



Department of Employee Relations

Job Evaluation Report

City Service Commission Meeting: September 12th, 2023

Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Renee Joos
Director
Employee Benefits

Nicole Fleck
Labor Negotiator

Municipal Court - Courtroom Proceedings and Court Services

Current	Recommended
Municipal Court Clerk II PR: 6ON (\$51,337-\$58,617) (One position)	Municipal Court Clerk - Lead PR: 2GX (\$53,548-\$74,974) FN: Recruitment is at \$64,435 (One position)
Municipal Court Clerk I PR: 6NN (\$40,189 - \$53,629) FN: Recruitment is at \$46,831 (Six positions)	Municipal Court Clerk 2 PR: 5ON (\$58,456 - \$70,929) FN: Recruitment is at \$58,781 FN: Incumbents assigned to a Municipal Branch to be paid an additional 3% for the duration of the assignment. (Six positions)
	Municipal Court Clerk 1 PR: 5NN (\$55,116 - \$66,877) FN: Recruitment is at \$56,149 FN: Incumbents assigned to a Municipal Branch to be paid an additional 3% for the duration of the assignment. (Underfill title)
Court Services Supervisor PR: 1BX (\$50,636 - \$70,347) (One position)	Administrative Services Manager – Court PR: 1HX (\$73,688 - \$103,160) FN: Recruitment is at \$81,056 (One position)
Court Services Assistant IV PR: 6HN (\$38,577 - \$43,555) FN: Recruitment is at \$39,359 (One position)	Court Services Assistant - Lead PR: 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$55,728 (One position)
Court Services Assistant III PR: 6FN (\$32,460 - \$39,958) FN: Recruitment is at \$36,119 (Five positions)	Court Services Assistant 2 PR 6NN (\$40,189 - \$53,629) FN: Recruitment is at \$47,154 (Five positions)
Court Services Assistant II PR: 6EN (\$32,460 - \$37,374) (Underfill title)	
Court Services Assistant I PR: 6CN (\$32,460 - \$34,240) (Underfill title)	
	Court Services Assistant 1 PR 6LN (\$42,137 - \$48,611) FN: Recruitment is at \$44,909 (Underfill title)

Administrative Assistant III PR: 5FN (\$42,153 - \$50,197) FN: Recruitment is at \$44,257 (1 position)	Court Administrative Assistant PR: 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$55,728 (1 position)
Accounting Assistant III PR 5EN (\$42,137 - \$48,611) FN: Recruitment is at \$44,007 (1 position)	Court Accounting Assistant - Senior PR: 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$55,728 (1 position)
Accounting Assistant II PR 6HN (\$38,577 - \$43,555) FN: Recruitment is at \$42,726 (4 positions)	Court Accounting Assistant PR 6NN (\$40,189 - \$53,629) FN: Recruitment is at \$48,357 (4 positions)

Note: Residents receive a rate that is 3% higher.

Background

The Municipal Court requested a market study of their Court Services Assistant and Municipal Court Clerk positions. Other support and supervisory staff were later added to the market study. Updated Job Descriptions were provided and discussions were held with Charles Hughes, Deputy Court Administrator.

Per their website, "The Milwaukee Municipal Court, established in 1974, is one of only two full-time municipal courts in the state of Wisconsin. In addition, the Milwaukee Municipal Court handles the highest volume of cases of any municipal court in the state. In each of our three branches, up to 60,000 cases are filed and adjudicated per year." This volume was impacted by the Covid-19 pandemic as court operations had to change significantly and quickly to accommodate a virtual and in person hybrid system.

Earlier this year, the Department of Employee Relations (DER) studied several Administrative Support and Paraprofessional titles in the City Attorney's office. These positions have historically shared pay ranges and pay rates with the Municipal Court Clerks. The market increases for the City Attorney's office have created pay disparities between the positions.

DER reviewed positions in the Municipal Court for changes to duties and responsibilities, reporting relationships, previous classification studies, and other recent reports that have focused on support staff.

In conducting a market cost of labor analysis for these titles, rates of pay from the Bureau of Labor Statistics (BLS) were considered and are provided in the body of this report.

Current	Recommended
Municipal Court Clerk II PR: 6ON (\$51,337 - \$58,617) (One position)	Municipal Court Clerk - Lead PR: 2GX (\$53,548 - \$74,974) FN: Recruitment is at \$64,435 (One position)
Municipal Court Clerk I PR: 6NN (\$40,189 - \$53,629) FN: Recruitment is at \$46,831 (Six positions)	Municipal Court Clerk 2 PR: 5ON (\$58,456 - \$70,929) FN: Recruitment is at \$58,781 (Six positions)

	Municipal Court Clerk 1 PR: 5NN (\$55,116 - \$66,877) FN: Recruitment is at \$56,149 (Underfill title)
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Duties and Responsibilities

Municipal Court Clerks perform high-level administrative functions and duties related to the successful day-to-day operations related to Courtroom proceedings for all 3 branches. They process incoming bankruptcy filings in accordance with bankruptcy laws, policies, and procedural guidelines. They assist in the fair, timely, and accurate adjudication of municipal court cases.

Municipal Court Clerk 1 and Municipal Court Clerk 2

Courtroom Proceedings

- Attend court sessions and accurately enter the information related to various proceedings into the Court's case management system.
- Under the guidance and direction of the Municipal Judge, explain next steps, and provide simple and complex court proceeding information to defendants.
- Professionally draft correspondence and prepare court documents as directed by the Municipal Judge, Chief Court Administrator, or Deputy Court Administrator.
- Interact with the City Attorney's Office, defendant attorneys, defendants, and other court personnel on Courtroom proceedings.
- Represent the court in a professional, honest, and positive manner when dealing with members of the public, various vendors of Court, City Attorney staff, and other elected officials.
- Accurately document case outcomes in the case management system.

Court Related Administrative Duties

- Review and process incoming Court correspondence for all 3 branches based on guidelines from the Municipal Judges.
- Review the payment report and accurately and efficiently apply payment to defendant cases appropriately.
- Obtain information from third-party systems regarding a defendant's driving record, incarceration history, conditional sentence status.

Bankruptcy Processing Duties

- Process incoming new bankruptcy filing in accordance with Municipal Court guidelines, federal and state law, and any related procedures.
- Monitor and maintain current filings and make any updates as necessary.
- Assist in the training of new clerks on court processing of bankruptcy filings as outlined by the section lead or Deputy Court Administrator.
- Prepare any correspondence required related to the bankruptcy filing.

Minimum qualifications include:

Municipal Court Clerk 2 (official title):

- 4 years of high-level office support or administrative experience supporting duties similarly related to the above job functions with at least 2 years of experience in a legal setting. Experience in a courtroom setting is preferred but not required.

Municipal Court Clerk 1 (underfill title):

- 3 years of high-level office support or administrative experience supporting duties similarly related to the above job functions with at least 1 year of experience in a legal setting. Experience in a courtroom setting is preferred but not required.

Municipal Branch Assignments

Of the 6 incumbent Municipal Court Clerk I positions, three clerks are assigned to be the primary clerk for a specific branch of the Municipal Court, which align with the three Municipal Court Judges. A primary assignment requires more time in courtroom proceedings and emphasizes the executive assistant relationship with the Branch Judge. Primary clerks are responsible for training secondary clerks on standard courtroom proceedings as set by the Branch Judge.

Municipal Court Clerk – Lead

Performs the essential functions of the Municipal Court Clerks and also serves as the section's lead worker. The incumbent is included in section decision making, serving as the subject matter expert on Courtroom policy and procedural change implementation while advising the Deputy Court Administrator (section manager) on section decision making. This position also performs high-level administrative functions and duties related to the successful day-to-day operations related to Courtroom proceedings for all 3 branches.

Section Lead Worker

- Assists with the updating and maintenance of the policy and procedural manual for the Court Clerks.
- Assigns and directs the work of the Municipal Court Clerks under the direction of the Deputy Court Administrator.
- Supports the Deputy Court Administrator on the scheduling of weekly work flow for the Municipal Court Clerks.
- Reviews the work of the Municipal Court Clerks and provide coaching and guidance where needed.
- Serves as the liaison for the Municipal Judges on courtroom proceeding issues that require Municipal Court Clerk support.
- Assists in the training and development of new clerks and Municipal Court staff.
- Serves as a liaison to the Court management team on section project updates.
- Provides guidance and gives recommendations to the Deputy Court Administrator on Court Clerk section personnel matters.
- Advises Municipal Judges on complex Court Clerk section related issues that affect the various courtrooms.
- Completes specials projects for the Municipal Judges, Chief Court Administrator, or Deputy Court Administrator.

Minimum qualifications include Bachelor's degree in criminal justice, business administration, or a related field plus 2 years of high-level office support or administrative experience supporting duties similarly related to the above job functions. At least 1 year of experience in a legal setting is required. *(Minimum requirements have not yet been assessed by the DER Staffing Division)*

Comparison to Internal Position

Classification	Function
Title: Staff Assistant Pay Range: 2GX (\$53,548 - \$74,974) Department: Common Council – City Clerk	The basic function of this position is to provide staff support to Common Council committees and other constituted public bodies. Duties and responsibilities include: <ul style="list-style-type: none"> • Administer various committees of the Common Council, as well as special and subcommittees • Serve as the informational liaison with departments and the public for the committees • Provide continuity and an informational base for committees
Minimum qualifications: Requirements include a bachelor’s degree in Political Science, Public Administration or related degree and five years of experience working with Common Council activities. <i>(Minimum requirements have not yet been assessed by the DER Staffing Division)</i>	

Market Rates

In conducting a market cost of labor analysis for these titles, rates of pay from the Bureau of Labor Statistics (BLS) were obtained. The following table provides wage information from BLS for Judicial Law Clerks in Federal, state, and local government, including government-owned schools and hospitals, and the USPS:

Annual 10th percentile wage	Annual 25th percentile wage	Annual median wage	Annual 75th percentile wage	Annual 90th percentile wage
\$39,607	\$45,696	\$58,640	\$77,683	\$107,885

Source: BLS – Published in May 2022; aged by 2% to approximate 2023 rates

BLS defines Judicial Law Clerks as employees who assist judges in court or by conducting research or preparing legal documents.

Current	Recommended
Court Services Supervisor PR: 1BX (\$50,636 - \$70,347) (One position)	Administrative Services Manager – Court PR: 1HX (\$73,688 - \$103,160) FN: Recruitment is at \$81,056 (One position)

Duties and Responsibilities

Under the direction and guidance of the Chief Court Administrator this position serves as the direct oversight of the Court Services Section along with other administrative and managerial task. Some of the responsibilities include: facilities management oversight, contract administration, Court records management, telephone coordination for the Municipal Court, and a liaison between the department and various members of the community and community groups. This incumbent may also receive special assignments from the Deputy Court Administrator and any of the Municipal Judges.

Section Oversight

- Manages the Court Services Section staff to ensure prompt service is provided
- Serves as a liaison between the department and various members of the community and community groups to provide education and information about the Court

- Establishes policies and procedures for the section to effectively achieve operational strategic objectives
- Oversees the selection of, on-boarding, and training for all new members of the Court Services Section
- Recommends developmental growth plans for section staff to the Chief Court Administrator/Deputy Court Administrator
- Provides regular feedback, perform performance appraisals, and other managerial duties for the Court Services Section

Records Management

- Oversees records management for the Municipal Court
- Serves as the Records Retention Coordinator for the Municipal Court
- Responds to open/public records requests
- Regularly coordinates with City Records and the Municipal Court IT Department on records related matters

Facilities Management Liaison

- Serves as the liaison between facilities management and the Municipal Court on issues and projects
- Works directly the with facilities management vendor’s point of contact as needed for issues and special projects when needed
- Ensures the main and remote Court facilities are clean, safe, and functioning as required
- Supports the planning and administration of all contracts and purchasing processes

Minimum qualifications include a bachelor’s degree in Administration or a related field (public administration, criminal justice, business administration, etc.) and 2 years of experience progressively responsible high-level administrative experience with at least 1 year of experience being in a leadership role. *(Minimum requirements have not yet been assessed by the DER Staffing Division)*

Current	Recommended
Court Services Assistant III PR: 6FN (\$32,460 - \$39,958) FN: Recruitment is at \$36,119 (Five positions)	Court Services Assistant 2 PR 6NN (\$40,189 - \$53,629) FN: Recruitment is at \$47,154 (Five positions)
Court Services Assistant II PR: 6EN (\$32,460 - \$37,374) (Underfill title)	Court Services Assistant 1 PR 6LN (\$42,137 - \$48,611) FN: Recruitment is at \$44,909 (Underfill title)
Court Services Assistant I PR: 6CN (\$32,460 - \$34,240) (Underfill title)	

Duties and Responsibilities

The Court Services Assistant position performs a variety of Court support and customer service oriented functions. These functions include, but are not limited to: preparing cases for appearance in court; processing incoming case-related correspondence; providing case status, policy and procedural information, in person, through email and by telephone; data entry of case-related information and updates in the Court's Case Automated Tracking System (CATS); scheduling of certain hearings; storage and archiving of hard-copy records.

Court Services Assistant 1 and Court Services Assistant 2**Court Related Customer Service**

- Provides case-related information in-person or over the phone to defendants, court personnel, city attorney personnel, and judges as allowed by ordinance and law
- Reviews incoming court correspondence (both electronic or paper) and disseminate to the appropriate party
- Provides customer service to the reception area during normal business hours
- Check in defendants, answer basic court questions, and roster defendants for court appearances
- Explains simple court procedures to external customers as needed

Court Services Case Preparation

- Ensures case-related data entry for the Court's Case Automated Tracking System (CATS) is accurate and updated timely with in-coming information
- Prepares cases for court appearances
- Ensures data accuracy by updating case information and cross-referencing data from various internal and external systems to the court
- Attaches incoming documentation to associated cases as needed
- Verifies and update personal information for defendants

Records Retention Support

- Supports records retention efforts as outlined by the section manager or lead
- Stores and archive hard-copy records
- Maintains files as outlined in the policies and procedures manual

Minimum qualifications include one year of full-time experience in an office or court setting performing administrative support duties closely related to the above functions, such as serving customers, using computers to enter data and prepare documents, and organizing files.

(Minimum requirements have not yet been assessed by the DER Staffing Division)

Court Services Assistant – Lead

Performs the essential functions of the Court Services Assistants and also serves as the section lead worker.

Section Lead Worker

- Provides oversight training and direction to staff in the Court Services Section
- Works with the section manager on personnel matters and training progress of new Court Services Assistant III
- Coordinates with the section manager to ensure appropriate staffing levels for the section.
- Leads the training of new Court Services Section staff on various Court Services Section procedures as directed by the manager
- Gains familiarity with the inner workings of the Municipal Court and relay that information to new staff

Minimum qualifications include five years of clerical experience that includes at least three years in a legal setting such as a law office, court or other relevant legal setting.

(Minimum requirements have not yet been assessed by the DER Staffing Division)

Comparison to Internal Positions

Classification	Function
Assessment Services Assistant 2 PR 6NN (\$40,189 - \$53,629) FN: Recruitment is at \$45,205 (Underfill title)	<ul style="list-style-type: none"> • Process ownership changes by reviewing legal descriptions through property deeds and transfer returns. • Perform special projects and assignments as given by the section manager. • Record address changes as required by taxpayers or as requested by the Assessment Division
Assessment Services Assistant 1 PR 6LN (\$42,137 - \$48,611) FN: Recruitment is at \$43,053 (Underfill title)	
Minimum qualifications: One to Two years of office support experience coordinating and working on a variety of clerical assignments related to the essential functions, such as serving customers, using computers to enter data and prepare documents, and organizing files.	

Analysis and Recommendation

The recommended change in classification for the Municipal Court Clerk II is significant. DER reviewed changes in the job descriptions for the Municipal Court Clerks over decades of time. Descriptions have retained a focus on courtroom proceedings and administrative functions outside of the courtroom. What has changed most over time is the emphasis on working relationships with Municipal Judges, City Attorney staff, elected officials, and other members of the Municipal Court leadership team. The importance of professional level competencies in written and verbal communication, adapting to changing circumstances, and retaining a professional demeanor in potentially stressful situations have become emphasized over time. The Municipal Court Clerk II in particular serves as liaison between court clerk section operational matters and Municipal Court leadership and Municipal Judges. Such a position requires advanced knowledge of courtroom proceedings and related State Statutes and City Ordinances. This position practices discretion and judgment in serving as lead worker and as liaison, evaluating complex situations and taking initiative to resolve problems.

The Court Services section has retained a focus on administrative duties. The Court Services Supervisor manages the section in all supervisory functions including hiring recommendations, performance appraisal, and disciplinary action. The recommended classification change comes from additional duties in records retention and facilities management.

Current	Recommended
Administrative Assistant III PR: 5FN (\$42,153 - \$50,197) FN: Recruitment is at \$44,257 (One position)	Court Administrative Assistant PR: 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$55,728 (One position)

Duties and Responsibilities

This position serves as the sole clerical support to all 3 Municipal Judges, the Chief Court Administrator, Deputy Court Administrator and, at times, the Court's management team.

Executive Secretary

- Assist the Municipal Judges, the Chief Court Administrator, and Deputy Court Administrator in
- scheduling and coordinating meetings (both internal and external) efficiently.

- Coordinate special events and public appearances for the Municipal Judges and/or Chief Court Administrator/Deputy Court Administrator.
- Process Judicial Reassignment Orders as needed.
- Answer/screen incoming calls for Municipal Judges.
- Make travel and cash advance arrangements for all 3 Municipal Judges and/or the Chief/Deputy Court Administrator.
- Create and maintain any post-event expense reports for Judicial conferences and other off-site trainings as needed.
- Compose draft correspondence for the Municipal Judges and the Chief Court Administrator as needed.

Departmental Payroll Clerk/Personnel Assistant

- Serve as the departmental payroll clerk by processing biweekly payroll.
- Process payroll pay adjustments.
- Make all necessary personnel entries into the Human Capital Management (HCM) system.
- Maintain certain employee personnel records as directed by the Deputy Court Administrator.
- Assist the Deputy Court Administrator on various departmental FMLA functions.

Office Management

- Monitor and control the office and custodial supply inventory - arrange for incoming and outgoing deliveries.
- Update (and if needed order/print) all Court forms.
- Maintain the departmental letterhead with the most up-to-date version.
- Assist with facilities management issues and serve as a liaison to MPD facilities management.
- Maintain records of keys issued to staff.

Management Team Administrative Support

- Oversee the management phone to track absence reporting and locate alternate Judges when needed.
- Track judicial absences and schedule/approve payment for alternate judges.
- Draft written materials such as press releases, fact sheets, and social media content for review by the Chief Court Administrator/Deputy Court Administrator.
- Compile various daily and monthly reports.
- Schedule meetings on behalf of the Chief Court Administrator and Deputy Court Administrator when needed.

Financial and Administrative Support

- Assist with contract management including the preparation necessary procurement forms.
- Oversee one of the departmental ProCards.
- Assist the management team with the on-boarding of new employees.
- Order business cards for all 3 Municipal Judges and the management team.
- Maintain various Court financial spreadsheets.
- Maintain the Oath of Office for all 3 Municipal Judges and all alternate judges of the Municipal Court.

Minimum qualifications include four years of progressively responsible administrative support experience performing duties related to this position.

Comparison to Internal Position

Classification	Function
<p>Title: Administrative Services Coordinator Pay Range: 5JN (\$48,998 - \$59,452) FN: Recruitment is at \$51,337 Department: Department of Employee Relations – Administration; DOA – Intergovernmental Relations; DCD; Common Council-City Clerk; Fire; DPW</p>	<p>(DER) The Administrative Services Coordinator in the Department of Employee Relations (DER) is responsible for providing confidential executive level administrative support for various functions and activities of the DER, including staffing and coordinating the work of the Board of City Service Commissioners.</p>
<p>Minimum qualifications: Associate degree in human resources, business management, or a related field from an accredited college or university and two years of experience providing high-level confidential administrative support.</p>	

Analysis and Recommendation

This position performs tasks beyond standard office administration and provides executive support to the Municipal Judges, which enhances its responsibility. Because of the varied list of tasks and duties, advanced skill in communication, organization, critical thinking, and time management is vital.

Current	Recommended
<p>Accounting Assistant III PR 5EN (\$42,137 - \$48,611) FN: Recruitment is at \$44,007 (One position)</p>	<p>Court Accounting Assistant - Senior PR: 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$55,728 (One position)</p>
<p>Accounting Assistant II PR 6HN (\$38,577 - \$43,555) FN: Recruitment is at \$42,726 (Four positions)</p>	<p>Court Accounting Assistant PR 6NN (\$40,189 - \$53,629) FN: Recruitment is at \$48,357 (Four positions)</p>

Duties and Responsibilities – Accounting Assistant II

The Accounting Assistant II performs complex administrative and accounting functions including

Teller Transactions and Accounting

- Receive and disburse large volumes of monies.
- Perform complex accounting functions relating to updating accounting records and general ledgers.
- Prepare daily, monthly, and annual accounting reports, financial statements, accounting documents and related correspondence.

Customer Service

- Assistance with Reception Section duties as needed.
- Contacting other departments and/or agencies to resolve problems.
- On a regular basis, responding to questions from other employees, attorneys, agencies, and the general public.
- Maintain a courteous and effective working relationship with members of the department staff, other departments, jurisdictions, and the general public that come in contact with the Court.

Minimum Qualifications include at least one year of teller, accounting/bookkeeping experience, basic computer skills; effective communication skills and one year as an Accounting Assistant I or equivalent; ability to work overtime when needed.

Duties and Responsibilities – Accounting Assistant III

The Accounting Assistant III performs complex clerical and accounting functions in accordance with generally accepted accounting principles (GAAP) related to the receipt and disbursement of monies received by the Court and also serves as the section leader of the Accounting section.

Lead Worker

- Assigns and monitors work assignments, verifies time entry, reviews time off requests for adequate staff coverage,
- Trains new Accounting Section staff
- Maintains accounting manual for specific details related to accounting policies and procedures

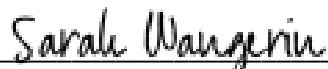
Teller Transactions and Accounting


- Provides customer service to the general public by providing information regarding cases, court policy and procedure both in person and by telephone.
- Processes teller transactions made in person, by telephone, by mail and via the Court's payment website.
- Performs general accounting duties including balancing cash drawers, balancing credit card terminals and preparing daily deposits.
- Performs administrative accounting duties including processing appeals, refunds and witness/interpreter fee payments.
- Performs general administrative duties including research into case and/or payment information and dual control processes.

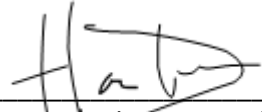
Minimum qualifications include three years of customer service experience in a cash handling environment OR an associate degree in accounting, finance, business, or a related field from an accredited college and one year of experience in a cash handling environment; experience in a court or legal setting is desirable.

Action Required – Effective Pay Period 21, 2023 (October 1st, 2023)

*** Please see submitted addendum to CCFN for Salary and Position Ordinance changes.**

Prepared by: 
Sarah Wangerin, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Harper Donahue IV, Employee Relations Director