



**Department of Employee Relations**

June 9, 2003

**John O. Norquist**  
Mayor

**Jeffrey Hansen**  
Director

**Florence Dukes**  
Deputy Director

**Frank Forbes**  
Labor Negotiator

**Michael Brady**  
Employee Benefits Manager

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

Dear Committee Members:                    Re: Common Council File Number 030228

The following title changes were approved by the City Service Commission on June 3, 2003:

In the Department of Employee Relations, one position of Community Relations Officer, Salary Grade 009, was retitled to Diversity and Outreach Officer, Salary Grade 009.

In the Library, 17 positions of Library Services Assistant, Pay Range 504, were retitled to Library Reference Assistant, Pay Range 504.

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

Sincerely,

Florence H. Dukes  
Employee Relations Director

FHD:pb

Attachments:    2 Job Evaluation Reports  
                      Fiscal Note

c:    Frank Forbes, Muhammad Abdallah, Kathleen Huston, Judith Zemke, Richard Abelson, John English, John Garland and Robert Klaus

**JOB EVALUATION REPORT**

City Service Commission Meeting: June 3, 2003

Incumbent: Vacant

Department: Employee Relations

Present	Request
<b>Title:</b> Community Relations Officer	<b>Title:</b> Diversity and Outreach Officer
<b>Salary Grade:</b> 009 (\$53,158-\$74,419)	<b>Salary Grade:</b> 009 (\$53,158-\$74,419)
<b>Recommendation:</b> <b>Title:</b> Diversity and Outreach Officer <b>Salary Grade:</b> 009 (\$53,158-\$74,419)	
<b>Rationale:</b> With the creation of the Office of Diversity and Outreach, this position will manage and supervise staff involved with three distinct complaint processes handled previously by the Fire & Police Commission, Employee Relations, and the Equal Rights Commission. The position will be responsible for ADA issues and effective recruitment methods that promote a diverse workforce in the fire and police service. The duties and responsibilities of this position are essentially a combination of those of the current positions of Community Relations Officer and Diversity Officer. Based on these changes to the position with this reorganization, we recommend the title of this position be changed to Diversity and Outreach Officer with no change in salary grade.	
<b>History of Position:</b> Position was retitled from Public Relations Officer to Community Relations Officer in November of 2002.	

**Action Required**

In the Salary Ordinance, under Salary Grade 007, delete the title "Diversity Officer."  
Under Salary Grade 009, delete the title "Community Relations Officer" and add the title "Diversity and Outreach Officer."

In the Positions Ordinance, under Department of Employee Relations – Operations Division, Outreach/Diversity/Research Section, delete one position of Community Relations Officer (X) (Y) and one position of Diversity Officer, and add one position of Diversity and Outreach Officer (X) (Y).

**Background**

The 2003 budget implemented a reorganization of the Department of Employee Relations. The reorganization brought together staff from Employee Relations, the Fire and Police Commission, and the Equal Rights Commission. A further development of this merger has been the creation of an Office of Diversity and Outreach. Formerly, staff from the Fire and Police Commission, the Equal Rights Commission and Employee Relations investigated complaints independently of each other. Fire & Police Commission staff has also been responsible for coordinating and administering recruitment programs for women and minorities in the Fire and Police Departments.

There are currently four positions in DER that perform these functions. This further reorganization proposes to eliminate the position of Diversity Officer (SG 007) and to have the remaining three staff members perform the merged functions. This reorganization also proposes that the position title of Community Relations Officer (SG 009) be changed to Diversity and Outreach Officer (SG 009) with no change in salary grade.

In reviewing these positions, staff analyzed new job descriptions and held discussions with Florence Dukes, Employee Relations Director.

### **Duties & Responsibilities**

This position promotes the importance, benefit and necessity of maintaining diversity within the City of Milwaukee's workforce and ensures compliance with applicable ordinances, statues, laws and executive orders. The position serves as the City of Milwaukee's ADA Coordinator; oversees the recruitment function for sworn and civilian positions in the Fire and Police Departments; manages and promotes the efficient and effective operation of the employee and civilian complaint processes; conducts investigations of employee discrimination, harassment, workplace violence and ADA complaints; and functions as the liaison between the Fire and Police departments, the Fire and Police Commission, the media, and the community. Duties, responsibilities, and requirements include:

#### **Diversity/Equal Employment Opportunity**

- Manage the day-to-day operations of the Office of Diversity including staff, three distinct complaint intake functions (general City, FPC, and ERC), and the corresponding complaint investigation processes.
- Advise city departments regarding workforce utilization with an emphasis on maintaining diversity.
- Counsel employees, managers and others about Diversity/EEO issues in the workplace.
- Facilitate diversity related training programs and workplace mediation.
- Update and disseminate diversity/EEO related policies and procedures as needed to meet the needs of the City and to ensure compliance with applicable federal, state and local laws, ordinances, guidelines and court cases.
- Prepare the Citywide equal employment opportunity/affirmative action plan and assist departments as needed in developing their respective equal employment opportunity/affirmative action plans.
- Compile and maintain EEO related statistics.

#### **Americans with Disabilities Act (ADA)**

Investigate ADA claims lodged by City of Milwaukee employees. Includes making a determination as to whether the employee has a qualified disability as defined under the ADA. Determine if the accommodation requested is reasonable and advise departments on effective means of compliance with the request. Communicate with physicians to obtain the necessary medical certifications and related data.

#### **Recruitment and Retention**

- Responsible for identifying and maintaining comprehensive and effective recruitment methods that promote a diverse workforce.
- Monitor performance of police and firefighter training with emphasis on female and minority recruits.
- Monitor hiring practices of city departments that have hiring goals for women and minorities and work with those departments to achieve their hiring goals.
- Coordinate staff participation in performance examinations, job fairs, and Police Aide and Fire Cadet recruitment activities at high schools and at similar functions in other locations.

#### **Community Relations**

- Develop, coordinate and manage a comprehensive community relations effort and public information program to enhance the image of the fire and police service.
- Act as a liaison between the Fire and Police departments, the Fire & Police Commission, the media, and the community.

Requirements for the position are a Bachelor's degree with a major in human resources, public administration, business administration, political or other social science, or other degrees related to cross-cultural studies (or a closely related field), or an equivalent combination of job related training and

experience. A minimum of three years of successful experience performing duties such as those described above at or above a journey worker level. A job related masters' degree is desirable and may substitute for up to one year of the required experience.


**Analysis**

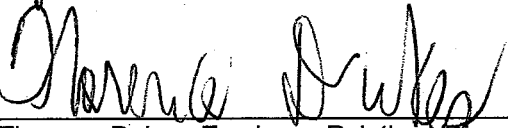
With the creation of the Office of Diversity and Outreach, this position will manage and supervise staff involved with three distinct complaint processes handled previously through three different entities. The position will be responsible for ADA issues and effective recruitment methods that promote a diverse workforce in the fire and police service. In essence, the duties and responsibilities of this position will be a combination of those of the current Community Relations Officer (SG 009) and those of the eliminated Diversity Officer (SG 007).

Based on these changes to the position with this reorganization, we recommend the title of this position be changed to Diversity and Outreach Officer in Salary Grade 009. An assessment of this position according to the job evaluation factors is as follows:

	<u>Level</u>	<u>Points</u>
Impact & Accountability	9	138
Knowledge & Skill	6	80
Relationships Responsibility	12	116
Working Conditions	1	<u>5</u>
	Total Points:	339

Salary Grade 009 points: 306-351

Prepared by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Florence Dukes, Employee Relations Director

**JOB EVALUATION REPORT**

City Service Commission Meeting Date: June 3, 2003

Incumbent: 17 positions Department: Milwaukee Public Library

Present	Request
Title: Library Services Assistant	Title: Library Reference Assistant
Pay Range: 504 (\$29,601 - \$34,183)	Pay Range: 504 (\$29,601 - \$34,183)
Step: n/a	Source: Department
<b>Recommendation:</b> Title: Library Reference Assistant Pay Range: 504 (\$29,601 - \$34,183) New Rate: n/a	
<b>Rationale:</b> The duties of the 17 Library Services Assistant (LSA) positions that work in a reference capacity are substantially different from those that supervise circulation staff. A title change is recommended because of these differences and because the title change would best serve the operational needs of the Library. This is a title change only. No change in pay range was requested or is being recommended.	
<b>History of Position:</b> These positions were reclassified from Library Technical Assistant, Pay Range 440, to Library Services Assistant, Pay Range 504, in 1996.	

**Action Required:**

In the Salary Ordinance, under Pay Range 504, add the title "Library Reference Assistant."

In the Positions Ordinance, under Library, Neighborhood Library and Extension Services Decision Unit, Neighborhood Library and Extension Services Pool, delete ten positions of Library Services Assistant and add ten positions of Library Reference Assistant; under Community Outreach & Technology Center (J), delete one position of Library Services Assistant (J) and add one position of Library Reference Assistant (J); and under Blind and Physically Handicapped Services (E), delete three positions of Library Services Assistant (E) and add three positions of Library Reference Assistant (E). Under Central Library Decision Unit, Central Library Services Pool, delete two positions of Library Services Assistant (F) and one position of Library Services Assistant, and add two positions of Library Reference Assistant (F) and one position of Library Reference Assistant.

**Background:**

The Milwaukee Public Library has requested a title change for 17 Library Services Assistant (LSA) positions that work in a reference capacity at the Central Library and at the neighborhood libraries. Fifteen other LSA positions that supervise lower level circulation staff would retain their current title and are not included in this report. The request is for a title change only. No change in pay range is being requested.

Discussions regarding this proposed title change were held with Judith Zemke, Library Personnel Officer, who also provided a complete set of job descriptions. Betty Schraith, Labor Relations Officer in the Department of Employee Relations, was consulted about potential labor relations impacts since these are bargaining unit positions.

**Duties, Responsibilities and Requirements:**

Reference Positions

Eleven of the 17 reference positions are in the neighborhood libraries, three are in the Library for the Blind and Physically Handicapped Services, and three are at Central Library (Ready Reference, Periodicals and Children's Room).

Specific duties and responsibilities vary depending on the location of these positions. Because most of the positions are at the neighborhood libraries, their duties are summarized below:

- 70% Reference and reader's advisory services
- 10% Collection development support for librarian staff
- 5% Program support for librarian staff
- 5% Assist with materials selection, weeding and collection development
- 2% Technical (equipment) support to staff and public
- 8% Miscellaneous (serve on committees, compile data, maintain files, etc.)

The job descriptions for the Central Library Ready Reference and Periodical positions are very similar to the above. The duties in the Children's Room and the Library for the Blind and Other Handicapped Services have some overlap with the above duties but are more specifically tailored to each particular area.

These positions do not have any supervisory responsibilities. They require a Bachelor's degree in social or natural science, business, education or related field and completion of a course in basic reference skills within one year of appointment.

Supervisory Positions

Twelve of the 15 supervisory positions are in the neighborhood libraries, one is in the Library for the Blind and Physically Handicapped Services, one is in Mobile Library and Outreach Services and one is in the Circulation Bureau under an Interlibrary Services Grant.

The duties of the supervisory positions at the neighborhood libraries (where most are located) are as follows:

- 45% Supervisory duties (serve as immediate supervisor; train, schedule and evaluate staff).
- 30% Public service activities (assist staff in general reference and other areas as needed; assist public with computer use and other problems).
- 20% Reports and records maintenance
- 5% Miscellaneous (serve on committees, maintain equipment, order supplies, etc.)

These positions require a Bachelor's degree in social or natural science, business, education or related field and completion of a course in basic reference skills within one year of appointment. In addition they require demonstrated supervisory experience in a customer service or reference setting.

June 3, 2003

**Analysis:**

One important criterion for determining whether a title change is warranted for the reference positions is how different they are from the fifteen other LSA positions that supervise lower level circulation staff. A detailed comparison of the reference and supervisory job descriptions in the neighborhood libraries (where most positions are located) indicates that the majority of the duties of each category is unique. The unique areas of the reference positions include specific reference related duties, collection development support for librarian staff, program support for librarian staff, assistance with materials selection and weeding and some other "miscellaneous" duties. The unique areas of the supervisory positions are the supervisory duties and reports and records maintenance. Another indication that the positions are substantially different is that separate civil service examinations were recently held to fill these two categories of positions.

According to the department, the need for separate designations of the reference and supervisory positions has not been a significant issue until recently. That is because in the past the reference and supervisory positions have generally worked in separate locations within the library system (supervisory positions at the neighborhood libraries and the reference positions at the Central Library). Recently, however, the Library has had to eliminate a librarian position at most neighborhood libraries as part of the 2003 budget. To help minimize the impact, a reference LSA position was added to most neighborhood libraries. Consequently there are now positions with the same title working at the same location with substantially different duties and responsibilities.

While separating the titles might result in reduced flexibility in making assignments, the department feels that the benefits of the title change outweigh any potential drawbacks. According to the department, this proposed change has been discussed with the union and they are in agreement with the title change. This is important because different titles would mean separate seniority lists.

Finally, it should be noted that a full-scale classification study was not requested, nor was one conducted, as part of this report. The department has indicated that the duties of the two categories of positions have not changed and they continue to view them as equivalent from a classification standpoint.

**Conclusion and Recommendation:**

Based on the above analysis, there are valid reasons to create a separate title for the reference LSA positions. Further, in the absence of any compelling classification-related reason not to create a new title for these positions, we feel that discretion should be granted to the department if this change would assist operations.

We therefore recommend that the title of the 17 reference Library Services Assistant in Pay Range 504 be changed to the requested title of Library Reference Assistant, also in Pay Range 504.

Prepared by: Timothy J. Keeley  
Timothy J. Keeley, Human Resources Representative

Reviewed by: Florence Dukes  
Florence Dukes, Employee Relations Director