR 2GX (\$50,959 - \$71,349)	IT Support Specialist – Senior PR 2GN (\$56,205 - \$71,349)	IT Support Specialist – Senior PR 2GN (\$56,205 - \$71,349)

HEALTH DEPARTMENT

Current	Request	Recommendation
Accounting Assistant II PR 6HN (\$37,456 - \$41,449)	Program Assistant II PR 5FN (\$42,118 - \$47,771)	Program Assistant II PR 5FN (\$42,118 - \$47,771)
Two New Positions	Father Involvement Specialist PR 5BN (\$30,228 - \$37,086)	Health Project Assistant-DAD PR 5BN (\$30,228 - \$37,086)
New Position	Family and Community Wellness Manager PR 1DX (\$54,322 - \$76,046)	Family and Community Wellness Manager PR 1DX (\$54,322 - \$76,046)

Action Required (Effective Pay Period 1 2014)

In the Salary Ordinance, under Pay Range 5BN, add the title “Health Project Assistant-DAD”
Under Pay Range 1DX, add the title “Family and Community Wellness Manager”

In the Positions Ordinance, under the Department of Administration – Information and Technology Management Division, Systems Hardware Support Section, add one position of “IT Support Specialist” and one position of “IT Support Specialist-Senior”

Under Health Department, Finance Section, delete one position of “Accounting Assistant II” and add one position of “Program Assistant II”.

Under Health Department, Empowering Families of Milwaukee Program, delete two positions of “Father Involvement Specialist” and add two positions of “Health Project Assistant-DAD”.

DOA-Information Technology and Management Division

The 2014 budget shifts two Information Technology positions – one from RACM (Redevelopment Authority for the City of Milwaukee) and one from DCD (Department of City Development) – into the Department of Administration – Information Technology and Management Division (ITMD) and continues the consolidation of City-wide IT service delivery. This will increase the capacity of ITMD to deploy IT resources across City government.

Current:	New Position (Previously in RACM)	PR 2EN
Request:	IT Support Specialist	PR 2EN
Recommended:	IT Support Specialist	PR 2EN

This position provides IT support through the ITMD help desk and prepares new servers, desktop computers and software applications for deployment. This position provides IT support as a member of a team.

- 50% Assist in administration of computer help desk operations, including the configuration, operation and support of City servers. Identify, troubleshoot and resolve problems with networked systems, office automation systems and system configuration.
- 20% Assist in the maintenance of inventory and warranty records for all computer equipment, software and peripherals, and schedule warranty repairs as needed.
- 20% Prepare new hardware and software for use and install such systems.
- 10% Perform other related duties.

Minimum requirements include an Associate Degree in computer science, information systems management, automated systems development and at least 1 year of desktop support work experience. Equivalent combination of experience and education may be considered. Microsoft certifications or other job-related certifications are preferred.

Analysis & Recommendation

These duties, responsibilities, and requirements are consistent with the current positions of IT Support Specialist in ITMD and we therefore recommend this position be classified as IT Support Specialist in Pay Range 2EN.

Current:	Network Coordinator Senior	PR 2GX
Request:	IT Support Specialist-Senior	PR 2GN
Recommended:	IT Support Specialist-Senior	PR 2GN

This position assists the IT Support Manager in maintaining, upgrading, and support of the department's mainframes, servers, desktop computers and software applications. This position provides IT support more independently or serves as the leader of small projects.

- 65% Assist in administration of computer help desk operations, including the configuration, operation and support of City servers. Identify, troubleshoot and resolve problems with networked systems, office automation systems and system configuration.
- 15% Assist in the maintenance of inventory and warranty records for all computer equipment, software and peripherals, and schedule warranty repairs as needed.
- 10% Prepare new hardware and software for use and install such systems.
- 10% Perform other related duties.

Minimum requirements include a Bachelor's Degree in computer science, information systems management, or automated systems development. Equivalent combination of experience and education may be considered. Microsoft certifications or other job-related certifications are preferred.

Analysis & Recommendation

These duties, responsibilities, and requirements are consistent with the current positions of IT Support Specialist-Senior in ITMD and we therefore recommend this position be classified as IT Support Specialist-Senior in Pay Range 2GN.

HEALTH DEPARTMENT

Current:	Accounting Assistant II	PR 6HN
Request:	Program Assistant II	PR 5FN
Recommended:	Program Assistant II	PR 5FN

This Accounting Assistant II reports to the Department's Business Operations Manager and oversees all billing operations of the Health Department, performs accounts receivable and collection duties, supervises two Accounting Assistants, and solves difficult problems involving claims, payments, providers, and other entities. As such, this Accounting Assistant II serves as the primary point of contact for billing issues between Health Maintenance Organizations (HMOs), the State of Wisconsin's Department of Health; Health Department managers and staff; and other entities. A critical aspect of the job is investigating and resolving issues regarding claims and payments.

As defined by the Department of Labor's O*Net OnLine website, the nature of work performed by this Accounting Assistant falls within a subgroup that includes billing, cost, and rate clerks. Employees in these jobs compile data, compute fees and charges, and prepare invoices for billing purposes. In City government, the title used to identify this type of work is that of Accounting Assistant.

As an indication of the amount of education needed to perform the work, the Department of Labor indicates that 45% of employees performing these jobs have attained an associate's degree or completed some college and 36% have a high school diploma or equivalent. (The educational attainment of the remainder of the group is unknown.)

One of the more noteworthy aspects of the work performed by employees in this subgroup is their ability to skillfully use information technology (IT). Employees may need to use accounting software; database user-interface and query software; document management software; spreadsheet software; and word processing software. In addition to technical knowledge, skills, abilities (KSAs), employees performing this work must have the interpersonal skills, and communication skills to successfully provide customer service, solve detailed problems, and work with others.

The Department of Labor's description of the nature of work and KSAs required matches that of the Accounting Assistant under consideration in this report. In the case of the position under consideration, the employee performing the job must possess all the KSAs and competencies of a billing clerk (or medical clerk) and also have the KSAs needed to supervise others, communicate effectively with individuals in other organizations, and solve difficult billing and claims issues.

The minimum requirements for the job include education in business office management or a related area and four years of office support experience with at least one year of experience at the level of an Office Assistant III or Accounting Assistant II. The description also indicates that a "bachelor's degree is preferred." These requirements have not been validated for purposes of staffing.

Considering the degree of responsibility exercised by this position, which consists of all billing operations for the Health Department, the type and level of KSAs required, particularly IT knowledge and problem-solving skills, and the fact that this Accounting Assistant II oversees the work of two Accounting Assistants II, it appears appropriate to recommend reclassification to a higher level.

The Department has requested that this position be reclassified to a Program Assistant II. Positions assigned to the Program Assistant series perform a variety of office support and administrative work supporting a program or distinct area of operations within a City department. Due to the fact that the position under consideration has responsibility for all billing operations in the Health Department, placement in the Program Assistant series is appropriate.

Following is a description of the I and II levels of the Program Assistant series.

Program Assistant I

Performs duties and responsibilities to support the work of professionals and/or managers in a specific area of operations or program within a City department. Requires 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. Carries out duties and responsibilities very independently and consults with managers and professionals regarding unusual situations requiring the interpretation of policies.

Program Assistant II

Positions in this classification require the equivalent knowledge and skill normally obtained with a bachelor's degree. Some positions function as group leaders for other employees. A hallmark of the Program Assistant II is the analysis of information, in contrast to gathering or compiling information. In analyzing information, the employee is required to draw conclusions and make recommendations from the information presented. This information may be in the form of accounting information, budget records and reports, financial information, contracts, or qualitative information. Program Assistants II are expected to independently initiate new work projects and improve processes on a continuous basis.

Analysis and Recommendation

Due to the fact that the Accounting Assistant II under consideration is called upon to solve difficult problems dealing with claims, billing, and payments, requiring an analysis of data, which is a hallmark of that level, and because the position now has the additional responsibility of overseeing the work of two other Accounting Assistants II, reclassification of the position to Program Assistant is appropriate.

For these reasons, it is therefore recommended that the position of Accounting Assistant II in Pay Range 6HN, which is responsible for billing operations in the Health Department, be reclassified to Program Assistant II in Pay Range 5FN.

Current:	Two New Positions	
Requested:	Father Involvement Specialist	PR 5BN
Recommended:	Health Project Assistant-DAD	PR 5BN

The mission of the new Direct Assistant to Dads (DAD) Program is to improve the health and wellbeing of fathers, fathers-to-be, and their children. This will be accomplished by providing direct services to fathers and fathers-to-be through home visitation and one-on-one coaching with the intermediate goal of increasing involvement between fathers and their children and partner.

DAD Specialists will recruit and enroll fathers and fathers-to-be in the program, conduct home visits with enrolled fathers, and provide evidence-based programming, assessments, and care planning to ensure optimal father involvement in the lives of their partner and children.

The minimum requirement for the position is three years of related experience working with fathers. An associate's degree or bachelor's degree in social work is preferred. It should be noted that the Staffing Division of Employee Relations has not yet conducted its job analysis for this job which will establish validated requirements.

Analysis & Recommendation

This position may be characterized as that of a paraprofessional or entry-level professional. As used here, the term paraprofessional is defined as a job that requires some college or perhaps an associate's degree but not a bachelor's degree. A beginning-level professional is defined as one who possesses a bachelor's degree and none or very little professional work experience.

Considering the level of paraprofessional work that will be performed, it appears appropriate to place this position in Pay Range 5BN as requested. This will classify the position in the same pay range as the current title of Community Education Assistant. While currently vacant, this position had responsibility for working within the community, recruiting clients, and increasing awareness on men's health issues and programs sponsored by the Health Department.

We therefore recommend the title of Health Project Assistant-DAD in Pay Range 5BN to clearly identify the focus of the program.

Current:	New Position	
Requested:	Family and Community Wellness Manager	PR 1DX
Recommended:	Family and Community Wellness Manager	PR 1DX

This Manager will provide leadership, oversight, and direction for Project LAUNCH (Linking Actions of Unmet Needs in Children's Health) and the DAD Project. The purpose of Project LAUNCH is to promote the wellness of children in Milwaukee from birth through eight years of age by addressing the physical, social-emotional, cognitive, and behavioral aspects of development. As described above, the DAD Project is an intensive, evidence-based, and participant-driven fatherhood-focused home visitation program that will provide services to fathers-to-be and fathers in a targeted area of Milwaukee.

This Manager will lead, direct, monitor, control, and evaluate all aspects of Project LAUNCH and the DAD Project. This includes developing and monitoring budgets, funding sources, and contracts with professionals and community organizations; establishing standards for data collection; evaluating and revising case management and home visiting protocols; forming advisory groups; collaborating with community-based individuals and groups and Health Department staff; training, coaching, and supervising staff; ensuring that protocols are effective and implemented in a standardized manner, coordinating the Young Child Wellness Council; convening the Milwaukee Maternal and Child Health Home Visiting community of Practice; and serving as the primary spokesperson for the two projects.

As written by the Health Department, the requirements for the position include a master's degree in administration, public health, human services, management, health education, nursing, social work or a related field and three years of experience in public health or a related area, two years of which must include program management or supervision of employees in the areas of program planning, budget development and monitoring, contract development, research and data analysis, grant writing, staff development, team management, and quality assurance. Due to the fact that the Staffing Division has not yet conducted a job analysis for this position, these requirements, as provided by the Health Department, have not been validated and are subject to change.

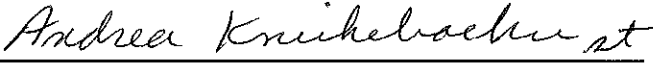
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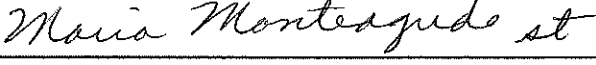
Considering the scope of responsibility associated with this job and the level of education and KSAs required, placement of this position in Pay Range 1DX, as requested by the Department, appears appropriate and is commensurate with other managerial positions in the Department at this level including:

- Lead Hazard Prevention Manager
- MCHVP Program Manager
- Men's Health Manager
- Vital Statistics and FIMR Manager
- Well Women's Program Manager
- WIC Program Manager

We therefore recommend the title of Family and Community Wellness Manager be classified in Pay Range 1DX.

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director