



Department of Employee Relations

Cavalier Johnson
Mayor

Jackie Q. Carter
Director

Molly King
Employee Benefits Director

Nicole Fleck
Labor Negotiator

Job Evaluation Report

City Service Commission Meeting: November 18, 2025

Department of Public Works – Milwaukee Water Works

Current	Recommended
Water Billing Specialist PR 5KN (\$63,038 - \$78,798) FN Recruitment Rate is at \$63,530 (One Position)	Water Collections Specialist PR 5KN (\$63,038 – \$78,798) FN Recruitment Rate is at \$63,530 (One Position)

Note: Residents receive a 3% Resident Incentive Allowance.

The Milwaukee Water Works has requested to retitle of one position of Water Billing Specialist in Pay Range 5KN as a Water Collections Specialist to better reflect the duties and responsibilities of that position. Conversations were held with Jane Islo, Water Works Administration Manager.

This position processes and manages delinquent customer accounts, tracks bankruptcy proceedings, and provides input into the collection of outstanding Municipal Services Bills and assists with the transfer of overdue balance to the tax roll. Duties and responsibilities include:

- Review documents, compile information and work with the City Attorney's Office to create electronic case management entries with the bankruptcy court to collect outstanding balances.
- Identify impacted customer accounts in MWW's Customer Information System (enQuesta), suspend billing and set up corresponding bankruptcy accounts to monitor outstanding balances while subject to bankruptcy protection.
- Gather evidence and documentation for bankruptcy court cases, monitor case progress and contribute information to the case review process.
- Obtain information from Public Access to Court Electronic Records (PACER), bankruptcy courts, banks, Assessor's Office records and any other available resources to identify and investigate discrepancies with information received from the customer.
- Determine any authorized deductions by reviewing bankruptcy calculations and final bills prior to system entry.
- Process Lift of Stay in conjunction with the process to transfer overdue balances to the tax roll.
- Post payments to customer accounts in enQuesta.
- Review and process bankruptcy write-offs and submit reports for management approval.
- Assist with daily balance of cash drawers.

- Prepare the daily deposit via the City's Finance Management Information System (FMIS) by generating and compiling various reports to reconcile the previous day's payments.
- Resolve customer complaints by investigating, collecting, and analyzing information and composing responses and preparing reports.
- Refer non-standard complaints and legal issues to management and assist with final resolution.
- Perform other duties as assigned.

Minimum requirements include four years of progressively responsible accounting or bookkeeping experience performing duties closely related to the position. Equivalent combinations of education and experience may be considered.

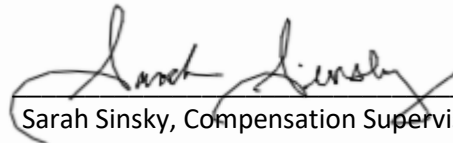
The department has made no change to the responsibilities of the position. The request for a new title is to better reflect the unique essential functions specific to outstanding Milwaukee Water Works bills that have been claimed as part of a bankruptcy proceeding, rather than billing.

This report recommends retitling one position of Water Billing Specialist in Pay Range 5KN as a Water Collections Specialist in Pay Range 5KN with no change in pay rate.

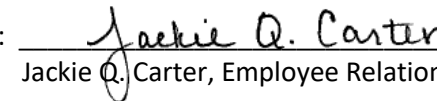
Action Required – Effective Pay Period 26, 2025 (December 7, 2025)

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

Prepared by:


Sarah Sinsky, Compensation Supervisor

Reviewed by:


Jackie Q. Carter, Employee Relations Director