



**Department of Employee Relations**

**Cavalier Johnson**  
Mayor

**Jackie Q. Carter**  
Director

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Employee Benefits Director

**Nicole M. Fleck**  
Labor Negotiator

**Job Evaluation Report**

City Service Commission Meeting: June 16, 2026

**Department of Administration – Information Technology Management Division**

<b>Current</b>	<b>Recommended</b>
ITMD Administrative Assistant PR 6KN (\$49,095 - \$60,681) FN: Recruitment rate is \$50,387 (One Position)	Administrative Assistant III PR 5IN (\$57,620 - \$74,186) (One Position)

Note: Residents receive a 4% Resident Incentive Allowance.

The Department of Administration (DOA), Information Technology Management Division (ITMD) has requested the reclassification of one vacant position of ‘ITMD Administrative Assistant’ in Pay Range 6KN within the Policy and Administration Section to a position of ‘Administrative Assistant III’ in Pay Range 5IN. A job description was provided and discussions were held with Erica Roberts, ITMD Policy and Administration Manager.

The overall volume of work processed by the ITMD Administration and Policy section has increased considerably over the past several years, due to ITMD being the contract holder for more services needed by city departments. This has resulted an increase in billing, requisitions, invoicing, and IRI's being issued on a weekly and monthly basis. ITMD also acquired responsibility for IT management of the Department of Emergency Communications, which has increased the number of contracts and software. It has become necessary to divide the total volume of work between the Financial Specialist and ITMD Administrative Assistant in order to stay current with the increased workload and avoid delays.

The position of ITMD Administrative Assistant has been assigned additional duties with higher levels of responsibility including billing, invoicing, IRIs, contract management, requisition entry, complex payroll functions (adjustments, new employee entry, payroll calculations, and error correction), and Procard processing. Previously this position focused primarily on reception work, scheduling, basic payroll duties and phone billing.

Under the direction of the ITMD Policy and Administration Manager and Financial Specialist, the Administrative Assistant III performs various administrative support functions for the ITMD’s Policy and Administration section including accounting, payroll, and business administration functions.

55% Accounting Support:

- Process requisitions, purchase orders, and Procard orders for ITMD.
- Assist in the maintenance of accounting records including but not limited to billing, filing, and recordkeeping.
- Process invoices for ITMD, including internal reimbursable accounts and external customer billings.

25% Payroll Processing and Support:

- Perform division payroll tasks including bi-weekly timecards, adjustments, and sick leave incentive payments.
- Perform data entry, timesheet verification and payroll calculations.
- Maintain and process absence paperwork. File supporting documentation in personnel and medical files. Follow up with managers and employees regarding required documentation.
- Create documentation for changes or errors on payroll.

15% Administrative Support:

- Perform various administrative duties, including personnel-related functions such as staff management and scheduling, coordination of division initiatives.
- Act as division representative for city-wide fundraising campaigns.
- Provide additional administrative support to ITMD Policy and Administration Manager and Financial Specialist.
- Provide reception area support.

5% Peripheral Duty: Other duties as assigned.

Minimum qualifications include an Associate’s degree in business/office management, accounting or similar. Two years of increasingly responsible experience performing administrative duties in an office setting. -OR- Four (4) years of progressively responsible administrative/accounting experience in an office setting, performing duties related to the essential functions listed above. Equivalent combination of related education and experience may be considered.

As this position will be taking on additional duties and responsibilities to meet operational needs of accounting support, payroll processing and support, and administrative support. These duties and responsibilities are consistent with the duties and responsibilities of an Administrative Assistant III.

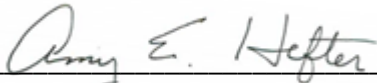
Classification	Function
Administrative Assistant III PR 5IN (\$57,620 - \$74,186) Department: Milwaukee Police Department	Provides high-level administrative support for the Police Information Systems Director and provides direction to the office support staff of the Information Technology (IT) Division. Duties include processing and monitoring bi-weekly payroll.
Administrative Assistant III PR 5IN (\$57,620 - \$74,186) Department: Milwaukee Health Department	Provides confidential administrative support and performs a wide array of complex administrative support tasks for the Communications and Public Relations Division of the Milwaukee Health Department (MHD). Coordinate the collection of data needed to fulfill these requests, in concert with representatives from across the department and city as needed. Directly handle high-profile, difficult, or complex open records requests, including records and reviewing, redacting, and responding to requests.

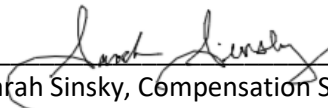
Classification	Function
Administrative Assistant III PR 5IN (\$57,620 - \$74,186) Department: Municipal Court	Serves as the sole clerical support to the Municipal Judges and the Court's management team. Provide assistance with budget preparation which includes: Purchasing, Financial Information System (FMIS) payment processing and monitoring, budget control and procurement. Performs personnel payroll and reporting functions including: Time entry, payroll processing and adjustments to City Time, and preparation of reports.

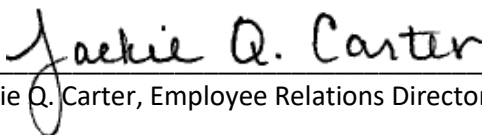
Based off the duties and responsibilities, this position is now performing work comparable to other Administrative Assistants III classified city-wide. This report recommends reclassifying one vacant position of ITMD Administrative Assistant in Pay Range 6KN (\$49,095 - \$60,681) as an Administrative Assistant III in Pay Range 5IN (\$57,620 - \$74,186).

**Action Required – Effective Pay Period 15, 2026 (July 5, 2026)**

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

Prepared by:   
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