



Department of Employee Relations

Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Molly King
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Job Evaluation Report

City Service Commission Meeting: May 21, 2024

Health Department - Vital Statistics

Current Title	Recommended Title
New Positions (Three Positions)	Customer Service Representative III 6KN: \$49,095 - \$58,914 Recruit Rate: \$49,399 (Three Positions)
	Customer Service Representative II 6HN: \$46,226 - \$55,471 Recruit Rate: \$46,256 (Underfill title)
	Customer Service Representative I 6GN: \$44,909 - \$53,891 (Underfill title)

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

The Milwaukee Health Department (MHD) has submitted a request to classify three new positions added in the 2024 budget.

The Vital Statistics Office of the Milwaukee Health Department assists individuals looking for access to birth records for all State of Wisconsin births, death certificates for anyone who died at a City of Milwaukee hospital, institution, or residence prior to September of 2013, and death records for anyone who died in Wisconsin from September of 2013 to the present. The Office has birth records dating back to 1893 and deaths back to 1869. Vital Statistics operations are governed by Chapter 69 of the Wisconsin state statute.

These positions will handle a variety of customer transactions, information requests, and related duties for the Health Department. Working in the Zeidler Municipal Building, under the direction of the Health Customer Service Manager, these positions will provide requested birth and death certificates or copies for the public, business clients, and others within the requirements of State law and MHD policies. These positions will also conduct other Health Department customer transactions online and in-person, including accepting and registering payment for business inspections, lab testing, and other MHD services. They will also accept and route client and patient documentation, non-hazardous/contagious lab specimen samples, and other public-facing work in support of MHD programs; and provide information and act as a point of referral for MHD programs and City services in general. Duties and responsibilities include:

- Processing any and all Health Department customer transactions, including birth and death certificates, in accordance with HIPAA (Health Information Portability and Accountability Act), Wisconsin Statutes 69, and other applicable State and City laws, ordinances, and policies.

- Ensure high customer service standards are met for each transaction. Regularly train on customer service practice and procedures.
- Process customer payments, including credit and debit card, online payments, checks, and cash.
- Assure accuracy for in-person, mail, and online customer orders based on the MHD service being provided.
- Find, create, and deliver birth and death certificates as ordered, by U.S. Mail, FedEx, UPS, courier, or for in-person pickup.
- Assure customer and data privacy, follow established policies and procedures to validate transactions and assure appropriate protections for MHD customers
- Open and close cash register, manage cash, and reconcile daily transactions and register balance.
- Make accurate change for cash transactions.
- Work cooperatively, collaboratively, and respectfully with all MHD and City colleagues
- Assist in training of new Health Customer Service Representatives

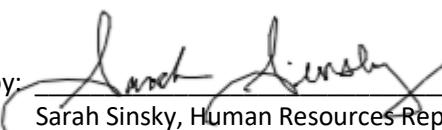
Minimum qualifications include three years of office support job experience, including two years of experience performing customer service work in an office setting serving the public in person or on the telephone.


Based on the on the essential functions of these positions, they will be performing at the same level as the classification underfill structure created for the MHD Vital Statistics section in the Administrative Support report approved at the February 20, 2024 City Service Commission meeting and the subsequent February 23, 2024 Finance and Personnel meeting.

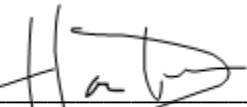
We therefore recommend classifying these three new positions as Customer Service Representative III in Pay Range 6KN (\$49,095 - \$58,914) with a recruitment rate of \$49,399 and maintaining the aforementioned underfill title structure so future incumbents can cross train along with current team members to fulfill the needs of the section.

Action Required – Effective Pay Period 13, 2024 (June 9, 2024)

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

Prepared by: 
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