



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

March 14, 2011

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

Dear Committee Members:

Re: Common Council File Number 101275

The following classification and pay recommendations were approved by the City Service Commission on March 8, 2011.

In the Department of Neighborhood Services,

One position of Program Assistant II, PR 530 currently held by Margaret Piwaron was recommended for reclassification to Program Assistant III, PR 550.

One position of Office Supervisor II, SG 02 currently held by Laurie Petrie was recommended for reclassification to Administrative Services Supervisor, SG 05.

In DPW-Operations Division, one vacant position of Accounting Assistant II, PR 445, was recommended for reclassification to Program Assistant I, Pay Range 460.

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: 3 Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, Renee Joos, James Carroll, Troy Hamblin, Nicole Fleck, Joe Alvarado, Art Dahlberg, Thomas Mishefske, Lynne Steffen, Cristopher Kraco, Laurie Petrie, Margaret Piwaron, Jeffrey Mantes, Preston Cole, Dan Thomas, Paul Klajbor, David Sivyer Wanda Booker, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, Daniel Panowitz, and Calvin Lee (DC 48)

JOB EVALUATION REPORT

City Service Commission: March 8, 2011
Department: Neighborhood Services

Current	Request	Recommendation
Program Assistant II PR 530 (\$41,495 - \$46,975) Incumbent: Margaret Piwaron	Study of Position	Program Assistant III PR 550 (\$46,607 - \$53,328)

Action Required

In the Positions Ordinance, under Department of Neighborhood Services, Administrative Services Section, delete one position of "Program Assistant II" and add one position of "Program Assistant III".

Background

The former Commissioner of Neighborhood Services, Martin Collins, requested that the position of Program Assistant II held by Margaret Piwaron be studied for proper job classification and associated pay level. In his letter, Commissioner Collins stated that the position's duties and responsibilities had changed as a result of the addition of duties related to monitoring prevailing wages paid by contractors who carry out demolition contracts.

In studying this request, written documentation in the form of the position's current job description and a job analysis questionnaire completed by the employee was reviewed. A job audit interview was also held with Ms. Piwaron in her work area and subsequent discussions were held with Christopher Kraco, the Building Construction Inspection Supervisor responsible for the condemnation process—the section in which the position functions; Lynne Steffen, the Business Operations Manager for the department; Thomas Mischefske, Neighborhood Services Operations Manager; and Art Dahlberg, Commissioner of Building Inspection. In addition to reviewing the position's job description and job analysis questionnaire, work products produced by the employee performing the job were also examined. In conjunction with the most recent reexamination of the duties and responsibilities of this position, further discussions were held with Ms. Steffen.

Duties and Responsibilities

The major purpose of this Program Assistant II is to perform the majority of administrative work associated with the demolition of buildings, from the inception of each process to its conclusion. When a building is in serious disrepair, to the point that it is dangerous and/or unsound and the cost of repairs it exceeds 50% of the building's assessed value, the City has the authority under State law to order the building's owner to tear it down. If the owner does not comply, the City may hire a private contractor to raze the building. The costs for razing may be filed as a lien on the real estate or the City may sue the owner for costs. Since the demolition of an owner's property is a serious action, there are many legal safeguards for owners and many steps that must be taken prior to a razing actually taking place. During a typical year, the Program Assistant II handles the demolition of approximately 100 buildings. Most demolished buildings are privately owned but some are owned by the Redevelopment Authority of the City of Milwaukee, Milwaukee Public Schools, and the City of Milwaukee itself.

The major areas of responsibility associated with this job are as follows:

- Document preparation and maintenance
- Compliance with prevailing wage ordinance and EBE participation
- Invoice review and payment
- Standards and Appeals Commission
- Billing property owners for demolition and related charges

In late 2011 an additional Program Assistant II was added to this Section to work with Ms. Piwaron in some of these areas. The impact of this change is discussed later in this report.

The duties associated with each of these areas are set forth below.

Document preparation and maintenance consists of the following duties:

- Writing bid specifications for the demolition of buildings owned by private owners and the City according to a standard format
- Coordinating the removal of gas and electric services with WE Energies
- Providing information to contractors at pre-bid meetings and conducting bid openings
- Maintaining a database of parcels referred for pre-demolition inspections to identify hazardous materials, parcels awarded for demolition, and vacant lots referred for landscaping
- Reviewing asbestos inspection reports
- Providing monthly reports to the Condemnation section managers regarding the department's budget
- Assisting in planning what buildings can move to the bidding stage
- Responding to contractors' requests for change orders. Entering approved change orders in FMIS and submitting to the Comptroller's Office for countersignature
- Maintaining contract documents and responding to open record requests regarding such documents
- Preparing requests to the City Attorney to submit a motion to lift the bankruptcy stay in cases where owners have a pending bankruptcy
- Suggesting changes to general bid specifications

Prevailing wage compliance and Emerging Business Enterprise (EBE) participation compliance, consists of the following duties:

- Reviewing the affidavits of all contractors and subcontractors for compliance with prevailing wages and required reports
- Identifying wages incorrectly paid by comparing wage reports submitted by contractors with a list of current prevailing wage rates for various occupations
- Preparing and sending correspondence requesting contractors to rectify wages erroneously paid
- When necessary, withhold contractor's payments and recommend disqualification of contractors from future contracts for noncompliance with prevailing wages
- Preparing monthly reports regarding Emerging Business Enterprise (EBE) participation in demolition contracts and submitting them to the EBE Program analyst

Invoice review and payment consists of the following:

- Verifying with departmental Inspectors that work has been completed and inspected
- Verifying that all required documentation, including wage reports, affidavits of compliance, completed EBE forms, copies of notice of intent to demolish asbestos waste manifest, and recycling reports have been submitted to the proper agencies
- Reviewing invoices. As required, questions and disputes costs submitted
- Submitting vouchers in the FMIS system. Maintaining records of payments made on each contract
- Monitoring compliance with the City's prompt payment Ordinance

Invoicing property owners for demolition and related charges consists of the following duties:

- Reviewing ownership and invoicing property owners for demolition and related charges
- Referring unpaid charges to the City's collection agent
- Maintaining a database of referrals made to the City's collection agent, judgments taken, and payments made

- Coordinating with the City's collection agent regarding charges to the Tax Refund Interceptor Program
- Signing affidavits in support of motion for summary judgment in appropriate cases. Providing testimony for the City in Circuit Court or Small Claims Court when charges are contested.
- Researching and assessing charges for files returned by the City's collection agent.
- Answering questions from property owners regarding charges

Knowledge, Skills, Abilities, and Attributes Required

Notable knowledge, skills, abilities, and attributes required for successful job performance include the following:

- A high proficiency in independently organizing and prioritizing one's work
- Knowledge of the City's condemnation process
- Ability to prepare specifications for bids for demolition work according to set standards
- Ability to orient, train, and oversee the work of an employee
- A high attention to detail
- Knowledge of the principles of bid specifications and contracting
- Ability to work on multiple projects at the same time
- Ability to meet deadlines
- Knowledge of hazardous materials in the demolition process
- A high degree of proficiency using standard office software and hardware
- Ability to create and maintain good working relationships with contractors, coworkers, Inspectors in the Department, outside agencies, the public, and others
- Ability to assert one's authority appropriately
- Ability to explain processes and procedures to the public
- Ability to create and maintain physical files
- Ability to maintain electronic databases
- Ability to use electronic bill payment systems
- Ability to understand and interpret asbestos inspection reports
- Extreme conscientiousness in coordinating the disconnection of utilities

The job analysis indicates that the minimum requirements for the job are an associate's degree in business and two to 4 years of experience independently performing high-level office support and administrative work. Equivalent combinations of education and experience are acceptable.

Changes in Duties and Responsibilities

The job analysis indicates that the Program Assistant II under consideration has acquired two new responsibilities: monitoring wages paid to contractors, and coordinating the removal of gas and electric service with WE Energies. Although the employee performing the work stated that meeting with appellants and providing information to them regarding their appeals was a new duty, the Business Operations Manager for the Department stated that the employee had been performing this work for some time. Due to the fact that changes in duties and responsibilities and their impact upon the level of responsibility and degree of knowledge and skill required drive a reclassification decision, it is fitting to examine these changes in detail.

In order to ensure that contractors are complying with prevailing wage rates, the Program Assistant II must examine documents submitted by contractors, called affidavits of compliance, to ensure that contractors have assigned correct wages to jobs and correctly calculated wages according to the number of hours worked. The State of Wisconsin's Department of Workforce Development recognizes some 150 different job classifications for the construction industry. According to the work products examined, however, it appears that approximately 15 different job categories may be found in contractors' affidavits of compliance.

When errors are discovered in rates or calculations, the Program Assistant II notifies the contractor in writing, stating the amounts that must be corrected. The contractor may then dispute the findings or agree

that errors occurred and take corrective action. The work products that were examined indicated that in some cases contractors were required to mail checks to the Department of Neighborhood services that were payable to their employees. The Program Assistant II then mailed the checks to the employees. In other cases, contractors were required to send evidence in the form of payroll ledgers, pay stubs, and time sheets proving that errors made in wages had been corrected. If a contractor fails to correct errors in paying wages, the Program Assistant II has the authority to ban the offending company from receiving future contracts from the Department.

The other relatively new duty is to ensure that gas and electric service is disconnected prior to the start of any demolition work. This task was formerly performed by the contractors hired to perform demolition work. These requests to WE Energies are handled in an extremely conscientious manner and methodical manner. The Program Assistant II sends a signed request to disconnect services to WE Energies via email. WE Energies then approves the request to disconnect services and returns a signed document via fax to the Department. In the event that the City receives a restraining order prohibiting the removal of services, the request to remove services is immediately cancelled. Prior to issuing payment to WE Energies, the Program Assistant checks that electrical and gas service was in fact disconnected. It appears that the addition of this duty has also raised the level of responsibility associated with the job.

Since the time this position was studied in the spring of 2010, an additional grant-funded position of Program Assistant II has been added to Neighborhood Services. The employee filling the position is in the midst of creating a new database to track properties that are in the condemnation process.

In addition to maintaining information regarding these properties, this new position of Program Assistant II will assist Ms. Piwaron with the following duties:

- Writing specifications for the demolition of buildings
- Verifying that contracted work has been completed and inspected
- Preparing restoration agreements
- Maintaining contract documents
- Responding to open records requests regarding contract documents
- Reviewing all contractor's and subcontractor's affidavits of compliance and wage reports
- Preparing monthly reports regarding Emerging Business Enterprise, Local Business Enterprise, HUD Section 3, and Residence Preference Program participation on contracts
- Assisting with verifying that all required documentation has been submitted with contractor invoices.

In addition, once the employee filling this Program Assistant II position has been adequately trained in the above-mentioned areas, she will assume responsibility as staff to the Standards and Appeals Commission.

As a result of the addition of this Program Assistant, it appears that the Program Assistant II position filled by Ms. Piwaron has assumed a set of new duties that involve orienting and training a new employee in complex processes associated with property condemnation.

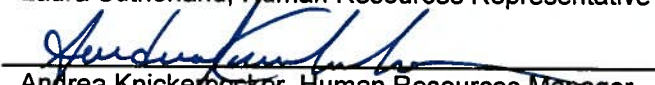
For that reason, we feel that overall level of responsibility and level of knowledge and skill required to perform the work has increased to the point that reclassification to a higher level is warranted. In addition, we reconsidered the overall impact this position will continue to have upon property owners and the role this new position will play in carrying new proactive Departmental initiatives. In making this reconsideration, we concluded that it now would be appropriate to recommend that this position be reclassified to Program Assistant III in Pay Range 550.

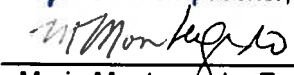
In terms of pay levels, the maximum rate of pay for this position, as a Program Assistant III in Pay Range 550, will be approximately the same as that of an Accountant I. The Accountant I job classification is a benchmark entry-level professional job requiring a bachelor's degree in accounting or equivalent combinations of formal education and work experience. The requirements for this Program Assistant III, as stated in the preceding analysis, includes an associate's degree in business and two to four years of successful work experience performing high-level office support and administrative work

Recommendation

Based upon the changes in duties and level responsibility we recommend that this position of Program Assistant II in Pay Range 530 be reclassified to Program Assistant III, in Pay Range 550.

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 Date: March 8, 2011
Department: Neighborhood Services

Present	Request	Recommendation
Office Supervisor II SG 02 (\$38,902 - \$54,455) Incumbent: Laurie Petrie	Study of Position	Administrative Services Supervisor SG 05 (\$47,109 - \$65,957)

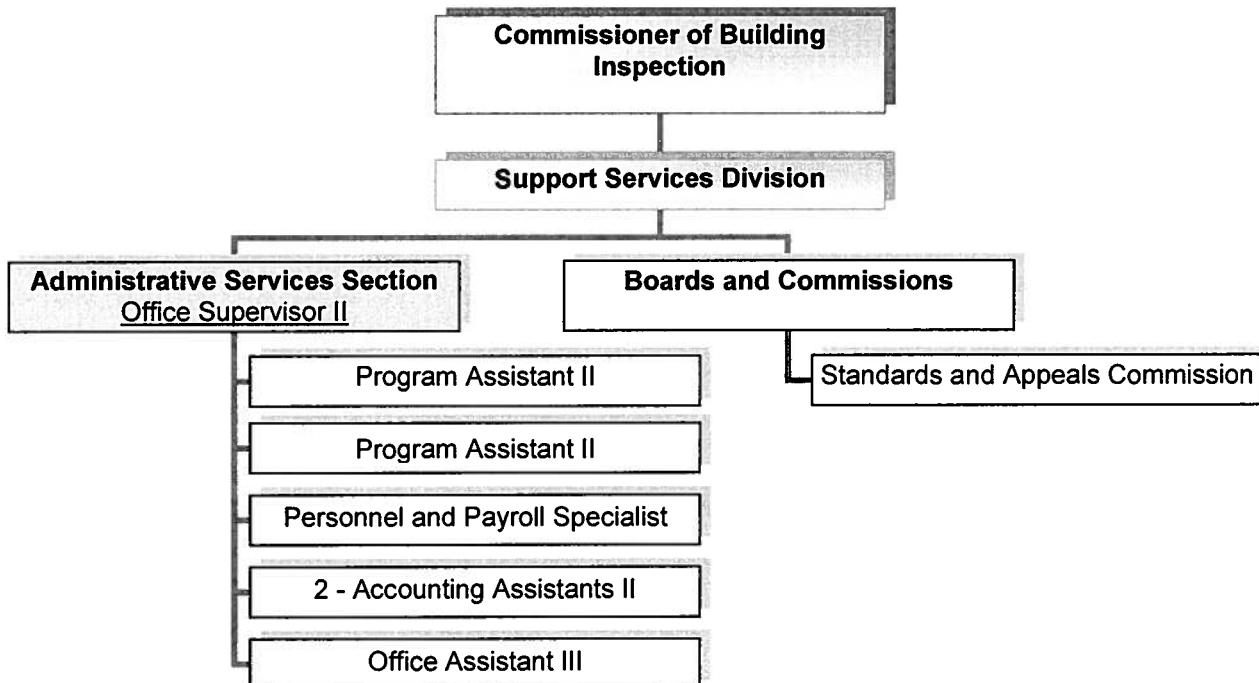
Action Required

In the Positions Ordinance, under Department of Neighborhood Services, Administrative Services Section, delete one position of "Office Supervisor II" and add one position of "Administrative Services Supervisor".

Background

In studying this request, documentation in the form of a revised job description was reviewed and discussions were held with Laurie Petrie, the employee performing the work, and Lynne Steffan, Business Operations Manager for the Department and the immediate supervisor of Ms. Petrie. Discussions with Ms. Petrie included a detailed examination of the position's duties and responsibilities, an examination of the special charges data base, and work products.

This Office Supervisor II functions in the Administration Division of the Division of Neighborhood Services, as illustrated below.



The basic function of this first-line supervisor in the Department of Neighborhood Services is twofold: to ensure the efficient and effective operation of the Administrative Services Section by directing a staff of six administrative employees; and to independently manage several databases and processes related to properties, property owners, fines levied for failure to comply with orders to fix code violations, and bankruptcies. Other responsibilities include monitoring and balancing the Department's escrow accounts, co-managing the Property Recording Program, coordinating telephone services, and carrying out special projects.

The revised job description submitted for the position provides more detailed information on the duties and responsibilities of the job.

1. Staff Supervision

This area includes supervising five employees who perform the following work:

- Personnel and payroll administration
- Purchasing
- Customer service
- Property title searches
- Cash handling
- Accounts receivable and payable
- Licensing
- Contract administration associated with property demolition

Supervision includes the full range of responsibilities associated with a first-line manager including: interviewing potential employees; making hiring recommendations employees; training and coaching employees; directing work in progress, planning work, assessing employees' job performance, and effectively recommending any disciplinary action that may be necessary.

2. Database Administration

This Supervisor personally maintains two databases, one of which contains all records regarding properties, property owners, and fines levied by the Department for failure to be in compliance with building, signage, and zoning codes. This database is referred to as the special charges database. The other database contains information related to board-ups. The special charges database uses dBase IV, a modern object-oriented language that runs on 32 bit Windows.

The Office Supervisor II maintains defining tables for the database; ensures that all data entered is correct and up-to-date; produces reports; and provides technical assistance to others in using the database. In addition, on an annual basis this Supervisor submits a comprehensive list of all charges that remain unpaid and submits this information to the Comptroller's Office for placement on the tax rolls. In 2000, this database contained 8,652 entries totaling approximately \$2,100,000 in charges. In 2010, the number of items in the database had more than doubled, to a total of 20,358 items, and the amount of charges had tripled, to approximately \$6,600,000.

In addition, the employee filling this position oversees five other databases that are used by the staff containing information regarding projecting signs, billboards, covered openings; rent that has been withheld by tenants living in buildings where violations remain uncured; special privileges; fire cleanups; and elevators. The Office Supervisor II is responsible for ensuring that the data in all of these databases is accurate, thorough, and up-to-date and that employees know how to correctly enter information into the system and retrieve it when needed.

3. Bankruptcy Filings

The employee filling this position was responsible for creating a process to track bankruptcies and ensure that this information is entered into the Department's database regarding properties. This process requires the Supervisor to research filings in the US Court's Pacer System and check which properties are located in the City of Milwaukee to ensure that no charges are placed

on the tax roll while in a property owner is in active bankruptcy status. This position must also determine the proper disposition of special charges based upon the type of bankruptcy filed and the rules associated with each.

4. Property Recording Program

This Supervisor assists the Administrative Specialist in managing the Property Recording Program.

5. Department Escrow Accounts and Other Assignments

The Office Supervisor II balances the Department's escrow accounts, including cash adjustments and year-end reporting to the Comptroller's Office. The employee filling the job also represents the Department at Judicial and Legislative hearings in her supervisor's absence.

Knowledge, Skills, Abilities and Attributes (KSAs) Required

The most noteworthy knowledge, skills, abilities, and attributes required to perform this job are as follows:

- Knowledge of accounting principles and processes
- Very high attention to detailed numerical information
- Knowledge of proper cash handling procedures
- Knowledge of the programs, processes, and procedures associated with the Department of Neighborhood Services
- Ability to train, coach, develop, and motivate employees
- Ability to plan work, coordinate work, and oversee the work of others
- Knowledge of database structure
- Ability to accurately enter data into a database
- Ability to maintain a constantly changing database containing financial information
- Ability to identify issues, analyze options, and recommend solutions
- The ability to identify systems and processes and make improvements in them
- Expert ability in to use databases, spreadsheet software, word processing software, and standard office software
- Ability to produce reports from a database
- Knowledge of excellent customer service and the ability to model this level of customer service
- Knowledge of bankruptcy processes and laws in Wisconsin

The job analysis performed for this study indicates that the minimum requirements for this position include a bachelor's degree in business with significant coursework in accounting and a minimum of two years of job-related work experience, at least one year of which must have been in a leadership capacity. Equivalent combinations of education and experience are acceptable. It should be noted that neither these KSAs nor minimum requirements have been validated by the Staffing Division for purposes of employee selection.

Analysis

From a job evaluation perspective, there are two major considerations when assessing any given position for an appropriate pay level and job title: the nature of work performed and the level of work performed. The nature of work refers to the type of work, most commonly thought of as an occupational area, and is usually a straightforward consideration. Assessing the level of work is much more complex and is based upon the relative degree of knowledge, skill, and ability required to perform the job; the degree of responsibility exercised; the physical or mental effort required to perform the work; and the conditions under which the work is performed. For managerial positions, the level of responsibility exercised is given the greatest weight, followed by knowledge/ skill. For professional and paraprofessional positions, the degree of knowledge and skill required is given the most consideration and responsibility exercised is a

secondary consideration. The other factors, mental and physical effort and environmental conditions are also considered in evaluation some positions.

A position's scope of responsibility is indicated by the scope of data, things, people, information, and money for which the position is responsible. Responsibility may also be inferred by assessing the type and extent of negative impact that poor job performance creates. The level of knowledge and skill required is indicated by the amount of formal and informal training required to successfully perform the job. Under the rules of the City Service Commissions, positions are assumed to be properly classified at the present time and a change in job classification must be based upon changes in duties and responsibilities that increase a position's level of responsibility and/or knowledge and skill.

The nature of work performed by this position is a combination of leading administrative employees and independently managing several complex databases and processes related to properties, owners, and code violations. The employee performing this job spends more than two-thirds of her time in these two areas. During the past three years, the following changes have occurred in the duties and responsibilities of this position:

1. The work associated with the special charges database has grown tremendously, along with the critical year-end report that is forwarded to the Comptroller's Office. The process to prepare and complete this report has become more complex. The creation and implementation of a process to track bankruptcies and place that information into the special charges database.
2. This Supervisor assists the Administrative Specialist in managing the Property Recording Program.
3. The Supervisor now co-manages the Property Recording Program for commercial property.
4. Assists the Business Operations Manager in representing the Department at the Judicial and Legislative Committee at hearings determining whether former property owners will be allowed to reclaim their properties.
5. Calculation of the costs associated with the time and materials required to board up properties and generating bills to property owners to recover those costs.
6. Creation of three new programs in DNS including a database to identify and track the status of vacant buildings, creation of the residential inspection program, and fire prevention permits for commercial buildings have impacted the volume and complexity of the special charges database.

Considered as a whole, these changes have increased the scope of responsibility associated the job. Furthermore, the requirement to track bankruptcies and represent the Department at Judicial and Legislative Committee hearings indicates that a higher level of knowledge and skill is now required to perform the job. It should also be noted that the Department has indicated their belief that the pay level for job has been low, even before these changes occurred.

Comparison with Other Positions

This position is currently allocated to Salary Grade 02, as an Office Supervisor II. It is part of the Office Supervisor series, consisting of Office Supervisor I, Salary Grade 01 and Office Supervisor II, Salary Grade 02. The concept of this series, which was established in 1997, is that of a first-line supervisor of office personnel. Nearly all positions in this series were classified at the II level at that time.

The document that established this series stated that typical duties of the Office Supervisor II included the following:

Directly supervising a small staff of office support personnel. In the largest operations, such as the Police Department, emphasis is placed upon efficient scheduling, administration of personnel documents, and overall work flow. Smaller departments emphasize training, leading and coaching employees.

Analyzing work processes and making improvements where practicable.

Performing a variety of administrative duties needed to run an office such as ordering supplies and materials; evaluating equipment, hardware and software needs and ordering upgrades; creating and maintaining files and filing systems; administering record retention systems; assessing telephone needs and coordinating installations; and maintaining financial, budgetary, personnel, and other types of records.

Preparing budget documents and supporting documentation for annual and ongoing budget requests. Monitoring budget expenditures. Preparing requisitions and payment certifications for office supplies, equipment, and services

Researching and analyzing issues related to the work of the section. Presenting conclusions and recommendations regarding issues, orally and or in writing.

Preparing technical, financial, statistical, and other types of written reports.

In comparing the current duties and responsibilities of the Office Supervisor II in Neighborhood Services with this definition from 1997, it is clear that the position continues to function as a first-line supervisor for office personnel. There is, however, an implication in this definition that the work supervised is somewhat routine in nature. To repeat the above definition, the Office Supervisor II was expected to order office supplies and materials, evaluate equipment, hardware, software and order upgrades; create and maintain files and filing systems; administer record retention systems; assess telephone needs and coordinate installations; and maintain financial, budgetary, personnel, and other types of records."

The job analysis indicates that the work supervised by this Office Supervisor II is more complex and technical in nature than that provided in the 1997 definition. The staff in the Administrative Support Section in Neighborhood Services is engaged in personnel and payroll administration; accounts receivable and payable, purchasing, customer service, licensing, and contract administration related to property condemnation. Each of these areas requires some type of financial record keeping. The questions that arise during the course of work in these areas, to which the Supervisor must respond, appear to be more complex than those described in the 1997 definition and involve more use of information technology systems than was in existence 14 years ago.

Additionally, the 1997 definition did not specifically indicate the type of work or kinds of projects for which a typical Office Supervisor II would be personally responsible. The duties and responsibilities performed by the position under consideration include the maintenance of information related to properties, owners, and fines assessed. After close scrutiny, these charges are added to the tax roll. Several years ago, the added responsibility of monitoring all of these records to ensure that owners were not in active bankruptcy was added to the position. This level of responsibility for financial information directly affecting property owners appears to be above the level described for an Office Supervisor II in 1997.

The job analysis indicates that an appropriate level of education for this job would be a bachelor's degree with coursework in accounting and two years of job related experience, one year of which should have been in a leadership position. These requirements indicate that the knowledge and skills needed to perform the work has increased to a significant degree.

The best matches for this position within the City Service in terms of impact and accountability, knowledge and skill, and relationship responsibility appear to be the positions of Administrative Supervisor in the Department of City Development and Assessors Office. Duties and responsibilities of these two positions include:

Administrative Services Supervisor, SG 05, Department of City Development

This position oversees several critical administrative functions for the department including managing the Department's facilities usage with DPW and outside companies; oversight of payroll and employment records; coordination of communications and files submitted to the Common Council; and undertaking special projects for the Commissioner of City Development. The position supervises a staff of five.

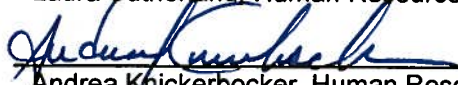
Administrative Services Supervisor, SG 05, Assessor's Office


This position reports to the Commissioner of Assessments through the Chief Assessor. The position has department wide responsibilities that include supervision of ten staff in the work areas of billing and payroll; property combinations, divisions, and status changes; the Office reception area; filing and recordkeeping; electronic appointments for all appraisers; deed processing; personal property recording; and appeals before the Board of Review. The position is also responsible for the process whereby organizations request to exempt their property from taxation and the department's budget preparation.

Recommendation

We therefore recommend that this position of Office Supervisor II in Salary Grade 02 be classified in Salary Grade 05. This title reflects the emphasis on administrative functions and the role of supervising staff.

Prepared by: 
Laura Sutherland, 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: March 8, 2011

Department: DPW – Operations Division

Current	Requested	Recommended
Accounting Assistant II PR 445 (\$36,902-\$40,836) Vacant	Program Assistant II PR 530 (\$41,495-\$46,975)	Program Assistant I PR 460 (\$39,507 - \$44,277)

No Action Required

Background

The Department of Employee Relations received a letter dated May 27, 2010 from Jeffrey Mantes, Commissioner of Public Works, requesting a reclassification study of one position of Accounting Assistant II in Pay Range 445 that primarily provides support to the Forestry Section of the Operations Division. The department submitted a new job description and discussions were held with the prior incumbent; the immediate supervisor, Paul Klajbor, Administrative Services Manager; David Sivyer, Forestry Services Manager; Wanda Booker, Sanitation Services Manager; and Dan Thomas, Public Works Personnel Administrator.

Duties and Responsibilities

The basic function of this position is to provide accounting, administrative, and programming support for the Operations Division of the Department of Public Works (DPW), primarily for the Forestry Services Section, and maintain the Encroachment Code Enforcement Program. The specific duties and responsibilities include the following:

- 45% Accounting and Bookkeeping – Create purchase orders; create and process IRI's; prepare requisitions using the FMIS system; record labor and equipment costs and prepare billings; create work orders for damages caused by auto impact and contractor damage; administer petty cash; coordinate travel arrangements and reimbursement for Environmental Services staff; create reimbursable numbers and enter into the FMIS system; coordinate and process information related to the Division's procard usage; prepare billings for flower purchases from the Municipal Nursery; order supplies; and serve as a coordinator for the Combined Giving Campaign.
- 40% Office Administration – Format and word-process correspondence, orders and reports for the Environmental Services Management staff; oversee deadlines for Division projects, correspondence and reports; coordinate and schedule meetings of the Environmental Services staff with Common Council Members, and staff from other City departments and divisions; answer queries from Common Council Members, Superintendents, City Attorneys, employees and the public on Forestry related matters; serve as lead person for computerization of office procedures and serve as Forestry's liaison for the DPW Network; identify software applications and training needs; identify,

develop, and implement changes or improvements in office procedures; assist in the activities of Forestry's outreach programs such as Arbor Day and the City Hall Christmas Tree, and collect, collate, and distribute materials; and sort and distribute mail.

- 15% Encroachment Code Enforcement Program – Retrieve information from the Assessor's Office; complete encroachment field report; enter property information into the proprietary DPW application; print and prepare letters for mailing; complete encroachment compliance check report for Districts; and create work orders if homeowner hasn't complied.

Requirements include one year of related credits from a university, community college or business school; and two years of significant office experience including maintaining financial records, developing public sector budgets, and the use of computer software such as MS Word and Excel. Other requirements include knowledge of and ability to use the FMIS system and PeopleSoft; knowledge of accounting activities and Forestry and DPW policies, procedures and programs; and familiarity with the City budget and ordinances. These requirements have not been assessed for staffing purposes.

Changes to the Position

Changes in the position include the following additional duties:

- Format and word-process correspondence, orders, and reports for the Environmental Services Management staff.
- Oversee deadlines for Division on projects, correspondence, and reports.
- Coordinate and schedule meetings of the Environmental Services Staff with Common Council Members, and other Divisions and Departments.
- Answer queries from Common Council Members, Superintendents, City Attorneys, employees and the public on Forestry related matters.
- Serve as lead office person for computerization of office support procedures and to identify software applications and training needs; serve as Forestry's liaison for the DPW Network; and work with the Department of Employee Relations regarding training needs and tuition reimbursement.
- Identify, develop and implement changes or improvements in office procedures; and assist Environmental Services staff with these changes.
- Assist in the preparation and activities of Forestry's public outreach programs such as Arbor Day, and the City Hall Christmas Tree; and collect, collate, and distribute materials.
- Sort and distribute mail.
- Provide backup support to other office support positions as needed; and provide support and assistance to Environmental Services staff as needed.

Analysis

The position under study is currently classified as an Accounting Assistant II in Pay Range 445 and has recently taken on duties of an Administrative Assistant II in Pay Range 445. Nearly all of the changes listed above were previously performed by the Administrative Assistant II position. By definition this would be an increase in the volume of duties and responsibilities but the level would arguably be the same. These additional duties, however, have also expanded the scope of the position. Further, the elimination of the other office support position has resulted in this position working very independently.

To study this position we made comparisons to numerous job classifications and to the specifications for the Accounting Assistant, Administrative Assistant, and Program Assistant job series as described below.

Accounting Assistant Job Series consists of positions that perform office support and accounting related tasks in activities such as purchasing, paying bills, receiving payments, maintaining production and budgetary records, checking payroll records, examining accounting records, and other activities related to accounting and finance.

Administrative Assistant Job Series consists of office support positions performing secretarial duties directly supporting the work of one or more managers or high level professionals

Program Assistant Job Series consists of positions that perform a variety of office support and administrative work in support of a program or distinct area of operations within a city department. The term "program" is intended to be broad in application, encompassing the work of a bureau, division, section, or specific program in a department. The level of work is considered semi-professional and the position serves as a "bridge" between office support positions and professional occupations that require a bachelor's degree or equivalent.

The levels and pay ranges within each job series are as follows:

Job Title	Pay Range (PP 14, 2009 Rates)
Accounting Assistant I	PR 435 (\$35,363 - \$38,963)
Accounting Assistant II (current level)	PR 445 (\$36,902 - \$40,836)
Accounting Assistant III	PR 460 (\$39,507 - \$44,277)
Administrative Assistant I	PR 435 (\$35,363 - \$38,963)
Administrative Assistant II	PR 445 (\$36,902 - \$40,836)
Administrative Assistant III	PR 530 (\$41,495 - \$46,975)
Administrative Assistant IV	PR 550 (\$46,607 - \$53,328)
Program Assistant I	PR 460 (\$39,507 - \$44,277)
Program Assistant II (requested level)	PR 530 (\$41,495 - \$46,975)
Program Assistant III	PR 550 (\$46,607 - \$53,328)

As the position under study is performing a broad range of financial and administrative duties we agree with the requested job series of Program Assistant which covers a variety of office support and administrative duties. To determine which level we looked at specifications as shown below.

Program Assistant I in Pay Range 460

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 in Pay Range 530

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.

There are currently 16 filled positions of Program Assistant I and 30 filled positions of Program Assistant II in the City. These positions have changed over time, and there is some overlap of duties and responsibilities, but generally they are divided by the specifications for Program Assistant I and II listed above. Both classifications are high level administrative support paraprofessional classifications and perform a variety of duties depending on their area of focus. Some analysis work may be performed at both levels but there is a stronger focus on analysis for the Program Assistant II level.

The position under study more closely matches the specification for the Program Assistant I in Pay Range 460 as it performs duties and responsibilities to support the work of the Forestry Services Manager and the Sanitation Services Manager; must work very independently; and requires a good working knowledge of the policies and procedures associated with the Environmental Services Division, particularly for Forestry. The position compiles and gathers information but does not have an emphasis on analysis which is the hallmark of the Program Assistant II classification.

Examples of Program Assistant I and II include the following:

Program Assistant I (DPW – Operations – Sanitation Section)

Provides accounting, administrative, and programmatic support for the Operations Division of the Department of Public Works, primarily for the Sanitation Services Section which includes generating accounts receivable billings for cart returns, snow and ice removal, and weed abatements; coordinating clean-ups referred from the Department of Neighborhood Services (DNS), including coordinating with DNS, documenting offenses, billing homeowners, and collecting payments; responding to inquiries and investigating complaints from the general public, elected officials, and other City staff related to Solid Waste Fees and Snow and Ice Fees; coordinating and updating records on Construction Debris Charges; and coordinating the neighborhood weekend clean-up box, and the cart and snow hardship program; coordinating removal of billing for City services on City owned vacant lots; updating and maintaining various spreadsheet reports for Sanitation operations regarding frequency, evictions, etc.; and performing office administration including commuting miles for Sanitation managers, coordinating office mail, and other general secretarial duties.

Program Assistant I (Health Department)

Works with computer consultants to develop, maintain, and manage the Division's database (licensing portion); works with management in creating new policies,

procedures, and data collection methods and makes recommendations for same; compiles and analyzes data used in reports and spreadsheets; serves as the assistant to the Program Manager; oversees the use and reconciling of a cash register and credit terminal used in the collection and disbursement of license fees; and serves as a backup to other office support position. This position requires independent judgment; problem solving skills; understanding of numerous policies and procedures governing licensing; and the ability to handle large sums of money and confidential records, and communicate with a variety of customers.

Program Assistant II (DPW – Water Works)

Assists in the research, development, implementation, and analysis for the Water Works Computerized Maintenance System (CMMS) for equipment at the Water Works plants. Duties include recommending preventive maintenance strategies on identified equipment; utilizing CMMS software to set-up, track, and modify equipment entries, tasks, schedules for vendors, and inventory requirements; investigating and analyzing records of work performed on specific pieces of equipment; conducting physical inspections and visits throughout the plant facilities; and analyzing historical data on costs of labor and parts for preventive and breakdown maintenance.

Program Assistant II (City Treasurer's Office)


Performs various administrative service support functions relating to procurement and contract administration, budget administration, general office administration, financial services, the Automated Tax Collection System, the Special Improvement Bond System, and backup duties for the other Program Assistant II in the Administration Division. Specific duties and responsibilities include analyzing procurement and service contract data and preparing related reports; analyzing bids/proposals and preparing recommendations; and analyzing and preparing reports on expenditure data.


These examples illustrate that positions in the Program Assistant I classification have a number of high level office support and administrative duties and responsibilities but not a strong emphasis on analysis of data whereas positions in the Program Assistant II classification generally do have an emphasis on analysis of data.

Recommendation

Based on the above analysis we therefore recommend that this position be reclassified from Accounting Assistant II in Pay Range 445 to Program Assistant I in Pay Range 460.

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