



Department of Employee Relations

Tom Barrett
Mayor

Maria Montegudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

April 6, 2017

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

Dear Committee Members: Re: Common Council File Number **161731**

The following classification and pay recommendations were approved by the City Service Commission on **April 4, 2017**.

In the Department of City Development, one new position was recommended for classification to Economic Development Specialist, PR 2GX.

In the Health Department, one new position was recommended for classification to Substance Abuse Program Manager, PR 2MX.

In DPW-Water Works, two new positions were recommended for classification to Customer Service Representative III, PR 6HN.

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

Sincerely,

Maria Montegudo
Employee Relations Director

MM:fcw

Attachments: 3 Job Evaluation Reports
Fiscal Note

C: Mark Nicolini, Dennis Yaccarino, John Ledvina, Jackie Carter, Molly King, Bill Christianson, Nicole Fleck, Richard Marcoux, Martha Brown, David Schroeder, Vanessa Armstrong, Bevan Baker, Sandra Rotar, Paul Biedrzycki, Barbara Henry, Lori Hoffman, Mark Scheller, Membere Medhin, Ghassan Korban, Laura Daniels, Dan Thomas, Dawn Crowbridge, Shannon Goodwin, Sherrie Smaxwill



JOB EVALUATION REPORT

City Service Commission Meeting: April 4, 2017

Department of City Development

Current	Request	Recommendation
New Position	Study	Economic Development Specialist Pay Range 2GX (\$51,469 - \$72,063)

Action Required

In the Positions Ordinance, under Department of City Development, General Management and Policy Development Decision Unit, Office of the Commissioner, delete one position of "Business & Development Liaison" and under Commercial Corridor Development, add one position of "Economic Development Specialist".

Background

This position was created in the 2017 budget adopted by the City. Last month the Finance and Administration Manager of the Department of City Development (DCD) requested that the position be studied for proper title and pay level.

Duties, Responsibilities, and Requirements

The ultimate mission of the job, as reflected in the job description prepared by the Department, will be to promote business development in aldermanic districts by carrying out a number of duties and responsibilities, which revolve around ongoing communication and liaison work between the Common Council, Department of City Development, and other stakeholders.

The position will be positioned in the Commercial Corridor Development Section and most of its workload will be generated through ongoing contact with members of the Common Council and Commissioner. Assignments regarding Business Improvement Districts will be provided by the Commercial Corridor Manager. Duties and responsibilities will include the following:

- Maintaining regular communication with Common Council members to understand their vision of business development and the needs and opportunities presented by each aldermanic district
- Working with different sections of DCD determine the best strategies for advancing business development initiatives identified by Council members
- Working with City departments and other parties to resolve the concerns of business and property owners identified by Council members
- Maintaining ongoing communication with commercial real estate brokers, developers, business associations, Business Improvement Districts, and others to identify commercial space available for businesses and other purposes
- Arranging meetings and events providing platforms for communication between Council members, businesses, and commercial property owners
- Providing regular progress reports to the Commissioner of City Development
- Managing the City's relationship with assigned Business Improvement Districts

Requirements for the job, as stated in the Department's job description, are a bachelor's degree in a relevant area such as communications, marketing, business administration; experience in community development, economic development or commercial real estate; and experience making public presentations. These requirements have not been validated for purposes of staffing.

Analysis and Recommendation

Several Economic Development Specialists in DCD coordinate economic development initiatives in the City's neighborhood commercial districts. Noteworthy duties and responsibilities include the following:

- Developing building inventories and identifying strategic development opportunities within selected commercial districts
- Developing new and innovative strategies for commercial development throughout the city
- Organizing business owners and neighborhood business groups in commercial districts
- Preparing and developing business development workshops for business owners and neighborhood business groups
- Preparing marketing materials and establishing working relationships with commercial real estate brokers for the purpose of marketing neighborhood commercial district opportunities
- Researching and contacting appropriate local, regional, and national retailers regarding location opportunities in the city's neighborhood commercial districts
- Establishing and maintaining active communication with members of the Common Council regarding development initiatives and concerns in their districts
- Appearing before public bodies and community organizations to articulate issues and positions of the Department and City of Milwaukee


As stated on the description provided by the DCD, the minimum requirements of the job are a bachelor's degree (master's degree preferred) in urban planning, urban affairs, economics, real estate or related area and three years of experience program creation and project implementation in urban planning and economic development. These requirements have not been validated for purposes of staffing.

The nature of work and level of work that will be performed by the position under consideration appears similar enough to the Economic Development Specialist that we recommend the job be classified as such. It should be noted that this recommendation does not prohibit the use of a working title on business cards and in other communications, if doing so would provide a better description of the job.

It is therefore recommended that this new position in DCD be classified as an Economic Development Specialist, Pay Range 2GX (\$51,469 - \$72,063).

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: April 4, 2017

Health Department

Current	Request	Recommendation
New Position	Substance Abuse Prevention and Control Manager Pay Range 1IX (\$75,478 - \$105,669)	Substance Abuse Program Manager Pay Range 2MX (\$75,478 - \$105,669)

Action Required

In the Salary Ordinance, under Pay Range 2MX, add the title "Substance Abuse Program Manager (5)" with the footnote to read as follows: "(4) Position to be studied when vacant".

In the Positions Ordinance, under the Health Department, Disease Control and Environmental Health Services Division, add one position of "Substance Abuse Program Manager".

Background

The Health Department has requested the classification of a new manager to develop and implement a new program to prevent opioid misuse in the City of Milwaukee as a public health intervention. The employee performing the job will be required to develop the Department's mission, strategic plans, operational goals and objectives, and measures required to evaluate the program. This will require centralizing the substance abuse prevention efforts currently taking place within the Health Department, securing funding through grants, and extensive collaboration with stakeholders within the Milwaukee Health Department, community groups, and public health officials on a local and state-wide basis.

Duties, Responsibilities and Requirements

This manager will work closely with the Division of Disease Control and Environmental Health (DCEH) Director to coordinate public health prevention and intervention activities between city agencies and across county, regional and state efforts, serving as a public health representative to inform both operational and strategic partnerships that collaboratively address opioid misuse/overdose within the community. Duties and responsibilities will include:

Program Development and Coordination:

- Develop, implement and evaluate strategic and operational plans related to opioid prevention and control within the City of Milwaukee;
- Participate in workgroups, committees, meetings related to opioid misuse/overdose within the City, County, Region and State;
- Prepare and provide public presentations related to the public health role, strategy and impact associated with opioid prevention and control within the community;
- Assist in the formulation of City policies, ordinances, resolutions, legislative position, etc. related to opioid prevention and control;
- Engage in diverse health impact and community needs-assessment activities including evaluation of community needs, program capacity, and the success of previous / current activities and projects; and
- Develop and maintain collaborative relationships with other city departments, state and federal regulatory and funding agencies, medical providers, community-based organizations, advocacy agencies, and academic institutions to coordinate and consult on comprehensive city-wide efforts;

Grant-Writing

- Identify and research corporate, foundation, and government sources of funding for initiatives associated with opioid prevention and control activities;
- Plan grant-strategy for initiatives associated with opioid prevention and control in terms of proportion of grant funding vs. O&M funding, strategic areas of expansion, and vision for medium to long-term future;

- Champion grant opportunities within the organization, and play a lead role in writing the grants, developing the budgets, and building new or existing projects through the grants; and
- Oversee management of awarded federal and state grants, contracts and initiatives associated with opioid prevention and control.

Program Evaluation

- Evaluate, plan and develop standards for DCEH opioid prevention and control program measurement using existing and new resources and methods;
- Prepare and recommend annual program budget for opioid prevention and control department activities aligned with Department strategic goals and objectives;
- Develop summary reports and statistics related to opioid misuse/overdose as directed including meetings with Department Directors and Officers, the City Budget Office, Common Council subcommittees and Mayoral AIM meetings.
- Maintain assigned data management systems related to evaluation of program outcomes, expenditures and revenues generated through DCEH activities to validate effective and efficient program/project strategies; and
- Participate as a member of the Department Operations Team in strategic planning, outcomes-based management, total quality improvement, accreditation and team decision-making related to assuring consistency with short and long term goals and objectives established by the department.

Minimum requirements include a Bachelor's Degree from an accredited college or university in Public Health, Social and Behavioral Sciences, Public or Business Administration with a Master's Degree preferred AND a minimum of two years of full-time progressively responsible experience in program strategic planning, community-based education and outreach, project management. These minimum requirements will be assessed by the Department of Employee Relations Staffing Division.

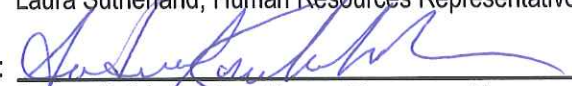
Analysis and Recommendation

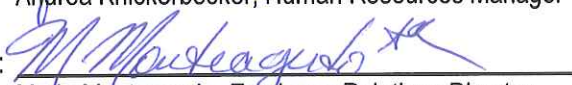
According to the job description this Manager will spend the majority of his or her time developing and implementing the department's strategic and operations plans related to opioid prevention and control within the City of Milwaukee. Other major areas of responsibility will include grant writing and program evaluation. Other positions at this level within the department include the Consumer Environmental Health Division Director, Family and Community Health Services Director, and the Violence Reduction and Prevention Program Director.

Considering the criticality of this job and the complexity of establishing an entirely new program that includes centralizing the Department's substance abuse prevention programs and extensive collaboration with public health officials on a local and state level, it appears appropriate to place the position in Pay Range 2MX at this time (\$75,478 - \$105,669). The demands associated with establishing a new program of this scope justify recommending the position at this level. Once a program has been established and successfully running for period of time, this report also recommends the position be reassessed for an appropriate pay level.

We therefore recommend that this new position be classified as Substance Abuse Program Manager in Pay Range 2MX (\$75,478 - \$105,669). At the time the position becomes vacant, provided it has been successfully operating for some time, it is further recommended that the pay level of the position be reassessed.

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: April 4, 2017

Department of Public Works – Water Works

Current	Request	Recommendation
Two New Positions (Included in 2017 Budget)	Customer Service Representative III PR 6HN (\$37,830 - \$41,863)	Customer Service Representative III PR 6HN (\$37,830 - \$41,863)

No Action Required

Background

The Water Works Division of the Department of Public Works (DPW) has requested classification of two new positions created in the 2017 budget. A job description was provided and discussions were held with Membere Medhin, Water Financial Manager. The basic function of these two new positions is to perform complex telephone, cashiering, and office support duties in response to 40 to 50 daily customer inquiries; and respond to requests for services, account status, billing, and payments in accordance with Milwaukee Water Works Customer Service Policies and Procedures. Duties and responsibilities include the following:


- 60% Customer Service – Telephone
Answer and handle a variety of Customer telephone contacts concerning their municipal service bill; and resolve issues by initiating work order, analyzing customer accounts and explaining to customer the various charges contained in the bill, computing adjustments and posting them to the customer's account, posting adjusting entries to customer account records, and/or receiving and recording customer payment arrangements.
- 15% Customer Service – Counter Service
Answer and handle a variety of in-person customer contacts concerning their municipal service bill; and resolve issues as listed above plus receive and process payments presented to the cashiering station or through the mail for the payment of municipal service bills in accordance with approved cashiering procedures.
- 10% Customer Service – Account Maintenance
Maintain up-to-date customer account files by correcting customer account information and entering adjustments as the result of investigations and routine maintenance, initiate work orders, make adjusting entries in customer account records, update ownership and billing information, and calculate and issue final bills at the request of the customer.
- 10% Cashiering
Receive payment from customers in person and process payments received by mail as needed.
- 5% Perform other duties as assigned.

Minimum requirements include four years of experience performing office support duties and using keyboarding skills in an office setting, including two years of experience performing high-volume customer service work. Equivalent combinations of education and experience may be considered.

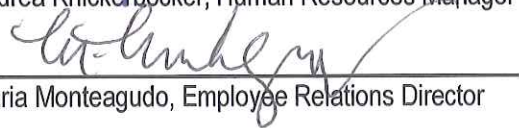
Analysis and Recommendation

DPW – Water Works has had 14 positions of Customer Service Representative III in Pay Range 6HN. With these two new positions created in the 2017 budget there will be 16. These two new positions have duties, responsibilities

and requirements that are comparable to the current positions. We therefore recommend that these two new positions be classified as Customer Service Representative III in Pay Range 6HN.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director