



Department of Employee Relations

Job Evaluation Report

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City Service Commission Meeting: July 16, 2024

Board of Zoning Appeals

Current	Recommended
New Position	BOZA Administrative Supervisor PR 1FX (\$66,154 - \$92,612) Recruitment Rate \$76,503 (One vacant Position)

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

Election

Current	Recommended
Temporary Election Laborer (0.73 FTE) PR 9LN (\$33,330) (Six Positions)	Temporary Election Laborer (0.73 FTE) PR 9BN (\$44,862 - \$53,601) (Six Positions)

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

Milwaukee Water Works

Current	Recommended
New Position	MWW Maintenance Worker PR 8DN (\$51,816 - \$60,106) (One vacant Position)

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

Department of Public Works - Operations

Current	Recommended
Transportation Financial Analyst PR 2KX (\$70,501 - \$98,704) FN: Recruitment is at \$77,551 FN: Additional 4.8% biweekly for snow and ice control operations (One Position)	Transportation Financial Analyst PR 1HX (\$75,162 - \$105,223) FN: Recruitment is at \$82,677 FN: Additional 4.8% biweekly for snow and ice control operations (One Position)

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

Positions evaluated in this report have changed to perform new functions to meet the programmatic needs of the department or are newly budgeted positions. Job descriptions provided by departments were evaluated and discussions were held with respective department heads and human resources personnel. The following recommendations for classification or changes are based on a review of position descriptions of duties and responsibilities, knowledge/skills/abilities, and minimum qualifications.

Board of Zoning Appeals

Current	Recommended
<i>New Position</i>	BOZA Administrative Supervisor PR 1FX (\$66,154 - \$92,612) Recruitment Rate \$76,503 (1 Position)

Background

India Gaar, BOZA Administrative Manager, has requested the classification of the BOZA Administrative Supervisor, a position new in the 2024 budget. A job description was provided and discussions were held.

The Board of Zoning Appeals is an independent agency authorized to hear appeals in matters related to the zoning ordinances. Board members are appointed by the Mayor and are confirmed by the Common Council. Because the Board acts somewhat like a court, it is called a quasi-judicial body. The Board is required to follow procedures set forth by the City and State and to evaluate the facts in each case. BOZA hears approximately 700 appeals over the course of 12 hearings each year.

Duties and Responsibilities

The BOZA Administrative Supervisor provides executive-level administrative support and performs a variety of tasks to prepare for the regular meetings of the Board of Zoning Appeals.

Board of Zoning Appeals Functions

- Assist the BOZA Administrative Manager with Zoning Administration Group coordination, including planning for monthly hearings, compiling documents, working with applicants and City staff, and providing general information to those submitting appeals.
- Coordinate with the BOZA Administrative Manager and the BOZA Board Chair regarding agenda items and Board meeting dates; prepare agendas for regular and special BOZA meetings.
- Communicate with Board members, Assistant City Attorneys, Common Council Members, Plan Examination staff, representatives of other City departments, court reporters, and appellants on behalf of the BOZA Administrative Manager.
- Prepare public meeting notices and other documents pertaining to meetings.
- Prepare summary minutes of BOZA proceedings, which become the official record upon approval.
- Independently prepare correspondence notifying interested parties of the results of Board actions.
- Organize agenda materials, ensuring proper distribution prior to meetings and appropriate recording and documentation following Board action.
- Handle logistics for Board meetings, including arranging for court reporters and rooms and related meeting preparation
- Review appeal requests for accuracy and timeliness.
- Communicate with appellants throughout the appeal process.
- Advise interest parties regarding Board policies and procedures.
- Assist with the provision of documents for cases appealed to the Circuit Court.
- Maintain a database of Board actions.
- Staff BOZA meetings in the absence of the BOZA Administrative Manager

BOZA Office Administration

- Oversee the work of the BOZA administrative support staff to ensure excellent customer service and efficient operation of the office.
- Prepare general and confidential correspondence, presentations, and reports using word processing, spreadsheet, database, or presentation software.

- Proofread departmental documents.
- Handle logistics for Board meetings, including arranging for court reporters and rooms and related meeting preparation.

Minimum qualifications include a Bachelor's degree in Urban Planning, Public Administration, Business Administration or a related field from an accredited college or university OR four years of experience performing work related to the essential functions listed above. Equivalent combinations of education and experience may be considered. Experience providing administrative support to a board or commission or in a legal support role is desirable.

Comparison to an Internal Position

Position	Function and Minimum Qualifications
Unified Call Center Supervisor PR 1FX (\$66,154 - \$92,612) Recruitment Rate \$76,503 Department: DOA – Unified Call Center Studied for market rates in July 2023	<p>Under the guidance of the Unified Call Center Manager, and as a part of the UCC management team, the UCC Supervisor is expected to provide training, schedule tracking and development, and general supervision of UCC representatives. This position leads a team of UCC representatives and is critical to the effective functioning of the Unified Call Center. The supervisor monitors UCC activities and its ability to effectively respond to citizen requests for services and information. This includes measuring customer service effectiveness, insuring data integrity and accuracy, and maintaining efficient operations. This position also plays a role assessing city operations through process mapping and reports on call center metrics such as call resolution times, call scoring, and various call center performance standards.</p> <p>Minimum qualifications include a Bachelor's degree in Business Administration, Management, Consumer Science, Communications, or a closely related field from an accredited college or university and two years of experience either in a call center environment or involving high-intensity customer contact, of which at least one year must have been at a supervisory level.</p>
Water Collections Supervisor PR 1FX (\$66,154 - \$92,612) Recruitment Rate \$72,768 Department: Milwaukee Water Works Studied for market rates in September 2022	<p>The Water Collections Supervisor supervises the revenue collection for the Milwaukee Water Works (MWW) including the management of the counter cashiering functions, review outstanding bills, manage bankruptcy accounts, certify outstanding account balances to the tax roll annually, communicate with customers who are behind on bill payments, coordinate water turn-off for delinquent accounts, and supervision of Customer Service Representative III (CSR-III) and Water Billing Specialist positions, to provide accurate and efficient collections of municipal services bills.</p> <p>Minimum qualifications include a Bachelor's degree in Business Administration, Accounting, Finance or a closely related field and three years of professional experience as a lead worker or supervisor in cash receipting and one or both of the following areas: collections or customer service.</p>

<p>Water Customer Service Supervisor PR 1FX (\$66,154 - \$92,612) Recruitment Rate \$72,768</p> <p>Department: Milwaukee Water Works</p> <p>Studied for market rates in September 2022</p>	<p>Under the direction of the Water Distribution Operations Manager, the Water Customer Service Supervisor provides daily operational oversight for the Distribution Section Control Center of the Milwaukee Water Works (MWW).</p> <ul style="list-style-type: none"> • Monitor call center performance and statistics. • Ensure callers receive professional, courteous service, calls are logged clearly, concisely and accurately and work orders are dispatched efficiently and appropriately. • Assist with the hiring process, including scheduling and participating in interviews and onboarding new employees. • Provide training and ongoing coaching to Control Center staff. • Communicate, by both telephone and email, with customers, aldermanic staff and other departmental representatives in response to questions, issues and concerns. <p>Minimum qualifications include a Bachelor's degree in business administration, retail science or a related field from an accredited college or university and one year of full-time experience in either a call center or another environment involving high-intensity customer contact.</p>
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Analysis and Recommendation

This new position for BOZA performs similar supervisory tasks as the comparator positions and supervises positions in similar classifications. Because the BOZA Administrative Supervisor performs back up functions for the BOZA Administrative Manager, including staffing the BOZA board meetings, and providing communication on behalf of the BOZA Administrative Manager, we recommend a recruitment rate above the minimum to reflect the level of responsibility and accountability that comes with supporting the Board.

We therefore recommend placing the BOZA Administrative Supervisor in pay range PR 1FX (\$66,154 - \$92,612) with recruitment at \$76,503.

Election

Current	Recommended
<p>Temporary Election Laborer (0.73 FTE) PR 9LN (\$33,330)</p> <p>(Six Positions)</p>	<p>Election Laborer PR 9BN (\$44,862 - \$53,601)</p> <p>(Six Positions)</p>

Background

Paulina Gutierrez, Election Commission - Executive Director, has requested the study of the Election Laborer title used on a temporary basis in the function of election operations. A job description was provided and discussions were held with the department.

Duties and Responsibilities

The basic function of the position is to securely prepare, organize, and deliver materials and equipment for elections. The position ensures poll workers have the equipment, supplies and forms necessary to operate their voting site.

Pre-Election

- Sort, organize and assemble polling place materials.
- Qualify, test and repair voting equipment by following step-by-step instructions.
- Test and troubleshoot election equipment like tablets and cell phones.
- Assemble and repair warehouse equipment and shelving.

- Take inventory of equipment and supplies.
- Deliver and pickup early voting equipment and supplies.
- Assist with delivery and pickup of Election Day voting equipment and supplies.
- Setup and takedown of various election rooms like Central Count, training room, ballot room, Early Voting sites, and Election Day sites.
- Assist with other Election operation duties.
- Serve as ballot couriers between city hall, the operations center, and the post office during absentee voting.
- Use a pallet jack, dolly/hand truck or forklift to move varying quantities and sized of items.

Election Day

- Provides on-site troubleshooting assistance to voting equipment for election workers.
- Serve as machine technicians to troubleshoot possible issues with machines on Election Day.
- Staff Election day drop off sites and securely return essential materials to the Operation Center.

Post-Election

- Organize essential Election Day materials like ballot bags, blue canvass bags and payroll.
- Ensure all Election Day equipment and supplies are back at the Operation Center.
- Organize, track, and sort Election Day supplies.
- Assist with post-election recount (if applicable)

Minimum requirements

- Valid driver's license at time of appointment and throughout employment.
- U.S. Citizenship
- 18 years old (except qualified high school student poll workers)
- Milwaukee County Resident
- No felony convictions and not otherwise disqualified from voting
- Able to read and write fluently in the English language
- Hold no public office

High school diploma or equivalent preferred. Familiarity with election equipment, materials, and procedures, and experience working in a warehouse is beneficial.

Comparison to Internal Positions

Classification	Function
Title: Custodial Worker 1 Pay Range: 8AN (\$44,862 - 53,601) Department: Various	Building Maintenance <ul style="list-style-type: none"> • Move objects, including furniture, floor care equipment, and recycling carts. • Unload trailers using pallet jacks to move loaded pallets. • Maintain, check, and deliver supplies and equipment.
Minimum qualifications: <ol style="list-style-type: none"> 1. At least eighteen years of age at time of application. 2. For positions in the Milwaukee Public Library, Milwaukee Police Department and Milwaukee Fire Department: Valid driver's license at time of appointment and throughout employment. 	

Classification	Function
Title: Document Technician I-III Pay Range: 3EN (\$39,399 - \$48,169); 3FN (\$40,865 - \$50,058); 3GN (\$42,996 - \$51,201) Department: Common Council – City Clerk	Records Management <ul style="list-style-type: none"> • Prepare, scan and index paper documents and film records for digital preservation, storage and access through the E-Vault System; perform quality control functions to ensure the integrity of records for accessibility and preservation. • Must be able to perform physical activities that require sitting or standing for extended periods of time. • Must be able to climb and carry boxes up and down ladders and place them on shelves. • Must be able to move large carts, as well as haul and maneuver pallets of boxes.
Minimum qualifications: 1. One year of experience working in an office, library, mailroom or warehouse environment with direct experience processing documents using scanning equipment.	

Analysis and Recommendation

The duties, responsibilities, and requirements of the Temporary Election Laborer are currently comparable to the work performed by the Custodial Worker in pay range 8AN (\$44,862 - \$53,601). Based upon this comparison, the recommendation is to classify the Temporary Election Laborer in Pay Range PR 9BN (\$44,862 - \$53,601).

Milwaukee Water Works

Current	Recommended
New Position	MWW Maintenance Worker PR 8DN (\$51,816 - \$60,106) (One Position)

Background

The Milwaukee Water Works (MWW) has requested the classification of a new position authorized in their 2023 budget. Discussions were held with Jane Islo, Water Works Administration Manager, and Amy Hefter, Water Works Human Resources Administrator.

This position was originally requested to function as a Custodial Worker III position, similar to positions in the Milwaukee Public Library and DPW-Infrastructure. Those positions were classified as Custodial Worker 3 as part of the Skilled Craft, Service and Maintenance Job Evaluation Report dated July 7, 2023 (CCFN 230222). As the position addressed in this report was new and unclassified at the time of the study, it was not included in the citywide report analysis and recommendations. Additionally, the position has changed since originally requested in the 2023 budget (as part of Business-Meter Services) and will be required to operate equipment that requires a Commercial Driver License (CDL). As a result of these changes from the original function of the position, MWW has requested a review of the original classification request for appropriateness.

The Department has indicated that the position will perform custodial and maintenance duties in the MWW Distribution Section and will be responsible for the overall cleanliness and upkeep of MWW's assigned areas at the Field Headquarters (FHQ) facility. The position will work under intermittent supervision, and perform routine upkeep of the grounds around the facility and janitorial/custodial duties involving facilities and vehicles. Because the position is being reassigned to the Distribution Section, vehicle maintenance and repair will involve operation that requires a CDL.

Duties and Responsibilities

This position performs custodial and maintenance duties and is responsible for the overall cleanliness and upkeep of the areas and vehicles assigned to Milwaukee Water Works (MWW) at the Field Headquarters facility.

Custodial

- Perform janitorial duties on the infrastructure, facilities, equipment and vehicles.
- Assist the Water Field Supervisor assigned to shop inventory of equipment and supplies.

Indoor / Outdoor Building Maintenance

- Keep the facility and grounds clean and in good order.
- Perform routine upkeep of the grounds around the facility, such as snow and ice removal, cleaning sidewalks and loading dock, weeding, mulching, trimming and removing trash/debris.
- Sweep, hose down, or clear snow from entrances and surrounding walkways and driving areas.
- Maintain landscaping elements around the building and other structures.
- Move equipment and supplies between buildings or to other MWW locations.
- Operate lift truck.
- Report any problems and/or other needs for maintenance work to the Water Field Supervisor assigned to the shop.

Equipment Maintenance

- Inspect and repair all equipment and tools according to the appropriate preventative maintenance schedule.
- Perform various maintenance on vehicles, such as changing oil, filling with gas and other fluids.
- Assist with on-site maintenance and repair of equipment in the field.

Minimum requirements include One (1) year of experience working in a custodial or comparable role. Janitorial, facility maintenance or equipment maintenance experience preferred. Valid Wisconsin Driver's license at time of appointment and throughout employment. Valid Commercial Driver's License (CDL) – Class B within probationary period and throughout employment.

Comparison to Internal Positions

Classification	Function
Title: Custodial Worker 1 Pay Range: 8AN (\$44,862 - \$53,601) FN: Additional pay for special assignments as dictated by department Department: Various	Building Maintenance <ul style="list-style-type: none"> • Move objects, including furniture, floor care equipment, and recycling carts. • Unload trailers using pallet jacks to move loaded pallets. • Maintain, check, and deliver supplies and equipment.
Minimum qualifications: 1. At least eighteen years of age at time of application. 2. For positions in the Milwaukee Public Library, Milwaukee Police Department and Milwaukee Fire Department: Valid driver's license at time of appointment and throughout employment.	

Classification	Function
Title: FHQ Yard Attendant Pay Range: PR 8DN (\$51,816 - \$60,106)	<ul style="list-style-type: none"> • Perform general maintenance within the Field Headquarters yard and garage including but not limited to trimming grass, cleaning debris, clearing trash, and pressure washing the garage

Department: DPW - Infrastructure	<ul style="list-style-type: none"> Assist with maintaining Street Maintenance equipment and managing the fleet of vehicles used for Street Maintenance (this work may often be necessary outside of regular work hours) Operate equipment to assist with management of construction materials and debris in the Field Headquarters Yard
Minimum qualifications: 1. A working knowledge of construction materials and methods. Must be trained on safe operation of various types of equipment and construction tools and machinery assigned to crews in the Street Maintenance section. Experience setting construction traffic control. 2. Valid State of Wisconsin CDL Drivers License (Class A or B) without airbrake restriction.	

Analysis and Recommendation

In 2023, the FHQ Yard Attendant title was created after conversations between DER Staffing and DPW Infrastructure revealed a minimum requirement of a CDL due to the operation of specific equipment used by incumbents of the position. This differentiated the position from the Yard Attendant classification, which does not inherently require a CDL. Because the position under study requires a CDL and performs tasks similar to the FHQ Yard Attendant, we recommended classifying this position as MWW Maintenance Worker in pay range PR 8DN (\$51,816 - \$60,106).

Department of Public Works - Operations

Current	Recommended
Transportation Financial Analyst PR 2KX (\$70,501 - \$98,704) FN: Recruitment is at \$77,551 FN: Additional 4.8% biweekly for snow and ice control operations (One Position)	Transportation Financial Analyst PR 1HX (\$75,162 - \$105,223) FN: Recruitment is at \$82,677 FN: Additional 4.8% biweekly for snow and ice control operations (One Position)

Background

The Department of Public Works – Operations division has requested a classification review of the Transportation Financial Analyst position. A job description was provided and discussions were held with Makisha Porter, Operations Human Resources Administrator. The department indicated that this position provides a full range of supervisory duties for two Transportation Accountants and a Transportation Accounting Assistant. Currently, both the Transportation Financial Analyst and the Transportation Accountant are classified in pay range 2KX (\$70,501 - \$98,704) with recruitment is at \$77,551, creating a compression issue in this reporting relationship.

Duties and Responsibilities

The Transportation Financial Analyst provides staff support in the development and administration of the Department of Public Works (DPW) Parking Section's operating and capital budgets and in the analysis of parking programs, operations and functions.

Research, Analysis and Recommendations

- Conduct analyses and make recommendations concerning the financial impact of parking programs and operations, such as parking structure contract requirements, meter rate changes, tow policies and fees, permit policies and citation issuance.
- Conduct analyses of the out-year financial implication of contract terms.
- Develop necessary analytical and statistical methodologies, reports and recommendations.

- Assist the Parking Services Manager by conducting research into parking related program changes, local impacts and cost benefit analyses.
- Assist the Streetcar System Manager by providing financial research and analysis of ridership and rate methodologies; monitor accounts, organize invoices and ensure timely payments.
- Perform research and assist in developing and monitoring various contracts, Requests for Purchase (RFPs) and bids; assist with data reporting for grants.
- Monitor contract expenditures and contract balances, providing proactive reports on contracts which need to be re-issued or to which funds need to be added.
- Assist with procurement projects and provide general analytical assistance.

Transportation Financial Analysis, Reports, Accounting and Oversight

- Provide detailed financial analyses and reports, including narrative, financial, and statistical. Analyze revenue, expenses, cost-accounting and profit/loss statements for current and future operations to ensure the vitality of the Transportation Fund.
- Prepare, monitor and analyze previous years' operating and capital budgets for both the Parking and Streetcar units within the Transportation Fund.
- Provide professional staff support to management and accounting staff for proper financial recording and timely processing, preparation, monitoring and control of invoices for the Transportation Fund; provide support and assistance to maintain general accounting principles and to ensure City financial processes are in place, followed and monitored.
- Provide financial reports and analyses of parking revenues, costs and expenses; prepare financial projections.
- Provide data for the Budget Office and others for budget preparation and monitoring.
- Provide financial information, such as out-year cash flow development and upkeep, to monitor the need for rate modifications.
- Prepare quarterly and annual revenue and expense summary reports and monitor expenses on a regular basis.
- Prepare financial and accounting reports.
- As part of the snow and ice control management team, report as called upon in order to provide organization and response coordination to meet the needs of the department.

Minimum qualifications include a Bachelor's degree in accounting, business administration or a closely related field from an accredited college or university and two years of experience performing financial analysis closely related to the essential functions of this position as listed above.

Comparison to an Internal Position

Position	Function and Minimum Qualifications
Water Billing and Collections Manager PR 1HX (\$75,162 - \$105,223) FN: Recruitment is at \$82,677 Department: DPW – Water Works Studied for market rates in September 2022	The function of this position is to manage the billing and collections of over \$80 million in total annual revenues for the Milwaukee Water Works and \$200 million for the City of Milwaukee in fees. The Billing and Collections Unit issues 15,000 weekly bills for quarterly billings of over 165,000 accounts. Management oversight includes ensuring accurate and timely bills. Position manages the collections of delinquent accounts and oversees the department's efforts in bankruptcy filings, proceedings, monitoring and following of specific court ordered collections. Areas of responsibility: <ul style="list-style-type: none"> • Manage, oversee and conduct the billing calculations • Manage, direct and oversee pre-bill to ensure absolute accuracy • Run Cognos reports to provide information needed by management Minimum qualifications include a Bachelor's degree in Accounting, Finance of Business and three years of related experience including experience in supervision.

Analysis and Recommendation

In 2021, the department requested a title change for this position from Parking Financial Manager in Pay Range 1FX (\$62,338 - \$87,270)(2021 rates) to that of a Transportation Finance Analyst in Pay Range 2JX (\$62,338 - \$87,270) (2021 rates). The majority of the duties and responsibilities remained the same, however, at that time, the supervisory responsibility for staff had been taken on by the Finance and Administration Manager.

Currently, a full range of supervisory duties has returned to the Transportation Finance Analyst role with managerial oversight from the Finance and Administration Manager. To acknowledge these supervisory functions, we recommend moving the position back to the Officials and Administrators section of the Salary Ordinance.

Based on the comparable duties and responsibilities to the Water Billing and Collections Manager and to address the compression between this classification and the Transportation Accountants, we recommend reallocating this position to pay range 1HX (\$75,162 - \$105,223) with recruitment at \$82,677.

Action Required – Effective Pay Period 17, 2024 (August 4, 2024)

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

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