



**Department of Employee Relations**

**Cavalier Johnson**  
Mayor

**Harper Donahue, IV**  
Director

**Molly King**  
Employee Benefits Director

**Veronica Rudychev**  
Labor Negotiator

**Job Evaluation Report**

City Service Commission Meeting: June 25<sup>th</sup>, 2024

**Employes Retirement System**

Current	Recommended
Records Services Supervisor PR 2DN (\$45,101 - \$63,140) FN: Recruitment is at \$55,041 (One Position)	Records Services Supervisor PR 2GN (\$54,619 - \$76,474) FN: Recruitment is at \$66,304 (One Position)

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

**Background**

The Department of Employee Relations (DER) recently conducted a market study for select professional and managerial titles in the Milwaukee Public Library (effective pay period 13, 2024 (June 9, 2024)). This report and the companion report going to the Fire and Police Commission aim to examine and analyze peer titles citywide that fall under a similar scope, duties and responsibilities, impact, and minimum qualifications. DER reached out to departments with similar job titles that performed records and documents management, including the Records Management Section of the Milwaukee Police Department.

**Employes Retirement System**

Record Management Unit

- Manages records for approximately 15,000 active or deferred employees from the City of Milwaukee or its participating city agencies.
- Oversees maintenance of Employes Retirement System (ERS) source documents, records, electronic files and data.
- Supervises the scanning and indexing process for documents and initiates and/or coordinates workflow in MERITS (Milwaukee Employes Retirement Information Technology System).
- Prepares, screens, enters and maintains computer systems data.
- Coordinates Quality Assurance review of scanned and indexed documents.
- Coordinates the transfer of records to City Records Department.

**Employes Retirement System**

Current	Recommended
Records Services Supervisor PR 2DN (\$45,101 - \$63,140) FN: Recruitment is at \$55,041 (One Position)	Records Services Supervisor PR 2GN (\$54,619 - \$76,474) FN: Recruitment is at \$66,304 (One Position)

The Records Services Supervisor works directly with the ERS management and staff to develop and execute a record filing and retention plan specific to the ERS. Supervises and mentors Records Technicians, promoting their development and growth within the Records Management function of the Membership Services division. Duties and Responsibilities:

- Serves as a team leader for the Records Management Team, leads and supervises the daily responsibilities and coordinating the workload of the Record Management Unit; supervises the scanning and indexing process for documents and initiates and/or coordinates workflow in MERITS; prepares, screens, enters and maintains computer systems data and oversees same within Records Management Team; detects and corrects errors; prepares documents for scanning as necessary; coordinates quality assurance review of scanned and indexed documents; and assists and coaches Record Technicians and other users with document search and retrieval.
- Coordinates the transfer of records to City Records Department; oversees maintenance of ERS source documents, records, electronic files and data; researches and retrieves files from City Records and provides guidance to technicians on same, utilizing archiving and retrieval systems, both manual and technology-enabled, as well as records schedules.
- Provides backup to the ERS Records Technicians front desk tasks as needed.

Minimum qualifications include five years of progressively responsible administrative experience performing duties related to the essential functions of this position; and one year of experience providing administrative support in a leadership role

**Comparisons to the 2024 Library Management and Professional Positions Market Study**

Position	Function and Minimum Qualifications
Library Services Supervisor PR 2GN (\$54,619 - \$76,474) FN: Recruitment is at \$66,992 (14 Positions)	The <b>Library Services Supervisor</b> located at a Branch Library is responsible for planning, organizing, and overseeing the activities of the agency and for training, scheduling, directing, supervising, evaluating and assisting the public service paraprofessional staff in the performance of those duties.  The <b>Library Services Supervisor</b> in Education and Outreach Services plans, organizes, directs and supervises the activities of the unit. The incumbent develops a thorough knowledge of all paraprofessional functions and procedures, including materials selection and delivery services, and automation applications.
Library Circulation Services Supervisor PR 2GN (\$54,619 - \$76,474) FN: Recruitment is at \$66,992 (Three Positions)	The <b>Library Services Supervisor</b> in the Wisconsin Talking Book and Braille Library (WTBBL) has primary responsibility for the supervision of the Circulation and Audio Machine technical paraprofessionals and for the procedures to coordinate the shipping and receiving function of WTBBL materials. The WTBBL operates in the Milwaukee Public Central Library and serves over 6,000 patrons.
Library Technical Services Supervisor PR 2GN (\$54,619 - \$76,474) FN: Recruitment is at \$66,992 (Two Positions)	Minimum requirements include a bachelor’s degree in business administration or logistics, computer science, human resources, management, public relations, or a related field and two years of library circulation experience with at least one year of leadership (lead worker or project lead) experience in a customer service environment. Equivalent combinations of education and experience may be considered. Continued employment is contingent upon completion of a three-credit reference course from an accredited school within one year of date of appointment.

**Comparison to an Internal Position**

Position	Function and Minimum Qualifications
Benefit Services Coordinator PR 2GN (\$54,619 - \$76,474) FN: Recruitment is at \$66,304  Department: Employees Retirement System  Studied for market rates in July 2023	The <b>Benefit Services Coordinator</b> in the Health and Dental Insurance section is responsible for the complete administration of financial and membership functions of health and dental insurance for the following retiree groups: General City, Fire, Police, various retiree groups, HACM-RACM, WI Center, Duty and Ordinary Disability, spouse survivors, and dependents. The incumbent acts as the lead person on their respective team.  The <b>Benefit Services Coordinator</b> in the Group Life Insurance section administers the life insurance program through completion of enrollment applications, changes in coverage, and ensuring compliance with applicable law. The incumbent acts as the lead person on their respective team.  Minimum qualifications include a bachelor’s degree in accounting, finance, business administration, or a closely related field from an accredited college or university; two years of accounting or financial analysis experience; and proficiency in common office automation software, including Excel and Access.

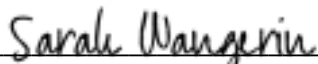
Analysis and Recommendation

In 2022, this position was reclassified from a Program Assistant II to Records Services Supervisor, to better reflect the focus of the position related to developing and executing a records filing and retention plan specific to ERS, and the supervisory and oversight responsibilities required of the position.

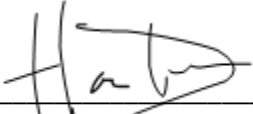
As the responsibilities, functions, and minimum qualifications of this position align with the existing classification of Benefit Services Coordinator, we recommend placing The Records Services Coordinator in pay range 2GN (\$54,619 - \$76,474) with recruitment at \$66,304.

**Action Required – Effective Pay Period 15, 2024 (July 7<sup>th</sup>, 2024)**

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

Prepared by:   
Sarah Wangerin, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Harper Donahue IV, Employee Relations Director