



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

September 9, 2014

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

Dear Committee Members: Re: Common Council File Number **140562**

The following classification and pay recommendations were approved by the City Service Commission on **July 29, 2014**.

In the Milwaukee Water Works,

One position of Administrative Assistant II, PR 6HN was recommended for reclassification to Administrative Assistant III, PR 5FN;

One position of Office Assistant III, PR 6FN was recommended for reclassification to Office Assistant IV, PR 6HN;

One position of Water Distribution Construction Manager, PR 1FX was recommended for reclassification to Water Distribution Scheduling Manager, 1FX; and

Two positions of Water Distribution Scheduling Manager, PR 1EX was recommended for reclassification to Water Distribution Construction Manager, PR 1EX.

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

Sincerely,


Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: Job Evaluation Report
Fiscal Note

C: Mark Nicolini, James Carroll, Dennis Yaccarino, Deborah Ford, Nicole Fleck, Carrie Lewis, Laura Daniels, Boyd McCamish, Kenneth Wischer, Daniel Panowitz, Calvin Lee, and Penni Secore (DC48)



Job Evaluation Report

City Service Commission Meeting: July 29, 2014

MILWAUKEE WATER WORKS

Current	Requested	Recommendation
Administrative Assistant II PR 6HN (\$37,830 - \$41,863)	Administrative Assistant III PR 5FN (\$42,539 - \$48,248)	Administrative Assistant III PR 5FN (\$42,539 - \$48,248)
Office Assistant III PR 6FN (\$34,717 - \$38,406)	Office Assistant IV PR 6HN (\$37,830 - \$41,863)	Office Assistant IV PR 6HN (\$37,830 - \$41,863)
Water Distribution Construction Manager PR 1FX (\$62,338 - \$87,270)	Water Distribution Scheduling Manager PR 1FX (\$62,338 - \$87,270)	Water Distribution Scheduling Manager PR 1FX (\$62,338 - \$87,270)
Water Distribution Scheduling Manager 2 positions PR 1EX (\$58,462 - \$81,844)	Water Distribution Construction Manager 2 positions PR 1EX (\$58,462 - \$81,844)	Water Distribution Construction Manager 2 positions PR 1EX (\$58,462 - \$81,844)

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

BACKGROUND

At various times during 2013, the Milwaukee Water Works submitted requests to study a number of positions in its Administration Division and Distribution Division.

The materials submitted by the Administration and Projects Manager of the Milwaukee Water Works were comprehensive and detailed. They included revised job descriptions, completed job analysis questionnaires, budget information, and rationale for each requested change. In studying these requests, all documentation submitted was reviewed and a number of discussions were held with Laura Daniels, Administration and Projects Manager.

Current: Administrative Assistant II PR 6HN
Requested: Administrative Assistant III PR 5FN
Recommended: Administrative Assistant III PR 5FN

This position performs a variety of administrative work for the Water Works Superintendent and Administration and Projects Manager. Its primary duties and responsibilities are as follows:

- performs administrative work for the Water Works Superintendent and Administration and Projects Manager
- independently carries out projects from inception to completion
- creates, prepares, and proofs a variety of written communications, most of which are for signature by the Superintendent and Administration and Projects Manager
- perform administrative work for other managers
- makes arrangements for meetings and training sessions inside and outside of the Municipal Building
- trains employees in the use of office productivity software
- coordinates and directs the work of office support employees

The following examples of the work performed by this position are intended to illustrate the level of knowledge and skill, and to some degree the level of responsibility associated with this job. When a call regarding a complaint or issues is received from an elected official or member of the public, the

Administrative Assistant II compiles information regarding the issue from the Control Center or manager responsible for the issue. She then responds directly to the caller, communicating when and how the issue will be resolved or provides the information to the Superintendent. Requiring an Assistant to respond in this manner requires an understanding of where to locate information, a basic understanding of Water Works' operations, excellent communication skills, the ability to exercise tact and diplomacy, and good judgment on what issues should be forwarded to the Superintendent.

In terms of written communications, this Assistant reviews and proofs informational/educational materials, website information, materials public prior to printing; writes summaries information provided to elected officials; reviews drafts of Common Council resolutions for adequate content and proper format; responds to open records requests; drafts responses to open records requests; drafts and prepares grant applications; researches and compiles information for studies; prepares contract documents and related correspondence related to water construction projects; prepares requests for proposals/quotes, water service agreements, memorandums of understanding water rate correspondence, intergovernmental agreements, and Safe Drinking Water Loan Program applications.

A major project in which this Assistant is currently involved is that of compiling responses from managers to questions posed by the Public Service Commission (PSC) regarding a proposed increase in water rates. This ensuring that all written responses and supporting documents are complete, proofing writing for correct grammar and spelling, checking that information is correct and internally consistent, and submitting the information to the PSC by the stated deadline. One response to the PSC exceeds 200 pages. The level of knowledge and skill required to successfully perform these written communication duties is quite high, perhaps on a par with the level of education that would be acquired through four years of college.

Performing administrative work for the Superintendent and Administration and Projects Manager includes the following: maintaining the Superintendent's calendar, prioritizing meetings; scheduling and coordinating meetings, facilities, and equipment; making travel arrangements for meetings and conferences; preparing and distributing meeting notices, agendas, supplementary materials, minutes and meeting summaries; preparing and submitting expense reports; maintaining records and documents related to grievances; and overseeing the maintenance of employee records and files.

This Assistant is expected to independently carry out projects from start to finish. One such project was the development of a new employee orientation program for Water Works employees. Developed with division managers, this program includes tools for managers, a first-day welcome from the Administration and Projects Manager, welcome materials and information for new employees, and a tour of Water Works facilities. Examples of other projects include the development of a consistent writing format for the utility's work rules, policies, and procedures; the creation of tools to track and retrieve electronic documents; and the development of an electronic format for reporting data. Other administrative duties include coordinating the replacement and repair of telephones, coordinating the summer intern program, planning meetings and training sessions, and supervising the work of office assistant and temporary employees.

In assessing the level of this position, the nature of work performed is consistent with positions assigned to the Administrative Assistant series. Positions in that series perform administrative work for one or more managers. As such, they may be thought of as executive assistants or executive secretaries. The Administrative Assistant series has four levels: Administrative Assistant I, II, III, and IV. The level of a particular position is determined foremost by the degree of knowledge and skill required to successfully perform the job and secondarily by the level of responsibility exercised.

In examining the degree of knowledge, skills, abilities, and competencies required of this particular job, it is clear that this Administrative Assistant position requires high-level writing skills; initiative to start

projects, follow-through to complete projects, exceptionally good organizational skills; tact and diplomacy; a general understanding of the operations of a complex water utility; and a high level of expertise in using office software.

The changes associated with duties and responsibilities, which have not been previously mentioned, include the expansion of the position's scope of duties and responsibilities due to the elimination of two office support positions; higher job performance expectations that include independently defining and carrying out projects and applying significantly higher level written communication skills; and the application of organizational skills and office software skills that add value to the work of the Superintendent and managers in other sections.

The job is currently classified as an Administrative Assistant II. Considering the level of knowledge and skill required, the changes that have taken place in the duties and responsibilities of this position, and the complexity of the environment in which this Administrative Assistant works, we recommend that this position be reclassified to the level requested, from its present classification of Administrative Assistant II, PR 6HN (\$37,830 - \$41,863) to Administrative Assistant III, PR 5FN (\$42,539 - \$48,248). The approval of this recommendation will make the position equivalent to an Administrative Assistant III in the Infrastructure Division of the Department of Public Works who reports to the City Engineer.

Current:	Office Assistant III	PR 6FN
Requested:	Office Assistant IV	PR 6HN
Recommended:	Office Assistant IV	PR 6HN

The Milwaukee Water Works employs over 320 employees in four major locations. The basic function of this position, which reports to the Administration and Projects Manager who has responsibility for human resources and employee relations in her department, is that of human resources assistant.

In addition to coordinating the work of four Office Assistants IV in field offices pertaining to human resources, this position performs the following duties:

- creating, coordinating, and tracking all documentation required to hire employees;
- creating and maintaining employee records and files;
- tracking requests for leave, including state and federal FMLA, and all associated documentation;
- providing new employee orientation materials, work rules, and other work information to section managers;
- maintaining job descriptions;
- collecting workforce information as requested;
- serving as the receptionist for the front office;
- coordinating the completion of employee progress reports and probationary period reports;
- preparing correspondence to employees for signature by the Administration and Projects Manager.

The minimum requirements for the job include the standard amount of education and work experience associated with an Office Assistant IV—a minimum of two years of clerical experience performing duties related to the job, at least six months of which must be at the level of an Office Assistant II or above. Successful performance of the job requires a high attention to detail, the ability to create spreadsheets; the ability to obtain information from automated databases; the ability to create systems to track complex processes such as hiring and leave administration; knowledge of human resources processes; the ability to prioritize work; the ability to use standard office hardware and software to create letters; and the ability to maintain confidentiality.

Due to the fact that this position coordinates the work of other Office Assistants IV in matters regarding human resources processes and documentation, it is recommended that this position be reclassified to the level of Office Assistant IV, PR 6HN (\$37,830 - \$41,863).

Current:	Water Distribution Construction Manager	PR 1FX
Requested:	Water Distribution Scheduling Manager	PR 1FX
Recommended:	Water Distribution Scheduling Manager	PR 1FX

This manager functions as the third-in-command of the Distribution Division, scheduling all work assignments for crews and allocating equipment needed on a daily basis. The title of *Scheduling Manager* is therefore more appropriate. We therefore recommend one position of Water Distribution Construction Manager in PR 1FX be retitled to Water Distribution Scheduling Manager is PR 1FX.


Current:	Water Distribution Scheduling Manager	PR 1EX (2 positions)
Requested:	Water Distribution Construction Manager	PR 1EX (2 positions)
Recommended:	Water Distribution Construction Manager	PR 1EX (2 positions)

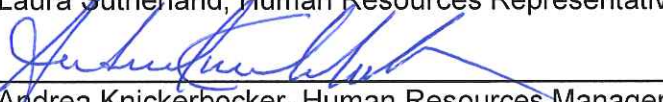
Each of these managers oversees paving construction projects or the construction of a water main relays. The term *Construction* should therefore be incorporated in the title. We therefore recommend 2 positions of Water Distribution Scheduling Manager in PR 1EX be retitled to 2 positions of Water Distribution Construction Manager in PR 1EX.


Action Required – Effective Pay Period 1, 2014 (December 22, 2013)

In the Salary Ordinance, under Pay Range 1EX, delete the title “Water Distribution Scheduling Manager (1)” and add the title “Water Distribution Construction Manager (1)”; and under Pay Range 1FX, delete the title “Water Distribution Construction Manager (3)” and add the title “Water Distribution Scheduling Manager (3)”.

In the Positions Ordinance, under Department of Public Works – Water Works, Business Organization, Administration, delete one position of “Office Assistant III” and add one position of Office Assistant IV”; under Distribution Organization, delete one position of “Water Distribution Scheduling Manager (X)” and add one position of “Water Distribution Construction Manager (X).”

Prepared by: 
 Laura Sutherland, Human Resources Representative

Reviewed by: 
 Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
 Maria Monteagudo, Employee Relations Director