



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

December 10, 2014

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

Dear Committee Members:

Re: Common Council File Number 141130

The following classification and pay recommendations were approved by the City Service Commission on **November 25, 2014**.

In the Assessor's Office, three positions of Assesment Division Manager, Pay Range 1FX was recommended for reallocation to Pay Range 1GX.

In the City Attorney's Office, various Legal Office Assistant levels were recommended for reclassification.

In the Deferred Compensation Plan, one position of Program Assistant II, Pay Range 5FN is recommended for reclassification to Administrative Assistant IV, Pay Range 5IN.

In the Department of Neighborhood Services, two positions of Building Construction Inspection Supervisor, Pay Range 1FX is recommended for a mininum recruitment rate; 12 positions of Electirical Inspector II, Pay Range 3QN was recommended for no change in pay range and the position Electrical Inspector I, Pay Range 3ON was recommended for recruitment at any rate in the pay range with DER approval.

In DPW-Administrative Services, one new position is recommended for classification to Business Services Specialist, Pay Range 2DN.

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

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: 5 Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, James Carroll, Dennis Yaccarino, John Ledvina, Deborah Ford, Nicole Fleck, Mary Reavey, Steven Miner, Peter Bronek, Scott Winter, Grant Langley, Vincent Moschella, Richard Withers, Robert Jorin, Lynn Claflin, Susan Finnegan, Barbara Luecking, Mary Lyles, Cynthia Reynolds, Donna Schanowski, Patricia Schmidt, Mornae Smith, Wilhelmina Taylor, Witold Dziadowicz, Elaine Bieszk, Jerry Allen, Arthur Dahlberg, Thomas Mishefske, Lynne Steffen, David Allen Mattox, Kevin Blanco, Pamela Thiessenhussen, Mario Orlando, Joseph Glorioso, James Powers, David Alessi, Ghassan Korban, Preston Cole, Dan Thomas, and Patrick Hartmann



JOB EVALUATION REPORT

City Service Commission Meeting Date: November 25, 2014

ASSESSOR'S OFFICE

Current	Request	Recommendation
Assessment Division Manager PR 1FX (\$62,338 - \$87,270) Three Positions	To Be Studied	Assessment Division Manager PR 1GX (\$66,435 - \$93,010) Recruitment Rate of \$86,189 Three Positions

Action Required – Effective Pay Period 26, 2014 (December 7, 2014)

In the 2015 Salary Ordinance, under Pay Range 1FX, delete the title "Assessment Division Manager" and under Pay Range 1GX, add the title "Assessment Division Manager (3)" with the footnote to read "Recruitment rate is at \$3,314.96 (\$86,188.96)."

Background

The Department requested that these three positions be studied due to concerns regarding pay compression with the positions they directly supervise. A Job Analysis Questionnaire was completed by the incumbents and discussions were held with Mary Reavey, Commissioner of Assessments and Steven Miner, Chief Assessor.

Duties and Responsibilities

The basic function of these positions is to supervise a team of eight to thirteen property appraisers in the discovery, listing, and uniform valuation of property in the City of Milwaukee; maintain and motivate the team through selection, training, coaching, planning and supervising; contribute to the production of an annual assessment roll, sign the assessment roll, and serve as a member of the Board of Assessors; process assessment appeals, and participate in and prepare appraisal reports for the Board of Review and court hearings; provide service and information to citizens, other departments, and public agencies; and participate in short and long-term planning. Duties and responsibilities include the following:

- 20% Managing Staff – review appraiser weekly production, appraisal reports, time cards and mileage reports; direct and lead annual revaluation efforts; create and lead special project teams; serve as a liaison between staff and upper management; and resolve staff conflicts.
- 20% Training Staff – train appraisers on discovery, listing and valuation of all assessable property, fielding sales, permits and objections, data sources, and presentations at the Board of Review and court hearings; assist with difficult questions and certification preparation; and conduct appraiser meetings and training sessions on systems and best practices in assessment duties, office procedures, and manuals.
- 25% Planning – Determine office objectives, needs and valuation planning for annual assessment cycle; research and plan for new assessment software and technology; review and investigate applications and background information on new hires; perform

- cross training and succession planning; and allocate and redistribute workload and assignment areas to staff.
- 15% Public Relations – update the public information manual, handle specific requests for information from internal and external customers, respond to customers or taxpayers who are angry or upset, oversee the processing of aldermanic requests, give presentations at neighborhood and association meetings, and oversee the Assessor's Office public relations efforts.
- 20% Overseeing Preparation of Cases for the Board of Review and Circuit Court – inspect real estate and records characteristics such as property type, physical condition, structural components, and size, nature and type of improvements for use in appraising and classifying property; review and critique appraisals; prepare cross-examination questions for opposing expert witnesses; meet with Assistant City Attorney, opposing attorneys, tax representatives and/or appraisers to discuss assessment objections; prepare oral and/or written rebuttal reports; and prepare written narrative appraisal reports and advise and oversee the work of appraisers for their role in valuation disputes.

Requirements include a Bachelor's Degree in Accounting, Business Administration, Real Estate Appraisal, Engineering, Architecture, or related field; Wisconsin Assessor Certification at the Assessor 2 level; and five years of experience in assessing property in a governmental assessment office or performing mass appraisals in an appraisal firm. Equivalent combinations of education and experience may also be considered.

Analysis and Recommendation

These three positions were last reviewed in 2010 when the Department requested a title change from Supervising Assessor Assistant to the current title of Assessment Division Manager due to a change in the organizational structure. Prior to 2010, the positions were studied in 2004 and a reallocation was recommended from Salary Grade 07 to Salary Grade 09. The rationale was that previously the positions supervised staff that assessed one type of property such as residential or personal property. Due to a reorganization these positions became responsible for supervising staff that assessed all types of property. This change resulted in an increase in responsibility and a need for a broader knowledge of all types of property. The report also indicated that the higher salary grade would eliminate the pay compression problem that had developed between these positions and the Senior Property Appraisers that report to them.

Earlier this year a reclassification and career ladder was approved for the Senior Property Appraiser positions as shown below:

Classification	PR	Min	Max	Footnote	
Senior Property Appraiser	2HN	\$63,232	\$75,899		
<ul style="list-style-type: none"> • Designated as Project Leader • Designated as Lead Assessor 				\$79,694	\$83,679
Property Appraiser (Underfill Title)	2DN	\$49,568	\$59,498		
<ul style="list-style-type: none"> • Designated as Project Leader 				\$62,473	

This report recommended higher rates of pay when an employee was designated to serve as a Project Leader and/or Lead Assessor. The rationale for the higher pay was an increase in duties and responsibilities including a change in the proceedings for Circuit Court. Circuit Court hearings are no longer based only on the record made at the Board of Review. As a

consequence Senior Property Appraisers take a much more active role in preparing for the hearings including researching information, creating and compiling documents with charts, graphs and photographs, and quantitative data, and writing lengthy reports. Other changes included taking on more responsibility as a number of management positions have been eliminated during the past several years. Further, the Department had indicated that they had experienced great difficulty in recruitment for these positions due to the level of pay. The career ladder provides an opportunity to move through the pay ranges as the employees meet the criteria for each increment.

The level of responsibility has increased for the positions under study as they are also affected by the changes in the proceedings for the Circuit Court. These positions must oversee preparations for Circuit Court, advise and oversee the work of Property Appraisers in valuation disputes, prepare questions for cross-examination of opposing expert witnesses, prepare oral and/or written rebuttal reports, and meet with an Assistant City Attorney, opposing attorneys and/or tax representatives, and appraisers to discuss objections. Other changes include a more significant role in decisions related to promotion and hiring; development and implementation of the staff pay plan; resolving the more complex valuation issues; coordinating the solid waste unit count investigations for the Sanitation Section of the Department of Public Works; coordinating the assessments of manufacturing properties with the Wisconsin Department of Revenue; serving as a Taxpayer Committee Chairperson; reviewing and deciding on large group and sub-neighborhood value adjustments and proposed neighborhood boundary changes and valuation factors; and evaluating and supervising all areas of special projects in the Assessment Division.

The current management and professional positions in the Assessment Division are as follows:

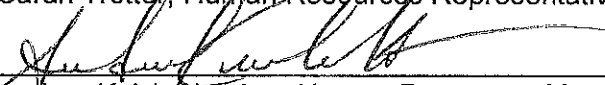
Classification	PR	Min	Max	Footnote	
Chief Assessor	1LX	\$91,404	\$127,962		
Assessment Operations Director (2015 proposed)	TBD				
Assessment Division Manager Three positions	1FX	\$62,338	\$87,270		
Senior Property Appraiser • Designated as Project Lead • Designated as Lead Assessor	2HN	\$63,232	\$75,899	\$79,694 \$79,694	\$83,679
Property Appraiser (Underfill Title) • Designated as Project Leader	2DN	\$49,568	\$59,498	\$62,473	

The proposed position of Assessment Operations Director is a new position in the 2015 budget that will be reviewed in a separate report. The Department had requested this additional management position due to increased workload and extensive preparation for litigation. The three Assessment Division Manager positions will now report to the new position instead of the Chief Assessor who will focus more on policy and general oversight rather than direct supervision.

In recognition of more extensive duties and responsibilities we recommend these positions be upgraded to Pay Range 1GX (\$66,435 - \$93,010). Pay Range 1GX includes other high-level management positions such as Building Codes Court Administrator, Building Codes Enforcement Manager and Environmental Code Enforcement Manager. We further recommend

a minimum recruitment rate of \$3,314.96 (\$86,188.96). Our analysis confirms that there is pay compression between these positions and the Senior Property Appraiser positions they supervise. The rate is 3% above the maximum rate of pay of \$83,679 for a Senior Property Appraiser performing leadworker responsibilities.

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 Date: November 25, 2014

CITY ATTORNEY'S OFFICE

Current	Request	Recommendation
Legal Office Assistant IV Two Positions PR 6MN (\$41,610 - \$49,946)	To Be Studied	Legal Office Assistant-Lead Two Positions PR 6NN (\$38,628 - \$51,547) Recruitment is at \$45,013
Legal Office Assistant III Three Positions PR 6KN (\$38,629 - \$45,391)	To Be Studied	Legal Office Assistant-Lead One Position PR 6NN (\$38,628 - \$51,547) Recruitment is at \$45,013
		Legal Office Assistant-Senior Two Positions PR 6LN (\$40,501 - \$46,724) Recruitment is at \$43,000
Legal Office Assistant II Four Positions PR 6IN (\$36,935 - \$43,335) Recruit up to \$38,629 with DER approval.	To Be Studied	Legal Office Assistant Four Positions PR 6JN (\$34,848 - \$44,546) Recruitment is at \$39,611 Rate is \$40,799 after passing Probation
Legal Office Assistant I Underfill Title PR 6FN (\$32,076 - \$38,406)		

Action Required – Effective Pay Period 22, 2014 (October 12, 2014)

In the Salary Ordinance, under Pay Range 6FN, delete the title "Legal Office Assistant I (9)"; under Pay Range 6IN, delete the title "Legal Office Assistant II (1)" and footnote (1); under Pay Range 6JN, add the title "Legal Office Assistant (4)" with footnote "4" to read "(4) Recruitment is at \$1,523.51 (\$39,611.26). Rate is \$1,569.22 (\$40,799.72) upon completion of probation."; under Pay Range 6KN, delete the title "Legal Office Assistant III"; under Pay Range 6LN add the title "Legal Office Assistant–Senior (2)" with footnote "2" to read "(2) Recruitment is at \$1,653.85 (\$43,000.10)."; under Pay Range 6MN, delete the title "Legal Office Assistant IV"; and under Pay Range 6NN, add the title "Legal Office Assistant-Lead (4)".

In the Positions Ordinance, City Attorney, Administrative Division, delete two positions of "Legal Office Assistant IV" and seven positions of "Legal Office Assistant III"; and add three positions of "Legal Office Assistant-Lead", two positions of "Legal Office Assistant-Senior", and four positions of "Legal Office Assistant".

Background and Overview

The City Attorney's Office requested a classification study of their Legal Office Assistant positions. The position of Docketing Specialist was later added to the study. Discussions were held with Vincent Moschella, Deputy City Attorney; Richard Withers, Special Assistant to the City Attorney; and Laura Bergner, Administrative Specialist-Senior; and Job Analysis Questionnaires were completed by the nine incumbents. The levels of Legal Office Assistant are shown below:

Title	Pay Range	Rates	# of Positions
Legal Office Assistant I	6FN	\$32,076 - \$38,406	Underfill Title
Legal Office Assistant II	6IN	\$36,935 - \$43,335*	4
Legal Office Assistant III	6KN	\$38,629 - \$45,391	3
Legal Office Assistant IV	6MN	\$41,610 - \$49,946	2

*Recruitment may be up to \$38,629 with approval of DER.

These positions were last studied in 2005. At that time, a pay range adjustment and a footnote allowing recruitment up to the third step were approved for the Legal Office Assistant II classification. Also approved were a pay range adjustment for the Legal Office Assistant III classification and a higher pay range for the Docketing Specialist classification. Recommendations for these changes were based on a review of turnover, recruitment effectiveness, current market conditions and salary comparisons with other employers.

These positions were also included in the Office Support Study in 1996 and job specifications were created at that time. These specifications indicate that the Legal Office Assistant positions perform secretarial and related services primarily for attorneys and other legal professionals. This includes preparing or assisting in the preparation of legal and related documents and requires knowledge of legal forms, documents, and citations and legal procedures.

Legal Office Assistant I – serves as the entry-level of the job series and types the most basic legal documents including opinions, correspondence, briefs and pleadings. Some positions may open, maintain, and docket case files, coordinate case file calendars and prepare subpoenas.

Legal Office Assistant II – serves as the journey-level of the job series and is distinguished from the I level by performing a wider array of more technical legal secretarial duties including typing, transcribing, preparing, copying, and/or processing legal documents, briefs, pleadings, correspondence, opinions, ordinance, resolutions, bonds, contracts, and related agreements.

Legal Office Assistant III – distinguished from the II level by leadworker responsibilities over a particular legal section and is required to prioritize, assign, and monitor incoming and outgoing workflow and provide training and guidance to entry and journey-level Legal Office Assistants.

Legal Office Assistant IV – performs a variety of higher level secretarial and administrative support functions and is distinguished from the III level by serving as an executive secretary to a Deputy City Attorney, performing payroll and related functions, and/or supervising an administrative support staff. Duties include scheduling appointments and meetings, maintaining attorney opinion and assignment databases, performing various payroll and related functions, and serving as a leadworker to office support personnel.

The Department indicated that these descriptions may no longer fit with all the changes in technology and how work is distributed. There is a blurring of lines between levels and a question as to whether four levels are needed. To obtain a better understanding of the work of each position level nine employees completed a Job Analysis Questionnaire used by the Staffing Division to assess job tasks as well as knowledge, skills and abilities (KSA). In this format the job tasks are provided and employees are asked to rate each task in terms of importance and frequency. KSAs are assessed for connection to successful job performance and whether it is needed at time of hire.

The information collected through this process assisted in determining the different levels of work performed by employees in the Legal Office Assistant classifications. Carl Nagy, Human Resources Manager, and Lindsey O'Conner, Human Resources Representative, both of the Staffing Division of DER provided guidance and input in the set-up, analysis and interpretation of data.

Comparisons were made between the Legal Office Assistant classifications and other City positions and external pay survey data from the Bureau of Labor Statistics (BLS) and the Economic Research Institute (ERI) was reviewed for legal support positions. The position of Docketing Specialist was added in later as it had been equated with the level of Legal Office Assistant III in the past. The Docketing Specialist is responsible for classifying, entering, and tracking all court and administrative cases in the City Attorney's case management software; docketing relevant documents; distributing daily calendars; creating and running reports for court and administrative cases; closing and filing court and administrative cases; training, monitoring and assisting staff on the case management software; and assisting with setting up functions.

Analysis and Recommendation

A review of the market data for Legal Office positions indicates a justification for a modest increase for this group of employees. A review of the Job Analysis data indicates distinct differences in the work performed by the different levels of Legal Office Assistant. Generally, the III level performs some higher level administrative tasks and the IV level serves as an executive secretary to a Deputy City Attorney and may perform as a leadworker. The job analysis also indicated that one position of Legal Office Assistant III is performing work at the IV level and we are therefore recommending a change in classification for that position.

We also recommend that the underfill classification of Legal Office Assistant I be eliminated as the Department recruits at the II level. We recommend combining the Legal Office Assistant I and II classifications, setting a recruitment rate, and creating a 3% increase connected to an employee successfully passing probation.

We recommend that the classifications of Legal Office Assistant II, III, and IV be allocated to the next higher pay range, an increase of 3% at the maximum, with the new titles of Legal Office Assistant, Legal Office Assistant-Senior, and Legal Office Assistant-Lead. This includes recruitment rates for the "Senior" and "Lead" level as shown in the chart below:

Current	Recommendation
Legal Office Assistant I (Underfill Title) PR 6FN (\$32,076 - \$38,406)	Legal Office Assistant PR 6JN (\$34,848 - \$44,546) Recruitment is at \$39,611 Rate is \$40,799 after passing Probation
Legal Office Assistant II PR 6IN (\$36,935 - \$43,335)	
Legal Office Assistant III PR 6KN (\$38,629 - \$45,391)	Legal Office Assistant-Senior PR 6LN (\$40,501 - \$46,724) Recruitment is at \$43,000
Legal Office Assistant IV PR 6MN (\$41,610 - \$49,946)	Legal Office Assistant-Lead PR 6NN (\$38,628 - \$51,547) Recruitment is at \$45,013

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

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

Reviewed by: *M. Montegudo*
Maria Montegudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: November 25, 2014

DEFERRED COMPENSATION PLAN

Current	Request	Recommendation
Program Assistant II PR 5FN \$42,539 - \$48, 248	Study of Position	Administrative Assistant IV PR 5IN \$47,780 - \$54,669
<p>The nature of work performed by this position is most consistent with the duties and responsibilities of positions assigned to the Administrative Assistant series. It should be noted that the pay level for the position's current classification, Program Assistant II, is the same as that of Administrative Assistant III. The level of work associated with this job, as evidenced by the degree of knowledge and skill required for successful job performance and degree responsibility exercised, has increased significantly during the recent past.</p>		

Action Required

In the Positions Ordinance, under Deferred Compensation Plan, delete one position of "Program Assistant II" and add one position of "Administrative Assistant IV".

Background

In July of this year, a request was submitted to Employee Relations to study the position of Program Assistant II assigned to the Deferred Compensation Board for proper title and pay level. In studying this request staff reviewed a revised job description, a job analysis questionnaire, and work products created by the incumbent. In addition, a job audit was conducted with the incumbent and discussions were held with Witold Dziadowicz, the Executive Director.

The City of Milwaukee Deferred Compensation Plan is a Section 457 defined contribution retirement plan offered by the City that allows employees to contribute funds from earnings on a pretax basis, choose where funds will be invested, and withdraw funds during retirement. The Plan is overseen by a Board of eleven members and staffed by an Executive Director and Program Assistant II. Nationwide Retirement Solutions serves as the Plan's administrator and is responsible for enrolling employees, maintaining individual accounts and records, providing educational materials to participants, and distributing funds. The City's Deferred Compensation Plan has some 7,500 participants. City of Milwaukee employees, as well as those employed by the Milwaukee Housing Authority, Milwaukee Redevelopment Authority, and Wisconsin District Center are eligible to participate in the Plan.

Duties and Responsibilities

The primary purpose of this job is to assist the Executive Director and Board of Directors in managing the Deferred Compensation Plan, which includes providing customer service to plan participants. The major areas of responsibility for this job are as follows:

40% Administrative support for Executive Director and Board

- monitor incoming correspondence for the Executive Director
- screen calls for the Director
- provide answers when appropriate
- coordinate administrative aspects of regular and special meetings of the Board, the Executive Finance Committee, Financial Literacy Committee, and if necessary, Hardship Appeal Committee
- compile and distribute all written materials needed for meetings
- attend all meetings and producing minutes
- perform all the administrative work related to attendance at conferences for the Director and Board members
- compose and sign routine correspondence for the Director
- manage all office duties in the absence of the Director
- perform special projects at the request of the Board or Director.

20% Office Management

- ensure the operability of office equipment, call for repairs; evaluate new equipment needs
- order supplies; prepare requisitions and creating vouchers for office supplies, equipment, and services
- submit payroll information
- compile annual expenditures for vendor service contracts; and complete purchase order encumbrances.

15% Customer Service and Communication

- respond to questions from plan participants via telephone, email, and in-person
- research inquiries (and complaints) from participants, other City departments, and from outside agencies
- determine course of action in response to inquiries including composing responses to inquires
- meet with participants to assist them with enrollment, distributions, roll-ins, deferral changes, and hardship withdrawals
- resolve issues between participants and the third-party administrator
- schedule workshops with the third-party administrator
- attend deferred compensation retirement workshops
- maintain up-to-date marketing and educational materials and displays
- keep up-to-date on current and proposed changes affecting the Plan or its administration. It should be noted that the employee performing this job is considered a fiduciary of the Plan.

15% Financial services

- reconcile annual payroll contributions and rollouts; researching discrepancies of payroll deferrals between the City and its agencies, custodial band, and third-parry administrator
- prepare reports of expenditures and revenue that include logs of reimbursements received from the third-party administrator of 12B1 mutual fund fees
- monitor and verify year-to-date catch-up contributions
- prepare and request balance adjustments as required
- reconcile biweekly payroll deductions with deductions recorded by the third-party administrator

- verifying the eligibility of benefit payments for participants who have separated from service; reporting the names of those who have separated from service to the third-party administrator
- monitor and process bills from outside agencies
- process and verify participants' biweekly payroll deductions.

5% Record Maintenance

- maintain department and Plan records including Plan documents, the Master Plan Agreement and participant files from third-party administrators
- create and maintain record retention schedules; and upon request, locate historical information that may be found in different areas and several formats.

5% Information Technology Support

- assist ITMD in system upgrades and testing
- serve as the liaison between the City's Deferred Compensation office and third-party administrator
- monitor and review the Plan's website; update the Plan's webpage on the City of Milwaukee's website.

Changes in Duties and Responsibilities

The job analysis questionnaire completed by the incumbent performing the Program Assistant II job provided a detailed list of the changes that have taken place in the position's duties and responsibilities during the last five years including:

- Assisting with the administration of Qualified Domestic Relations Orders. This includes providing information to affected parties, attorneys, and Assistant City Attorneys.
- Compiling and maintaining hard-copy reference and educational material for Board members.
- Performing the administrative work needed to conduct 20 regular meetings during a year as opposed to eight meetings that were conducted during 2008. The creation of a new Financial Literacy Committee and Executive Finance Committee caused the number of meetings to significantly increase.
- Assisting with the administration of hardship withdrawals. This includes collecting data and maintaining files. In the absence of the Executive Director the Program Assistant II approves or denies applications for the withdrawals.
- Answering questions about the new Loan Program. This includes answers to participant questions, explaining eligibility requirements, and coordinating paperwork.
- Maintaining official Plan documents including the Master Agreement, Investment Guidelines, Universe of Funds, Administrative Rules, Operational Procedures, and Vendor Analysis, making revisions as approved by the Board.
- Maintaining marketing materials, ensuring that up-to-date materials are available at distribution points and on display.
- Assisting with Requests for Proposals. This includes producing the RFP, sending materials to prospective bidders, and maintaining bid documents. In addition, the Program Assistant also maintains documents related to agreements with vendors.
- Overseeing payroll processing for Roth deferrals into the HRMS database.
- Maintaining the webpage for the Deferred Compensation Plan. This requires skill in using the Titan Content Management System.

The position requires four years of high level secretarial experience providing administrative support to a department head or division management with at least two years of experience in customer service, communication or benefits.

The knowledge, skills, and abilities required for successful job performance (not entry into the job), as indicated by this job analysis, include the following:

- Advanced organizational, planning and time management skills.
- Skill in exercising initiative.
- Knowledge of administrative and clerical procedures and systems such as word processing, spreadsheet software, record and file management, meeting administration, payment processing, and other office procedures and terminology.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Skill interacting with board members, employees, customers, attorneys, vendors and others diplomatically and tactfully.
- Ability to maintain confidentiality and demonstrate integrity.
- Basic knowledge of banking or financial processes and terminology.
- Knowledge of the terminology associated with a deferred compensation program.

Analysis and Recommendation

It is clear that the duties and responsibilities of this position have changed during the recent past which has increased the degree of responsibility associated with the job as well as the level of knowledge and skill required to successfully perform the work.

As may be seen, providing administrative support to the Executive Director and Board is a major area of responsibility for this position. This area includes all of the duties typically associated with that of an executive administrative assist such as answering calls, screening and tracking correspondence, composing routine correspondence for the Director's signature, setting up and coordinating meetings, making travel arrangements, creating agendas, compiling and distributing all the materials required for Board meetings, attending Board and Committee meetings, and creating minutes for meetings. These types of duties are most consistent with positions assigned to the Administrative Assistant series.

The work associated with other parts of the job are quite varied and require a commensurate variety of knowledge and skill, from the ability to understand and explain aspects of the deferred compensation program, to the ability to "audit" financial information for accuracy, use a content management system to update webpages, the ability to locate information and investigate issues, interact with a wide variety of individuals, and provide good customer service. Whoever performs this job is considered a fiduciary for the Deferred Compensation Plan which carries with it a degree of responsibility. Another aspect of the job that impacts its responsibility is that the Program Assistant II is the sole office support person for the Board and Executive Director.

Due to the fact that the nature of work performed is more consistent with positions in the Administrative Assistant series, we recommend placement in that series. Administrative Assistants directly support the work of one or more managers or high-level professionals. The

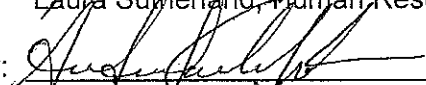
managers to whom these Administrative Assistants report are usually in middle management, and often in top management. Positions at the "IV" level perform advanced diversified and confidential administrative duties requiring broad and comprehensive experience, skill and knowledge of organization policies and practices. Further, because the level of responsibility associated with the job, as well as its knowledge and skill has increased we recommend that it be classified to Administrative Assistant IV.

Current Administrative Assistant IVs work directly with the Milwaukee Public Library Director, the Police Chief and Police command staff, the Commissioner of Health, and the Fire Chief.

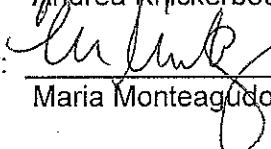
It is therefore recommended that the position of Program Assistant II, Pay Range 5 FN (\$42,539-\$48,248), be reclassified to Administrative Assistant IV, Pay Range 5IN (\$47,780 - \$54,669).

Prepared by: 

Laura Sutherland, Human Resources Representative

Reviewed by: 

Andrea Knickerbocker, Human Resources Manager

Reviewed by: 

Maria Montegudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: November 25, 2014

DEPARTMENT OF NEIGHBORHOOD SERVICES

Current	Request	Recommendation
Building Construction Inspection Supervisor PR 1FX (\$62,338 - \$87,270) 2 positions	Minimum Recruitment Rate	Building Construction Inspection Supervisor PR 1FX (\$62,338 - \$87,270) 2 positions Recruitment at \$69,727*
Electrical Inspector I PR 3ON (\$52,750 - \$63,012) Recruitment up to \$60,147 with DER approval. Underfill title	Market Study of Positions	Electrical Inspector I PR 3ON (\$52,750 - \$63,012) Underfill title Recruitment at any rate in the pay range with DER approval.
Electrical Inspector II PR 3QN (\$60,147 - \$69,727) 12 positions		Electrical Inspector II PR 3QN (\$60,147 - \$69,727) 12 positions

*Rate is effective Pay Period 14, 1014 (June 22, 2014)

Action Required

Effective Pay Period 10, 2014 (April 27, 2014)

In the Salary Ordinance, under Pay Range 1FX, add designation "6" to "Building Construction Inspection Supervisor" with footnote 6 to read as "Recruitment is at \$2,655.24 (\$69,036.24).

Effective Pay Period 14, 2014 (June 22, 2014)

In the Salary Ordinance, under Pay Range 1FX, change rate in footnote "6" to \$2,681.79 (\$69,726.54).

Effective Pay Period 1, 2015 (December 21, 2014)

Under Pay Range 3ON, "Electrical Inspector I" remove designation "1" and add designation "6" with footnote 6 to read: "(6) Recruitment may be at any rate in the pay range with DER approval."

Under Pay Range 3QN, remove designation "5" from Electrical Inspector II" and add designation "6" with footnote "6" to read: "(6) Recruitment minimum is \$2,313.33 (\$60,146.58) but may be at any rate in the pay range with DER approval."

Current: Building Construction Inspection Supervisor
 PR 1FX (\$62,338 - \$87,270)
Request: Minimum Recruitment Rate
Recommendation: Building Construction Inspection Supervisor
 PR 1FX (\$62,338 - \$87,270)
 Recruitment at \$69,717

The Department of Neighborhood Services has requested a minimum recruitment rate for the position of Building Construction Inspection Supervisor due to pay compression with direct reports in the titles of Boiler Inspector and Building Construction Inspector.

Building Construction Inspection Supervisors are responsible for managing construction, boiler, and hazardous inspection services performed by staff inspectors. The position requires a Bachelor's Degree in engineering, architecture, construction management or related field and at least three years of experience at the level of a project manager, engineer or architect involved in the design or construction of building. Knowledge, skills and abilities include knowledge of State of Wisconsin Commercial Building Code and the International Fire Code and Uniform Dwelling Code as well as knowledge of City of Milwaukee Code of Ordinances.

The following chart illustrates the rates of pay for this supervisory position and the titles that report to this position:

Title	PR	Min	Max	Footnote	Footnote
Building Construction Inspection Supervisor	1FX	\$62,338	\$87,270		
Building Construction Inspector II	3QN	\$60,147	\$65,724	\$67,696	\$69,727
Boiler Inspector II	3QN	\$60,147	\$65,724	\$67,696	\$69,727

At the present time seven of the employees in the titles of either Building Construction Inspector II or Boiler Inspector II are paid above the minimum rate of pay of the title of Building Construction Inspection Supervisor, with the highest employee rate of pay at \$67,696.

The department has offered the position of Building Construction Inspection Supervisor to an employee previously in the title of Building Construction Inspector II. With the current recruitment rate, this supervisor would be paid lower than a number of employees in the titles that report to this position. The department has requested consideration of a minimum recruitment rate that is higher than the maximum rate of pay of employees in the titles that report to this position.

For context, the department has also experienced a retention issue with this position in that the previous incumbent of this position left employment with the City of Milwaukee for a similar job with significantly higher pay.

To alleviate pay compression between these supervisors and the direct reports, this report recommends a minimum recruitment rate of \$69,727 for the title of Building Construction Inspection Supervisor in Pay Range 1FX. This represents a 3% increase over the rates of pay of employees in the title of Building Construction Inspector II and Boiler Inspector II in Pay Range 3QN.

Current:	Electrical Inspector I	PR 3ON	(\$52,750 - \$63,012)
	Recruitment up to \$60,147 with DER approval		
	Electrical Inspector II	PR 3QN	(\$60,147 - \$69,727)
Request:	Market Study of Titles		
Recommendation:	Electrical Inspector I	PR 3ON	(\$52,750 - \$63,012)
	Recruitment at any rate in the pay range with DER approval		
	Electrical Inspector II	PR 3QN	(\$60,147 - \$69,727)
	Recruitment at any rate in the pay range with DER approval		

The Department of Neighborhood Services has asked for a study of market rate of pay for the positions of Electrical Inspector I and II. These positions conduct electrical systems inspections in commercial, industrial and residential buildings to ensure compliance with applicable codes. The minimum requirement for the Electrical Inspector I is status as a State of Wisconsin Master Electrician and ability to possess a State of Wisconsin Commercial Electrical Inspector Certification within six months of appointment. The minimum requirements for the Electrical Inspector II is status as a State of Wisconsin Master Electrician, a State of Wisconsin Commercial Electrical Inspector Certification, and two years of related experience.

Neighborhood Services has encountered difficulty is recruitment and retaining candidates for these Electrical Inspector positions. The most recent candidate for Electrical Inspector I declined an employment offer of \$58,240 annually, and two recent temporary hires to the position left within two weeks of hire, citing insufficient pay. Three additional candidates had been offered regular employment but withdrew from consideration when they learned of the potential starting rate of pay. Historically Electrical Inspectors have been recruited and hired at the Electrical Inspector I level.

In addition, the Department of Neighborhood Services is working on a career ladder for electrical inspectors and the other construction inspection titles. As with the current residential, commercial and special enforcement, and environmental inspection career ladders that currently exists, a career ladder in the areas of construction inspection would relate employee pay progression to employee competencies and on-the-job performance. This proposal will also include cost of labor market comparison for the various positions.

However, to assist the department with current recruitment and retention issues prior to the completion of this career ladder, this report recommends additional recruitment flexibility for Electrical Inspectors. It is therefore recommended that for the titles of Electrical Inspector II as well as for the underfill title of Electrical Inspector I, that recruitment at any point in the range is allowed with the approval of DER.

Prepared By: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager

Reviewed By: Maria Monteagudo
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting Date: November 25, 2014

DPW – ADMINISTRATIVE SERVICES

Current	Request	Recommendation
New Position	Business Services Specialist PR 2DN (\$46,347 - \$59,497)	Business Services Specialist PR 2DN (\$46,347 - \$59,497)

Action Required

In the Positions Ordinance, under Department of Public Works-Administrative Services Division, Finance and Planning Section, add one position of "Business Services Specialist".

Background

The Department of Public Works (DPW) has requested classification for a new position in the Administrative Services Section. This position will be responsible for working with the "Compete Milwaukee" program by coordinating the hiring, placement, and monitoring of employees and carrying out related policy directives.

The basic function of the position is to coordinate, administer and report on activities relating to the "Compete Milwaukee" program, a City initiative to recruit, train, provide short-term employment and ensure long-term employment for underemployed City residents. Duties and responsibilities include the following:

- 20% Coordinate partnerships, agreements and contracts between DPW, City Departments, government agencies, non-profit employment agencies, and private employers to recruit, train, provide short-term employment, and ensure long-term employment for underemployed City residents, as outlined by the City of Milwaukee Jobs Act and "Compete Milwaukee" program.
- 20% Identify, apply for, administer, and report on program funding and resources.
- 10% Coordinate the recruitment, selection, training, assignment, evaluation, and long and short-term work placement of "Compete Milwaukee" program participants.
- 10%. Monitor and prepare reports for the Mayor, Common Council, City Departments, and the public on the "Compete Milwaukee" program including a description of initiation activities, worker participation levels, worker long-term placements, and other measures of activity and performance.
- 10% Receive regular reports from WRTP/Big Step (Wisconsin Regional Training Partnership/Building Industry Group – Skilled Trades Employment Program) regarding individual case-management, training and certification obtainment and from the "Compete Milwaukee" liaison regarding liaison activities and Jobs Scan status; and communicate metrics with City representatives.
- 10% In cooperation with City Departments utilize the JobsApps computer system in the Department of Employee Relations to conduct surveys of participants every 30, 60, 90,

and 120 days after participant program completion to determine employment status and evaluate program outcomes.

- 10% Provide information and training to City employees pertaining to the "Compete Milwaukee" program, specific to implementation and reporting requirements.
- 10% Perform field observations of "Compete Milwaukee" program activities for the purpose of monitoring and reporting.


Requirements include a Bachelor's Degree in Public Administration, Business Administration, or closely related field. Experience in governmental budget development, financial management, policy analysis, and/or job creation and placement program is desirable.


Analysis & Recommendation

The City currently has four positions with the requested classification of Business Services Specialist. Two positions are in the Community Development Grants Administration Division of the Department of Administration (DOA-CDGA), one position is in the Water Works Division of DPW, and one is in the Administrative Services Division of DPW. The two Positions in DOA-CDGA perform a variety of administrative and computer service functions in relation to various grants including creating contracts, assisting with reporting requirements for funding sources and database administration. One position in Water Works has responsibility for timekeeping and payroll processing for over 300 positions and serves as leadworker to two Accounting Assistant positions. Another position in DPW assists in formulating and implementing capital accounting and auditing procedures, is responsible for insuring that computer applications and procedures are effective in providing accurate and timely payment of contractor invoices, and prepares relevant financial reports.

The position under study has more of an emphasis on project coordination but, like the other positions in this classification, has oversight responsibilities for a specific area that includes administrative, computer, financial, and/or payroll-related functions. This new position will have responsibility for coordinating the hiring, placement and monitoring of employees under the "Compete Milwaukee" program; and preparing related reports. The requested classification of Business Services Specialist is appropriate for this new position. We therefore recommend this new position be classified as Business Services Specialist in Pay Range 2DN.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
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Maria Monteagudo, Employee Relations Director