



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: July 21, 2026

Department of Public Works-Operations Division

Current	Recommended
Communications Assistant III PR 6KN (\$49,095 - \$60,681) FN Recruitment rate is at \$49,399 (One Position)	Communications Assistant IV PR 6LN (\$50,964 - \$62,992) FN: Recruitment rate is at \$51,726 (Two Positions)
Office Assistant IV PR 6KN (\$49,095 - \$60,681) FN Recruitment rate is at \$49,399 (One Position)	

Note: Residents receive a 4% Resident Incentive Allowance.

The Department of Public Works – Operations Division has submitted a reclassification request of two positions in the Sanitation Section. Job descriptions were provided and conversations were held with Makisha Porter, Operations Human Resources Administrator.

Under the direction of the Sanitation Area Manager, these positions are assigned to one of the three geographic service areas within the City of Milwaukee Sanitation Division. These positions perform essential operations-based clerical and administrative functions that support and enhance overall operational effectiveness. The role strengthens internal and external communication, ensures accurate and timely billing processes and supports daily operational activities in alignment with established public policies and procedures. Duties and responsibilities include:

- Assist the Sanitation Area and District Managers and area teams with compiling data from several sanitation-based technologies.
- Provide information regarding service downtime, incomplete service requests, and completed service requests.
- Assist management by monitoring service request volume to identify and track trends in service request types and to ensure resident satisfaction and the timely or expedited handling of service requests.
- Provide administrative services related to various functions and programs, such as billing, resident hardship requests, collection schedule mailings, cart billing requests, and weekend box requests.
- Manage, direct, or monitor the sanitation area-specific electronic mail inbox.
- Triage messages, requests, and reported issues, and alert management of time-sensitive or high-profile matters from internal or external sources.

- Serve as backup to Program Assistants and to other Sanitation Communication Assistants when necessary.
- Other duties as assigned.

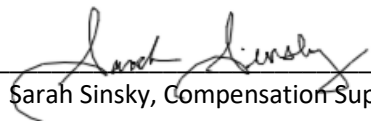
Minimum qualifications include three years of clerical experience performing duties closely related to the position.

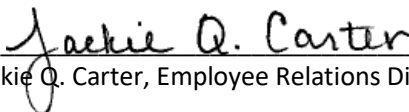
The department indicated that staff was moved around to meet operational needs and that changes within the Sanitation Section were prompted by new software implemented in Sanitation that increased the need for administrative assistance. These positions will be responsible for compiling data that will lead to streamlining and overall operational effectiveness. There is currently one Communications Assistant IV in one of the Sanitation Areas, and these positions will be performing the same duties and responsibilities.

This report recommends reclassifying one position of Communications Assistant III and one position of Office Assistant IV, both in Pay Range 6KN (\$49,095 - \$60,681) to Communications Assistant IV in Pay Range 6LN (\$50,964 - \$62,992) with a recruitment rate of \$51,726.

Action Required – Effective Pay Period 17, 2026 (August 2, 2026)

* 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